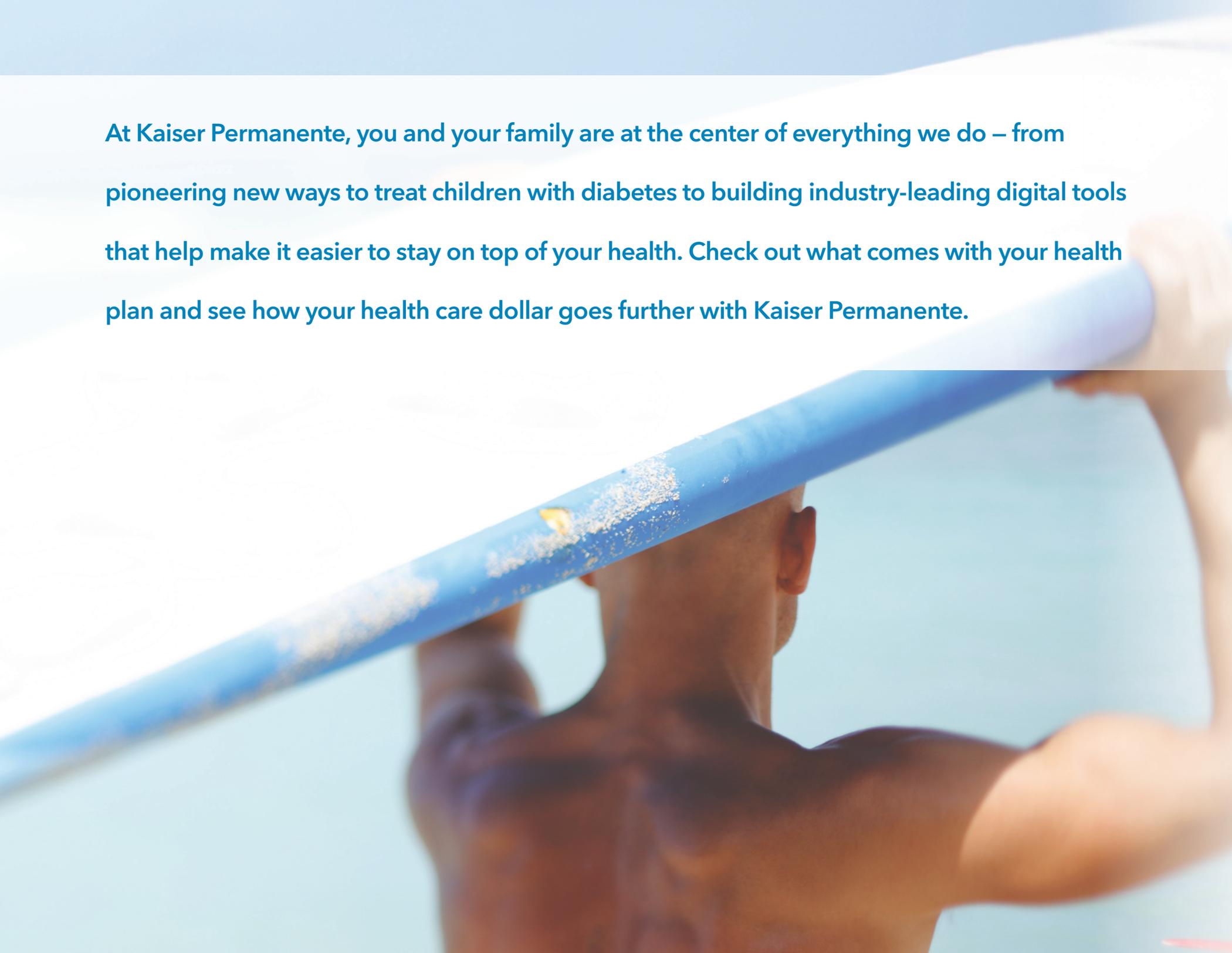


Find your healthy place

With care designed to help you thrive

A photograph of a person's back and shoulder, holding a blue surfboard over their shoulder. The background is a clear blue sky. The text is overlaid on the upper portion of the image.

At Kaiser Permanente, you and your family are at the center of everything we do – from pioneering new ways to treat children with diabetes to building industry-leading digital tools that help make it easier to stay on top of your health. Check out what comes with your health plan and see how your health care dollar goes further with Kaiser Permanente.

Great reasons to choose Kaiser Permanente



Kaiser Permanente offers peace of mind

When you join Kaiser Permanente, we help to make it easy for you to find high-quality primary care doctors and specialists. You can choose a personal doctor from the largest and one of the most experienced medical groups in Hawaii. Our more than 600 doctors and providers in over 100 specialties are connected to you, and each other, through a single electronic medical record that follows you wherever you go at Kaiser Permanente. That means you can be reassured that your entire health care team, such as doctors, pharmacists, and lab, is on the same page.



Experience health care made easier

Our 20+ locations statewide lets you get most of your care under one roof, close to home. That's less time spent driving and more time spent doing the things you love. You can save yourself a trip to the doctor's office entirely with convenient telehealth options, including video visits, phone appointments, emails to your doctor's office, and 24/7 nurse advice – at no additional charge. We're also scheduled to open our new West Oahu Medical Office at Kapolei in April 2021.



Care and coverage are seamless

Our coordinated model of care brings together medical facilities, health plan, and your providers and doctors, who are empowered to help you make important care decisions and deliver high-quality health care that's right for you. And, with comprehensive benefit coverage and healthy extras, you're getting a plan that offers a great value for your health care investment.

Quality care with you at the center

Our physician-led care teams work together to help keep you healthy by delivering top-quality, personalized care.



Great care from great doctors

Good health care begins with building a relationship with your personal physician. Your doctor is your health care advocate, your direct link to all Kaiser Permanente services, and your source for referrals to specialists.

Every family member may choose their own personal doctor from:

- Family medicine
- Internal medicine
- Ob-gyn (you may also choose a certified nurse-midwife)
- Pediatrics (for children and adolescents up to age 18)

Search our online doctor profiles, photos, languages spoken, education, and credentials at kp.org/chooseyourdoctor.



Better care with a connected team

Your doctor, nurses, and other specialists work together as a team to keep you healthy. They're connected to each other, and to you, through your electronic health record. So they know important things about you and your health – like when you're due for a screening and what medications you're taking.



Helping growing families thrive

We have programs to help support you and your family from preconception to postpartum care. Begin your journey at kp.org/maternity and get the resources available at every stage of your pregnancy, labor, and delivery.

Prepare for your baby's "birth" day by meeting your care team and taking a virtual tour of our private labor and delivery suites at kpfamilybirthcenter.org. You can also learn more about our private mother/baby suites, operating rooms, and our Level 3 Neonatal Intensive Care Unit for newborns who need special care.

Experience a seamless transition to pediatrics and family medicine. Our Mother and Newborn Center, lactation consultants, and network of doctors and certified nurse-midwives work together with you to meet the needs of your growing family.



Moanalua Medical Center is one of 22 Kaiser Permanente hospitals that earned top marks for the safety and quality of our coordinated maternity care. The elite designation of Best Maternity Care Hospitals 2020 by Newsweek magazine was awarded to only 231 hospitals in the country. It identifies leading maternity care programs based on rigorous quality and safety standards.¹





Great care, great results

From preventive screenings that help keep you healthy to world-class care if you get sick, we've got you covered.



Preventive care to keep you healthy

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

Your electronic health record tracks your preventive care services and sends automatic reminders when you're due for your next screening. We'll let you know when to come in so you're free to focus on living your life.



Specialty care when you need it

We're also here for you if you get sick or need specialty care. And you don't need referrals for certain specialties, like ob-gyn, physical therapy, sports medicine, and optometry.

From high-quality maternity care to early intervention and treatment for sports injuries, cancer, heart problems, and more, you get great doctors and evidence-based care – all designed to help you recover quickly. Learn more at kp.org/hawaiispecialty.



Support for ongoing conditions

Our integrated, patient-centered approach to health care sets us apart. It's built into all our plans and covers you from prevention to personalized medicine for a wide variety of chronic conditions.

If you're at risk of developing a chronic condition, you're automatically enrolled in our disease management program. A team of top-notch doctors and providers work together to give you the proactive and comprehensive care you deserve.



A leader in clinical quality²

In 2019, Kaiser Permanente led the nation as the top performer in 26 effectiveness-of-care measures – the most of any health plan. These measures include: prevention and screening, cardiovascular care, comprehensive diabetes care, and maternity care.

We were also the top performer in the state for 57 effectiveness-of-care measures, including those for breast and cervical cancer screening; prenatal care; comprehensive diabetes care; and childhood immunizations.



Hear care stories from real Kaiser Permanente members at kp.org/hawaii.

Healthy extras

Good health goes beyond the doctor's office. Explore all the convenient resources available to you and choose the ones that fit your life.



Get fit and get rewarded: Fit Rewards includes all fitness centers statewide.³ You may still earn a \$200 reward – equivalent to a free gym membership at certain gyms – or enjoy discounted rates at other participating fitness centers. Or, if you prefer to take advantage of our Home Fitness program instead, get up to 2 home fitness kits for \$10 per calendar year. Learn more at kp.org/fitrewards.⁴



Special rates for members: Enjoy reduced rates on services that can help you stay healthy – like acupuncture, massage therapy, and chiropractic care. Visit kp.org/choosehealthy.



Self-care apps: Navigate mental and emotional challenges and help improve your sleep, mood, relationships, and more with the help of wellness apps, available at no additional charge to adult members. Visit kp.org/selfcareapps.



Healthy lifestyle programs: Connect to better health with online programs to help you lose weight, quit smoking, reduce stress, and more – at no additional charge. Learn more at kp.org/healthylifestyles.



Personal wellness coaching: Get help reaching your health goals. Work one-on-one with a wellness coach by phone at no additional charge. Find out more at kp.org/wellnesscoach.



Online wellness tools: Visit kp.org/healthyliving for wellness information, health calculators, fitness videos, podcasts, and recipes from world-class chefs.



Health classes: Sign up for health classes and support groups at many of our facilities. See what's available near you at kp.org/classes – some may require a fee.

Convenient ways to access care

It's easier to stay on top of your health when you have more ways to choose how you receive care.

Choose how you get care



Video: Want a convenient, secure way to see a doctor without leaving home? Meet face-to-face online.^{5,6} Ask your doctor if video visits are available to you.



Phone: Have a condition that doesn't require an in-person exam? Save yourself a trip to the office by scheduling a call with a Kaiser Permanente clinician.^{5,6}



In person: Visit your doctor for routine care, preventive services, care when you're not feeling well, and more. You may also be able to schedule same-day appointments.

Other ways to get care in the moment



E-visit: Fill out a short questionnaire about your symptoms online and get personalized self-care advice from a Kaiser Permanente provider.



24/7 care and advice by phone: Call us for advice when you need it most. We'll help you find out what care is right for you, schedule appointments, and more.



Email: Message your doctor's office anytime with nonurgent health questions.⁶ You'll get a response usually within 2 business days, if not sooner.



App: Download the Kaiser Permanente app to manage routine appointments, refill most prescriptions for mail-order delivery, see most test results, and more.^{6,7} You can also keep up with your care at [kp.org](https://www.kp.org).



Care when and where you need it

It's easy for you and your family to get the care you need at home or on the go.



Convenient care near you

With multiple locations to choose from, it's easy to find one near home or work. We offer same-day and next-day services at many of our locations, along with ob-gyn, pediatrics, and other specialty departments.⁸ You can also see different doctors at different locations – whatever works best for you.

Choosing a convenient place to get care is simple – just hop online or grab your smartphone.

- Visit kp.org/facilities to search by ZIP code, keyword, or the type of service you need.
- Search on your smartphone with the location finder on the Kaiser Permanente mobile app.⁹



Get care anytime, anywhere

After-hours and urgent care in Hawaii¹⁰

If you need urgent care outside of normal business hours, you can visit a Kaiser Permanente after-hours or contracted urgent care facility at the same cost of a regular office visit. Visit kp.org/getcare for a list of facilities in your area.

Urgent and emergency care outside Hawaii¹⁰

With Kaiser Permanente, you have coverage for emergency and urgent care anywhere in the world.¹¹

If you need urgent care **in a Kaiser Permanente service area**, visiting members can go to the nearest Kaiser Permanente urgent care clinic.¹²

If you need urgent care **in a state without Kaiser Permanente**, go to the nearest MinuteClinic[®] or urgent care facility.¹³

If you need urgent care **in Las Vegas**, we contract with Concentra Urgent Care and Walgreens Healthcare Clinics.

Dependent children, including college students, also have coverage for certain routine and follow-up primary care when Kaiser Permanente facilities aren't near. Visiting member benefits apply when living in other Kaiser Permanente service areas.

If you need urgent care **while traveling internationally**, go to the nearest urgent care facility or hospital.¹⁴

For information or assistance while traveling, call the 24/7 Away from Home Travel Line at **951-268-3900** or visit kp.org/travel.¹⁵



See the next page for a map of our locations in Hawaii.

With medical offices and hospitals close to where you work and live, you have options when it comes to getting care. To find a location near you, visit [kp.org/facilities](https://www.kp.org/facilities) or download our Kaiser Permanente app on your smartphone or mobile device. Then, use our location finder to search by ZIP code or keyword.

We've served West Oahu for more than 36 years. Now we're bringing more services and personalized care to your growing community. Scheduled to open in April 2021, our new state-of-the-art, 40,000 square-foot West Oahu Medical Office at Kapolei will link our doctors and members in a spacious, soothing environment designed for healing. Visit [kp.org/westoahu](https://www.kp.org/westoahu).



Switching is easy

Visit kp.org/easyswitch for a seamless, simple transition to Kaiser Permanente.

Three easy steps to help you switch.



Choose a doctor who's right for you

Our online doctor profiles let you browse the many high-quality doctors and convenient locations in your area, even before you enroll. So you can join knowing you've found a doctor who fits your needs. You're also free to change at any time, for any reason.



Transition your care seamlessly

Easily move prescriptions and find a location that's close to your home, work, or school. Many services are often under one roof, making it easy to see your doctor, get a lab test, and pick up prescriptions – all in one trip.



Get care on your schedule

Need to schedule an appointment? Have a nonurgent question you'd like to email to your doctor's office? Want your prescription refill mailed to your home? After you enroll, register for an online account at kp.org or get our mobile app. Then join the millions of members who easily manage their health online – whenever, wherever.



Want to talk? We're here to help.

You don't have to choose a health plan alone. Whether you're unsure about changing doctors, have questions about a treatment plan, or are simply thinking about joining Kaiser Permanente, just give us a call.

1-800-966-5955 (TTY 711), Monday through Friday, 8 a.m. to 5 p.m. and Saturday, 8 a.m. to noon.



Health plan information

Utilization management

The medical care and services provided or authorized by a physician are subject to utilization management (UM) review. UM describes the various methods that ensure you receive the right care, at the right time, in the right place by reviewing hospital admissions, referred services, and post-service claims and providing care management services for certain medical conditions to help you maintain your health at the highest level possible. If we deny your request for payment or coverage during the UM review, you have the right to file an appeal and ask that we reconsider our decision. For details, visit kp.org/um/hi.

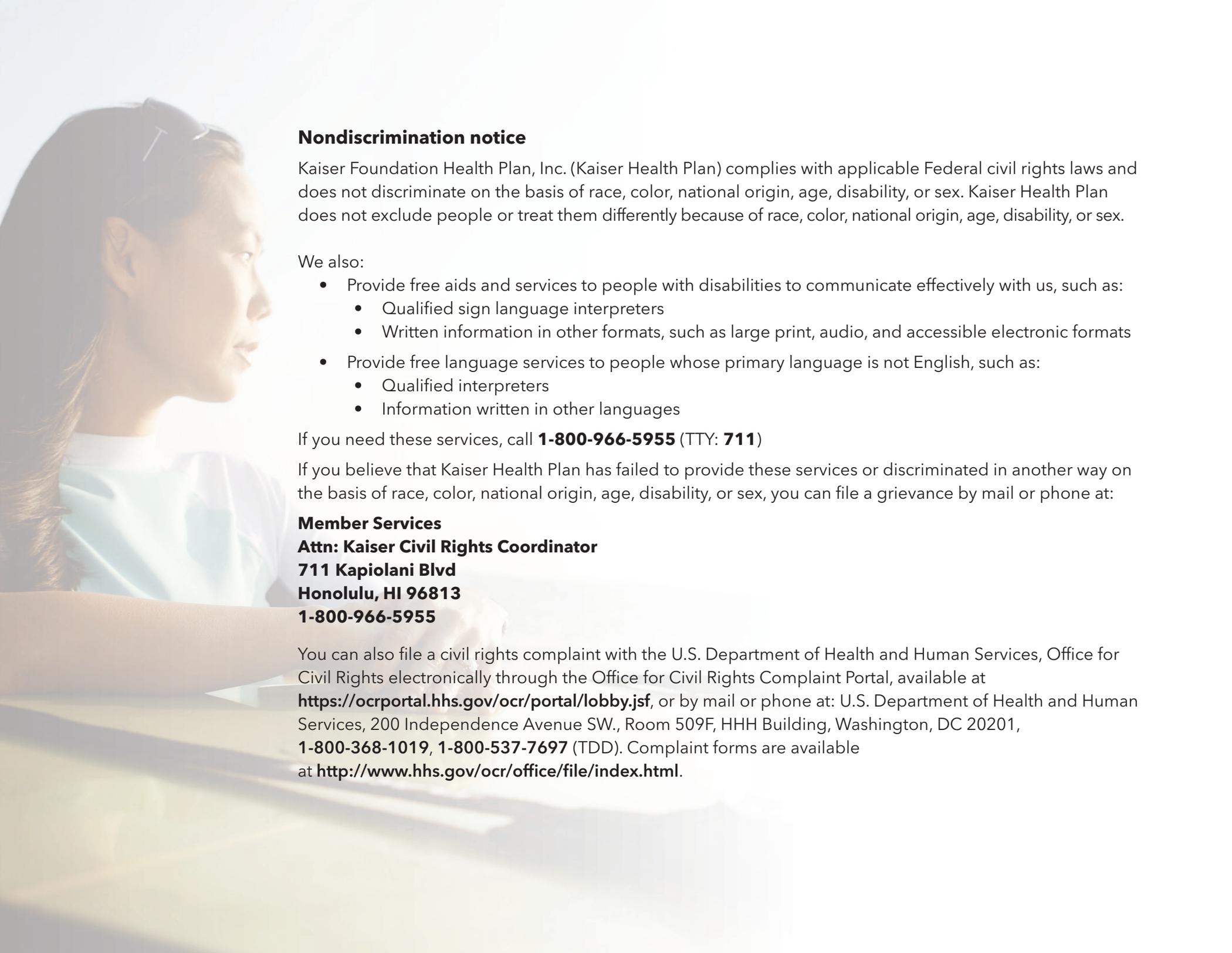
Pharmaceutical management procedures

For a current list of formulary drugs and pharmacy management policies including information on limits, exceptions, and generic substitutions, visit kp.org/formulary.

We protect your privacy

Our Notice of Privacy Practices is available online at kp.org/privacy/hi.

If you have questions, or would like a printed copy of the information mentioned above, please contact Member Services, Monday to Friday, 8 a.m. to 5 p.m., or Saturday, 8 a.m. to noon at **1-800-966-5955** or **711** (TTY).



Nondiscrimination notice

Kaiser Foundation Health Plan, Inc. (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

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, such as large print, audio, and accessible electronic formats
- 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, call **1-800-966-5955** (TTY: **711**)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or phone at:

Member Services

Attn: Kaiser Civil Rights Coordinator

711 Kapiolani Blvd

Honolulu, HI 96813

1-800-966-5955

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**, **1-800-537-7697** (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Help in your language

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-966-5955** (TTY: **711**).

Cebuano (Bisaya) ATENSYON: Kung nagsulti ka og Cebuano, aduna kay magamit nga mga serbisyo sa tabang sa lengguwahe, nga walay bayad. Tawag sa **1-800-966-5955** (TTY: **711**).

中文 (Chinese) 注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-966-5955** (TTY: **711**)。

Chuuk (Chukese) MEI AUCHEA: Ika iei foosun fonuomw: Foosun Chuuk, iwe en mei tongeni omw kopwe angei aninisin chiakku, ese kamo. Kori **1-800-966-5955** (TTY: **711**).

‘Ōlelo Hawai‘i (Hawaiian) E NĀNĀ MAI: Inā ho‘opuka ‘oe i ka ‘ōlelo Hawai‘i, hiki iā ‘oe ke loa‘a i ke kōkua manuahi. E kelepona i ka helu **1-800-966-5955** (TTY: **711**).

Iloko (Ilocano) PAKDAAR: No agsasaoka iti Ilokano, dagiti awan bayadna a serbisio a para iti beddeng ti lengguahe ket sidadaan para kenka. Awagan ti **1-800-966-5955** (TTY: **711**).

日本語 (Japanese) 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。 **1-800-966-5955** (TTY: **711**) まで、お電話にてご連絡ください。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-966-5955** (TTY: **711**) 번으로 전화해 주십시오.

ລາວ (Laotian) ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການ ບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີຢູ່ສຳ ທຳ. ໂທສ **1-800-966-5955** (TTY: **711**).

Kajin Majōl (Marshallese) LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jerbāl in jipañ ilo kajin ñe aṃ ejjelōk wōñāān. Kaalōk **1-800-966-5955** (TTY: **711**).

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yánílti’go Diné Bizaad, saad bee áká’ánida’áwo’déé’, t’áá jiik’eh, éí ná hólól, koji’ hódíílnih **1-800-966-5955** (TTY: **711**).

Lokaiahn Pohnpei (Pohnpeian) MEHN KAIR: Ma komw kin lokiaiahn Pohnpei, wasahn sawas en palien lokaia kak sawas ni sohte isais. Koahl nempe **1-800-966-5955** (TTY: **711**).

Faa-Samoa (Samoan) MO LOU SILAFIA: Afai e te tautala Gagana fa'a Sāmoa, o loo iai auunaga fesoasoani, e fai fua e leai se totogi, mo oe, Telefoni mai: **1-800-966-5955** (TTY: **711**).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-966-5955** (TTY: **711**).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-966-5955** (TTY: **711**).

Lea Faka-Tonga (Tongan) FAKATOKANGA’I: Kapau ‘oku ke Lea Faka-Tonga, ko e kau tokoni fakatonu lea ‘oku nau fai atu ha tokoni ta’etotongi, pea teke lava ‘o ma’u ia. Telefoni mai **1-800-966-5955** (TTY: **711**).

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-966-5955** (TTY: **711**).

Footnotes

¹For more detail on methodology and a complete list of designated maternity care programs, visit [newsweek.com/best-maternity-care-hospitals-2020](https://www.newsweek.com/best-maternity-care-hospitals-2020).

²Kaiser Permanente 2019 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 2019 and is used with the permission of NCQA. Quality Compass 2019 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.

³Fitness centers must be qualified fitness organizations operating for the general public. Kaiser Permanente Fit Rewards is administered by American Specialty Health Fitness, Inc. through its Active&Fit® program.

⁴Your reward is limited to your annual program fee each calendar year. You should consult with your tax advisor about the taxability of the reward. Except for earning your annual program fee back by exercising 45 days a year for at least 30 minutes per session at a participating fitness center, your annual program fee is not refundable and will not be prorated. Learn more at kp.org/fitrewards.

⁵When appropriate and available.

⁶These features are available when you get care from Kaiser Permanente facilities.

⁷To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

⁹In the case of a pandemic, some facilities may be closed or offer limited hours and services.

⁹See note 7.

¹⁰An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating.

¹¹If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your Evidence of Coverage or other coverage documents.

¹²If you get care at a MinuteClinic or any other urgent care facility within a state with Kaiser Permanente providers, you'll be asked to pay upfront for services you receive and will need to file a claim for reimbursement.

¹³If you get care at a MinuteClinic, you'll be charged your standard copay or coinsurance. Medicaid members are not eligible.

¹⁴You may be covered for medically necessary urgent care when you are temporarily outside of the country if the care can't be delayed until you get back home. Medicaid members are not covered.

¹⁵This number can be dialed from inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we cannot accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.

Good health is in your hands

Use the new and improved **kp.org** features right from your smartphone or other mobile device. Get started at **kp.org/register** or download the mobile app.

New member transition

- Register on kp.org
- Choose a doctor
- Schedule an appointment
- Transfer your prescriptions
- Act for a family member

Your electronic medical record

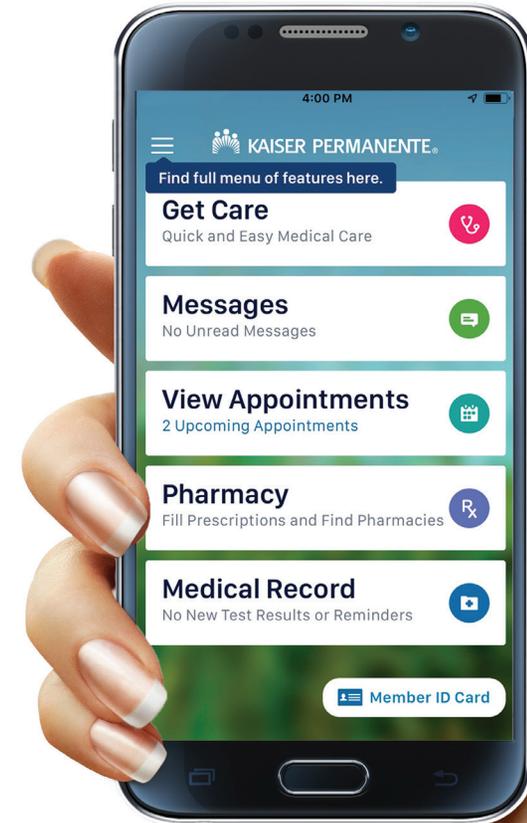
- Make and cancel appointments
- Digital membership ID card
- Refill most prescriptions
- View past office visit info
- Biometric info
- Immunizations
- View most test results
- Care gap reminders
- Medical condition info

Take charge of your costs

- View claims history
- View medical and prescription coverage
- Personalized cost estimator tool
- Pay your medical bills

Convenience and wellness

- Schedule a phone or video appointment
- Email your doctor's office
- Speak to an advice nurse 24/7
- Personal wellness coaching
- Group health classes
- Online healthy living programs
- Videos, podcasts, and recipes
- Health and drug encyclopedias
- Interactive symptom checker



These features are available when you get care at Kaiser Permanente facilities.



The right choice for a healthier you

Having a good health plan is important. So is getting high-quality care. With Kaiser Permanente, you get both.

Care is a click away

Online tools designed to help make your life easier

Once you join...

Visit kp.org/newmember to get started. It's easy to register at kp.org, choose your doctor, transfer your prescriptions, and schedule your first routine appointment. And if you need help, call us.

Already a member?

Manage your care online anytime at kp.org. Download the mobile app or go to kp.org/register so you can start emailing your doctor's office with nonurgent questions, schedule routine appointments, order most prescription refills, and more.

Learn more

Visit kp.org/enrollhawaii or call our Member Services, Monday through Friday, 8 a.m. to 5 p.m. (closed holidays) Saturday, 8 a.m. to noon.

- 1-800-966-5955 (English and more than 150 languages with our interpreter services)
- 711 (TTY)

Stay connected to good health

-  facebook.com/kphawaii
-  youtube.com/kaiserpermanenteorg
-  [@kphawaii](https://twitter.com/kphawaii)
-  [@kphawaii](https://instagram.com/kphawaii)



Kaiser Foundation Health Plan, Inc.
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Honolulu, HI 96813