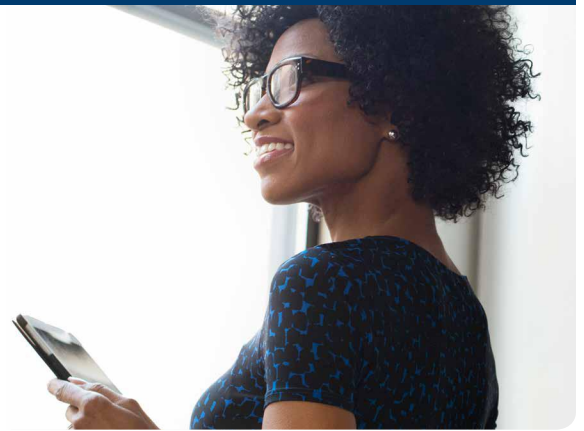


Kaiser Permanente Virtual Complete[®] plans

Exceptional value enabled by technology

Available to Large Group employers in all counties
in our Washington commercial service area



With a Virtual Complete plan, employees can get high-quality care that's both affordable and convenient – helping them stay healthier and more engaged on the job. They also have the flexibility to choose no-cost virtual care or in-person care, depending on their needs.

How our Virtual Complete plan works

Members can connect by video or phone for \$0 with their primary care team and specialists they've been referred to. They can also have 3 in-person primary care visits with just a copay before meeting their deductible.¹

With a Virtual Complete plan, your employees can:



Schedule phone visits or face-to-face video visits with their primary care team and specialists they've been referred to.



Get anytime support with a video visit, 24/7 phone advice, and chat messaging.



Order prescriptions on our mobile app or at kp.org, and get them delivered in 3 to 5 days. Same-day delivery is available in many areas.



Email their Kaiser Permanente doctor's office with nonurgent health questions and get a reply in 2 to 3 business days. Or for common conditions, they can use e-visit to answer questions online about their symptoms and get a response usually within 2 hours.



See real-time wait time estimates for many virtual care services.

Many care teams offer virtual care, including:

Cardiology	Gastroenterology	Ophthalmology
Cold and flu	Gynecology	Pharmacy
COVID-19	Internal medicine	Physical therapy
Dermatology	Mental health	Primary care
Family medicine	Obstetrics	

Our virtual care is different – because it’s fully integrated

With other health plans, virtual care is typically delivered by third-party providers and quality, cost, and available services can vary wildly. Our virtual care capabilities are designed to work together, giving members a seamless experience no matter how they choose to engage. And unlike many other providers, we enable our doctors to see and update your employees’ electronic health records in real time. This allows our teams to promote preventive services, coordinate follow-up care, and make informed decisions about your employees’ care. No unnecessary questions. No duplicate tests or procedures. No repeating what you’ve said in the past. Virtual care works better in an integrated system like ours.

More than half of all our care is delivered virtually, including:²



Phone

534,000+ phone visits



Email

863,000+ member emails



Video

167,000+ video visits

Simple to understand, easy to use, and designed to deliver superior value

Sample:

Virtual care Primary care, specialty care, mental health, pediatrics, dermatology, and more	\$0
Digital health support³ Self-care apps, personalized healthy lifestyle programs, and more	\$0
In-person preventive care Routine physicals, screenings, and immunizations	\$0
In-person office visits Including primary care, mental health, and more	First 3 visits: \$30 before deductible Additional visits: \$30 after deductible
Lab tests	\$15, not subject to deductible
Generic prescriptions	\$15, not subject to deductible
Deductible	\$2,000 individual / \$4,000 family

This is a sample of one of our Virtual Complete plan designs. Other services not noted, such as X-rays and hospital care, are subject to the deductible.



Virtual support for healthy living offers even more value

On top of the care they receive through their Virtual Complete plan, employees also have access to digital wellness tools designed to help them thrive.³

Healthy lifestyle programs

[Online programs](#) offering tools for healthy living and personalized tips to help employees reach their health goals

classpass

No-cost access to thousands of on-demand [ClassPass](#) workout videos, plus reduced rates on in-person classes



[Calm](#), an app for meditation, mindfulness, mental resilience, and sleep – designed to help lower stress, reduce anxiety, and more

Contact your Kaiser Permanente representative to learn more about our Virtual Complete plans

1. Number of in-person visits at copay could vary, depending on your group's plan design. 2. Kaiser Permanente Washington internal data, totals for 2023. 3. Digital health offerings are not covered benefits and are subject to change.