



Kaiser Permanente Virtual Complete[®] plans

Where care and convenience go hand in hand

With the Virtual Complete plan, you can get high-quality, personalized care when and where you want it.

From phone visits to in-person doctor visits, we're here however you need us. And with Kaiser Permanente, your entire care team can see your health history, so you never have to repeat your story.

For more information

about Virtual Complete, contact your plan administrator or human resources department.

How it works and what you'll pay



\$0 virtual care

- 24/7 phone advice
- Chat, video, and phone visits on demand or by appointment¹
- Email for nonurgent health issues
- E-visits



Predictable costs on common services

- Copay for first 3 in-person primary care visits²
- \$0 preventive care visits
- Copay for lab tests
- Copay for generic medication, plus standard delivery at no cost

Full cost for other services until you meet your deductible

After that, you'll only pay a copay or coinsurance.



(continued from front)

When it comes to getting care, Virtual Complete gives you options

With upfront savings on in-person office visits and unlimited \$0 virtual care, you can get consistent care without paying for most of your visits.



Manage your health with the Kaiser Permanente app or kp.org with the Kaiser Permanente Washington app⁴

- Email your doctor's office with nonurgent health questions.
- Schedule routine appointments.
- View your medical history, including most lab results and past visit information.
- Fill or refill most prescriptions and get them delivered at no extra cost.³
- Pay bills.
- Get care with a video visit or e-visit.¹
- See real-time wait time estimates for many virtual care services.

Take advantage of no-cost wellness resources⁵

classpass

Get special rates on thousands of on-demand fitness videos from fitness industry leader **ClassPass**.

Calm

Ease your mind with **Calm**, the number one app for sleep, meditation, and relaxation.⁶

1. When appropriate and available. 2. Number of in-person visits at copay could vary, depending on their group's plan design. 3. Some exclusions apply. For more information, contact the pharmacy. 4. Available when you receive care from Kaiser Permanente doctors and care teams. 5. The services described above are not covered under your health plan benefits and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. 6. Calm is the number one app for sleep, meditation, and relaxation. Learn more at calm.com/blog/about.