

Find your healthy place

With care at your fingertips 24/7



Kaiser Permanente gives you convenient and affordable ways to get the care and support you need.

Easier access to care

Make sure you're registered for our online services at kp.org or on our mobile app. Sign in and you'll be able to:

- Access all the virtual care options available to you
- Schedule care
- See your lab results and medical records
- Refill prescriptions and sign up for mail-order pharmacy
- View your coverage documents

Learn more at kp.org/getcare.

Support from the get-go

Get help choosing a doctor and transitioning your care and prescriptions. Just call our dedicated New Member Welcome Team at **1-888-844-4607**.

Resources to boost your health

From wellness coaching to self-care apps to discounts on fitness clubs, we help you reach your health goals.

Your doctor, your choice

Choose your doctor based on what's important to you. Go to kp.org/wa/find-a-doctor to browse doctor profiles by education, specialties, languages, location, and more. You can also change doctors at any time.

Care that's connected

Kaiser Permanente care teams are connected to each other – and you – through your electronic medical record. Whether you connect virtually or in person, you'll always get coordinated care from a team who knows your health history.

Experience the Kaiser Permanente difference

You need quality care that's simple, personalized, and hassle-free. At Kaiser Permanente, we bring care and coverage together so you get everything you need for your health in one easy-to-use package.

Kaiser Permanente Virtual Plus plans are available to employer groups located in King, Kitsap, Pierce, Snohomish, Spokane, and Thurston counties. Members of these eligible employer groups must reside or work in these 6 Washington counties to enroll in Virtual Plus plans.



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Welcome to care that fits your life

With low monthly rates and no-charge virtual care, Virtual Plus plans give you convenient ways to start your care virtually, with referred in-person care when you need it. Referrals are not required for urgent or emergency care.

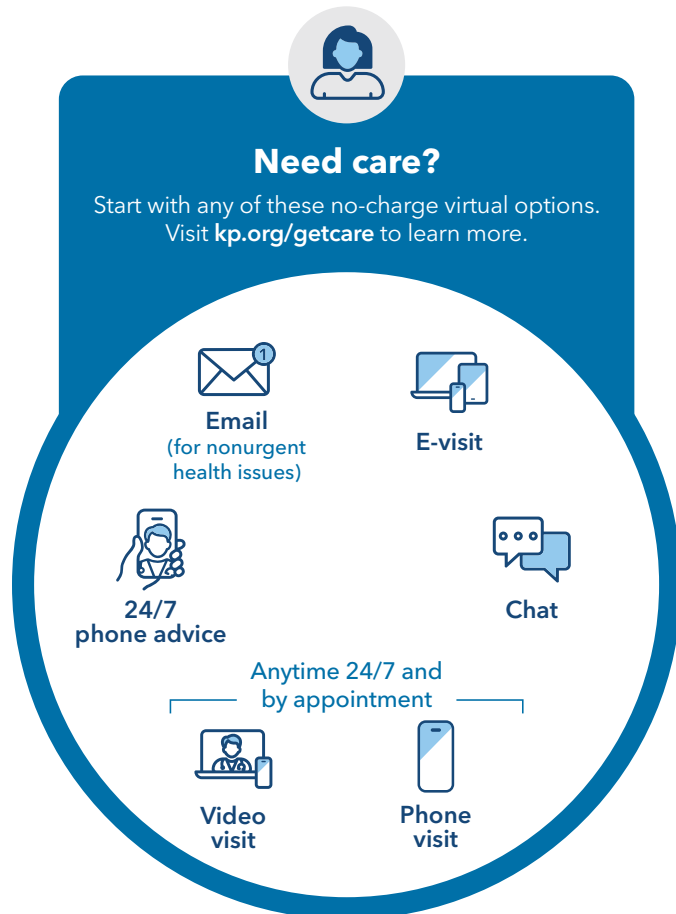
More control over your health care costs

During your virtual care visit, a Kaiser Permanente clinician will provide you with the care and prescriptions you need or refer you for in-person care if necessary.



See real-time wait time

estimates for many virtual care services.



\$0 charge for virtual care, preventive care, and your first in-person primary care visit.

\$ Lower out-of-pocket cost for in-person care you get through a referral.

Convenient pharmacy services

Fill your first prescription at a network pharmacy or through mail order, then get most refills by mail. Standard delivery is complimentary and usually arrives in as little as 3 to 5 days.

No in-person care needed

Get a referral for in-person care



After your virtual care is complete, fill your prescription, if needed.



Schedule an appointment, see your clinician, and fill your prescription, if needed.



Your care, your way

Get high-quality care when you need it with a phone call, instant message, or click of a button. Your virtual care options include chat, video visit, e-visit, email for nonurgent issues, phone appointments, and 24/7 phone advice.¹

Start with a virtual care visit – just a click or call away.

Chat	Chat online with Member Services or a clinician or pharmacist, or arrange mental health care.
Phone or video visit	Talk to a clinician 24/7 by phone or video for quality care when you need it – no appointment needed.
E-visit	Get a personalized care plan or prescriptions for common health conditions – just by filling out a short questionnaire.
Email	Message your Kaiser Permanente doctor's office with nonurgent questions and get a reply, usually within 2 business days.
24/7 phone advice	Talk with a licensed care clinician day or night for advice.
Manage your care	Sign in to your kp.org account or the Kaiser Permanente Washington mobile app to schedule appointments, connect with your care team, manage prescriptions, and more. Learn more at kp.org/wa/mobile . ²
Convenient services in person	Most Kaiser Permanente Washington medical facilities have many services under one roof, so you can see your doctor, get lab services or X-rays, and pick up a prescription – all in the same trip. ¹ Several of our medical facilities offer walk-in care for minor health issues. If you're referred for in-person care, your out-of-pocket costs will be lower.
Urgent care³	Find in-network urgent care facilities in your area by visiting kp.org/wa/find-a-doctor and searching "urgent care." A referral is not required to receive lower out-of-pocket cost.

Great care, great results

It's easy to get the care you need with the Virtual Plus plan. From preventive to specialty care to support for an ongoing condition, care is at your fingertips 24/7.

To use some virtual care services, you'll need a strong private internet connection, and you'll want to be comfortable with email and texting. If you can watch movies on your phone or computer from a streaming service, you most likely have what you need to connect with us using online chat, video visits, and other virtual care options.

Preventive care to help keep you healthy

Preventive care is key to how we practice medicine and support member health at Kaiser Permanente. It can help you avoid some health issues and catch others before they become serious.

Virtual Plus plans do not require a referral for in-person preventive care with no out-of-pocket costs. And we send automatic reminders when you're due for your next screenings.

A leader in clinical quality

Kaiser Permanente plans give you access to the Washington Permanente Medical Group.

- Top ranked for overall quality of care, and among the top-ranked groups for lower cost in the state.⁴
- More than 100 Kaiser Permanente clinicians in Washington recognized as "Top Doctors" in *Seattle Magazine* and *Seattle Met* magazine.⁵
- In 2023, Kaiser Permanente led the state as the top performer in 40 HEDIS® (Healthcare Effectiveness Data and Information Set) effectiveness-of-care measures, including prevention and screening, cardiovascular care, comprehensive diabetes care, and respiratory care.⁶

Support for ongoing conditions

If you're struggling with a condition such as diabetes or asthma, Virtual Plus plans offer care options to support you. If you already have a Kaiser Permanente personal doctor, you can keep your doctor when you switch to a Virtual Plus plan. If you're currently getting primary care from a non-Kaiser Permanente doctor, you'll need to choose a Kaiser Permanente doctor when you switch to a Virtual Plus plan. You'll be able to access your information and medical history when you register at [kp.org](https://www.kp.org).

You may be automatically enrolled in a disease management program at no cost for personal coaching and support. You can also ask to be enrolled. With a well-rounded approach backed by proven best practices, we'll help you get the care you need to continue living life to the fullest.

Specialty care when you need it

If you have a new health concern, the best place to start is with a virtual visit with your personal doctor. They can refer you to a specialist for evaluation and treatment. This will also help keep your out-of-pocket costs lower. The specialist may recommend an in-person visit.



More choice, more flexibility

Virtual Plus plans and the Connect provider network offer affordable care through a suite of convenient, no-charge virtual options in Washington state, with access to in-person care when needed.



Important information about the Connect network for Virtual Plus

Virtual Plus plans feature the Connect network, which is offered to members of eligible employer groups who reside or work in King, Kitsap, Pierce, Snohomish, Spokane, and Thurston counties.

The Connect network offers no-charge virtual care from Kaiser Permanente providers. Primary care and pharmacy services are available at Kaiser Permanente Washington medical facilities.

Specialty care is available at:

- Kaiser Permanente medical facilities
- Providence Medical Group, including Spokane practices
- Western Washington Medical Group
- Seattle Children's Medical Group

Our Kaiser Permanente health care professionals make up the high-performing⁷ Washington Permanente Medical Group and work together to offer high-quality and coordinated virtual care, primary care, and specialty care.

Visit kp.org/wa/find-a-doctor and search "Virtual Plus – Connect Network" to see which providers, medical facilities, and pharmacies are in-network.

To find Kaiser Permanente locations in Washington state, go to kp.org/wa/locations.



If you need emergency care or get hurt or sick while traveling

- Note that virtual care could be limited outside of Washington state due to state laws that may prevent doctors from providing care across state lines. Laws differ by state.
- You can get emergency care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.⁸ You have coverage for in-person emergency and urgent care anywhere in the world, and you do not need a referral.⁹ Your cost will depend on your plan benefits.
- You can get in-person care at any Kaiser Permanente medical facility in the country or in-network urgent care facility. You do not need a referral for these in-person care options, but you will have a cost depending on your plan benefits.
- Before accessing care at a Kaiser Permanente facility outside the Kaiser Permanente Washington service area, visit kp.org/travel or call Member Services to get a visiting member ID number.
- Our facilities outside the Kaiser Permanente Washington service areas are located in California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Clark and Cowlitz counties in Washington state, and the District of Columbia.
- For help finding other plan providers, call Member Services.



How do I get my medications?

You can fill up to a 30-day supply of the first prescription for a new medication at a network pharmacy or through our mail-order service. Then you'll get most refills and maintenance medications through mail order. Standard delivery is complimentary and usually takes 3 to 5 days. If your medication can't be mailed, you can get up to a 30-day supply at a network pharmacy. If you have medication questions or want help transferring prescriptions, you can chat online or call and speak to a pharmacist.



Dental care

Some plans offer coverage for adult or pediatric dental care through Delta Dental of Washington. For more information, call Member Services at **1-888-901-4636**.



Get more from your health plan

Good health goes beyond the doctor's office. That's why we offer so many convenient resources to our members. Explore them all, and choose the ones that fit your life.

Tools and resources for good health



Wellness coaching by phone

Reach your health goals with an action plan and one-on-one phone support. A trained coach will help you find personalized techniques that will work for you. Also offered in Spanish. Visit kp.org/wellnesscoaching to learn more.



Emotional wellness resource

Get personalized programs for help in managing depression, stress, anxiety, and more, including access to the Calm and Headspace Care apps at kp.org/mentalhealth.¹⁰



Help to quit smoking

Quit for good with one of the country's most successful tobacco cessation programs – at no additional cost. Connect by phone or online. Visit quitnow.net/kpwa for details.



Special rates for members

Get help reaching your health goals with a fitness membership from One Pass Select Affinity® from Optum.¹¹ Choose your plan and get unlimited access to a large nationwide network of gyms and boutique studios. Kaiser Permanente members have access to Optum's Affinity Musculoskeletal Program – no signup required. Enjoy 20% off chiropractor, acupuncture, and therapeutic massage services at participating providers. Learn more at kp.org/exercise and kp.org/wa/member-perks.



Classes and support groups

To see available health classes¹² and programs, visit kp.org/classes. Additional resources are available at kp.org/socialhealth.



Wellness blog

Visit about.kaiserpermanente.org for wellness information, recipes, fitness ideas, and tips for healthy aging.



Making it easier to switch plans

Changing health plans can seem like a lot of work, especially if you're in the middle of treatment or taking prescription drugs. That's why we created a dedicated New Member Welcome Team to help you transition to Kaiser Permanente.

Call our New Member Welcome Team at 1-888-844-4607.



Transfer your prescriptions

It's easy to transfer your prescriptions so your treatment is uninterrupted. Call our New Member Welcome Team for help. Or register online and create an account at kp.org to transfer your prescriptions yourself. You'll be able to order refills online for convenient mail delivery to your home.



Find the right doctor

Online doctor profiles let you browse among many excellent doctors and convenient locations in your area, so you can join Kaiser Permanente knowing you've found a doctor who fits your needs. Plus, you can change your doctor at any time, for any reason. View doctors at kp.org/wa/find-a-doctor, or call our New Member Welcome Team for help.



Transition your care

You might want help transitioning your care to Kaiser Permanente if:

- You have a scheduled surgery
- You're taking a prescription drug or using medical equipment
- You're pregnant and receiving prenatal care
- You're following an established treatment plan
- A health provider is working with you to manage a medical condition


We're focused on helping new members.

Other questions about transitioning care? Give us a call at **1-888-844-4607**.

Endnotes

- ¹ When appropriate and available. These features are available when you get care from Kaiser Permanente doctors and care teams.
- ² To use the Kaiser Permanente Washington app, you must be a Kaiser Permanente Washington member registered on kp.org.
- ³ An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition.
- ⁴ Washington Health Alliance 2008-2024 Community Checkup reports, <https://www.wacomunitycheckup.org/reports/2024-community-checkup-report/>.
- ⁵ "Seattle's Top Docs," *Seattle Magazine*, September/October 2023; "Top Doctors 2023," *Seattle Met magazine*, August 23, 2023.
- ⁶ Kaiser Permanente 2023 HEDIS[®] scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass[®] and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2023 and is used with the permission of NCQA. Quality Compass 2023 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass[®] and HEDIS[®] are registered trademarks of NCQA. CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality.
- ⁷ Criteria established by American Medical Group Association.
- ⁸ If you reasonably believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, call 911 or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage*.
- ⁹ Medicaid members are not covered everywhere for urgent and emergency care.
- ¹⁰ The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time. The apps and services are neither offered nor guaranteed under contract with the FEHB Program, but are made available to enrollees and family members who become members of Kaiser Permanente. Calm and Headspace Care can be used by members 13 and over. Eligible Kaiser Permanente members can text with a coach using the Headspace Care app for 90 days per year. After the 90 days, members can continue to access the other services available on the Headspace Care app for the remainder of the year at no cost. Calm and Headspace Care are not available to Kaiser Permanente dental-only members.
- ¹¹ 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.
- ¹² Some classes may require a fee.

Already a member?

Manage your care online anytime at kp.org. If you haven't already, go to kp.org/register so you can start ordering most prescription refills, get reminders about needed care, and view coverage documents. If you get care at Kaiser Permanente, you can start emailing your doctor's office with  urgent questions, scheduling routine appointments, and more.

Notice of Nondiscrimination

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (“Kaiser Permanente”) comply with applicable Federal and Washington state civil rights laws and do not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or any other basis protected by applicable federal, state, or local law. We also:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, and other formats)
 - Assistive devices (magnifiers, Pocket Talkers, and other aids)
- Provide free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Member Services at **1-888-901-4636 (TTY 711)**.

If you believe that Kaiser Permanente has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity, you can file a grievance with our Civil Rights Coordinator by writing to P.O. Box 35191, Mail Stop: RCR-A3S-03, Seattle, WA 98124-5191 or calling Member Services at the number listed above. You can file a grievance by mail, phone, or online at **kp.org/wa/feedback**. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with:

- The U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 800-537-7697** (TDD)
Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**
- The Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint portal available at **<https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>**, or by phone at **800-562-6900, 360-586-0241** (TDD). Complaint forms are available at **<https://fortress.wa.gov/oic/onlineservices/cc/pub/complaintinformation.aspx>**

Multi-language Interpreter Services

English: ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-888-901-4636 (TTY 711)**.

Español (Spanish): ATENCIÓN: Si habla español, tiene disponibles servicios de ayuda con el idioma sin cargo. Llame al **1-888-901-4636 (TTY 711)**.

中文 (Chinese) : 注意 : 如果您說中文，您可以免費獲得語言援助服務。請致電 **1-888-901-4636 (TTY 711)**。

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu quý vị nói tiếng Việt, quý vị có thể sử dụng dịch vụ hỗ trợ ngôn ngữ miễn phí của chúng tôi. Xin gọi số **1-888-901-4636 (TTY 711)**.

한국어 (Korean): 참고: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 제공해 드립니다. **1-888-901-4636(TTY 711)**번으로 문의하십시오.

Русский (Russian): ВНИМАНИЕ! Если вы говорите по-русски, вам доступны бесплатные услуги переводчика. Звоните по номеру **1-888-901-4636 (TTY 711)**.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-888-901-4636 (TTY 711)**.

Українська (Ukrainian): УВАГА! Якщо ви розмовляєте українською мовою, вам доступні безкоштовні послуги перекладу. Телефонуйте за номером **1-888-901-4636 (TTY 711)**.

ភាសាខ្មែរ (Khmer): សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាកម្មជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃគឺមានសម្រាប់អ្នក។ ទូរស័ព្ទទៅលេខ **1-888-901-4636 (TTY 711)**។

日本語 (Japanese): 注意事項 : 無料の日本語での言語サポートをご利用いただけます。**1-888-901-4636 (TTY 711)** まで、お電話にてご連絡ください。

አማርኛ (Amharic): ማሳሰቢያ፡ የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አገዛ አገልግሎቶች፣ በነጻ ለአርስዎ ይቀርባሉ። ወደ **1-888-901-4636 (TTY 711)** ይደውሉ።

Oromiffa (Oromo): XIYYEEFFANNAA: Afaan dubbattu Oroomiffa yoo ta'e, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. **1-888-901-4636 (TTY 711)** irraatti bilbilaa.

ਪੰਜਾਬੀ (Punjabi): ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹਨ। **1-888-901-4636 (TTY 711)** 'ਤੇ ਕਾਲ ਕਰੋ।

العربية (Arabic): انتباه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية، متوفرة لك، مجاناً. اتصل بالرقم **1-888-901-4636 (TTY 711)**

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-888-901-4636 (TTY 711)**.

ພາສາລາວ (Lao): ໄປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ແມ່ນຈະມີການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ. ໂທ **1-888-901-4636 (TTY 711)**.

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Want to learn more?

Visit kp.org or call Member Services

Monday through Friday, 8 a.m. to 5 p.m.

- **1-888-901-4636** (English and more than 150 languages with our interpreter services)
- **711** (TTY)

New Member Welcome Team: **1-888-844-4607**



Kaiser Foundation Health Plan of Washington
2715 Naches Ave. SW
Renton, WA 98057