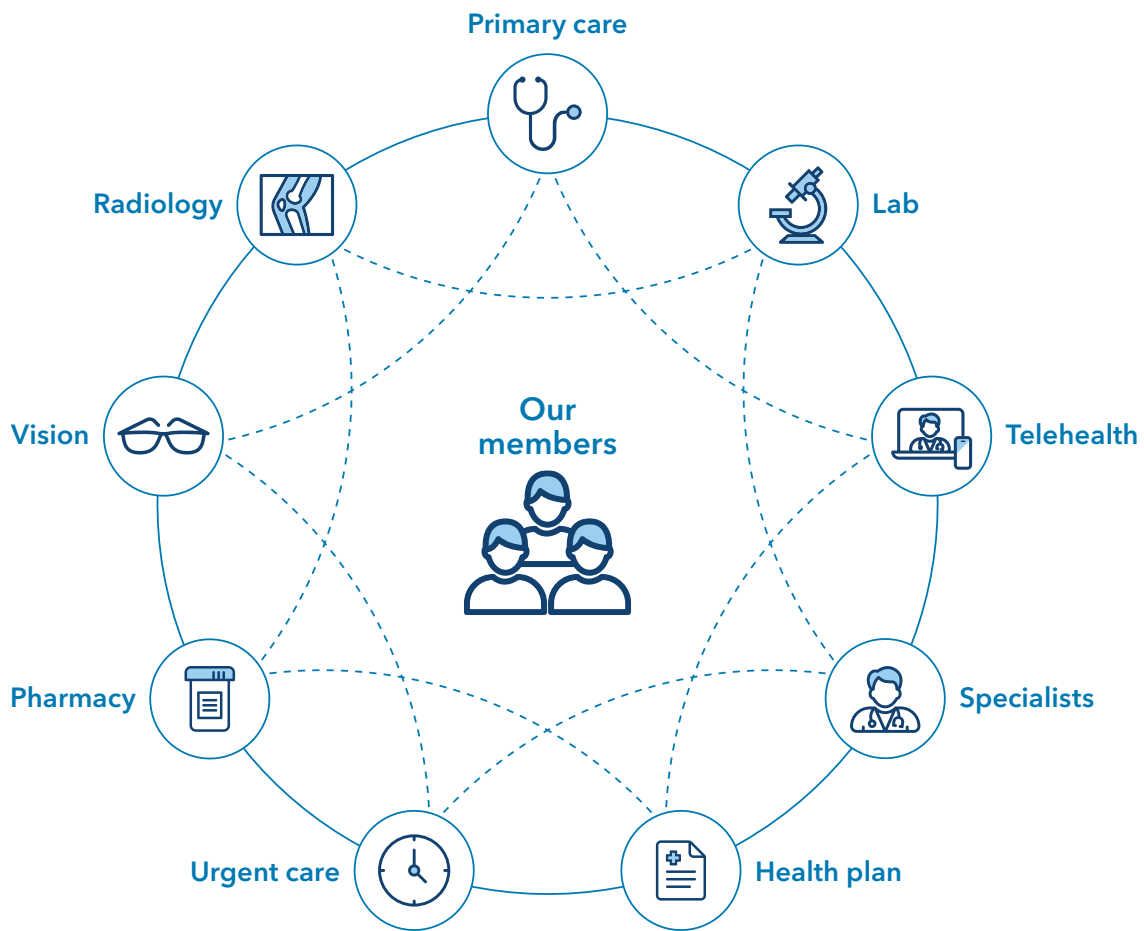


Find your healthy place

With health care designed to help you thrive







A community of care that champions your health

In Kaiser Permanente's integrated health system—the leading system in the region¹—our health plan, doctors, pharmacy, specialists, and medical facilities are all connected to each other, and to you. So our care teams know your medical history, and they can work together to personalize your care and help you achieve your best health results.



Go where you feel like your best self

We can help you get to your healthy place—no matter where it is. Care at Kaiser Permanente feels easier and faster, with the help of connected caregivers, more ways to get care at home or on the go, and support for your total health. Welcome to care that fits your life.

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To sign up, contact your employer or call us at **800-777-7902 (TTY 711)**. We're available Monday through Friday from 7:30 a.m. to 9 p.m. (closed holidays). Visit **kp.org/thrive** to see how we make your care experience better.

A better experience from the start

We guide you through each step of joining Kaiser Permanente, so you can start getting the care you need in no time.

Ready to get started? Visit kp.org/newmember.



Choose a doctor who's right for you

Our online doctor profiles let you browse the many excellent 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 an appointment? Want to email your doctor's office with a nonurgent question? After you enroll, register for an online account at kp.org or get our mobile app. Then you can easily manage your health online—whenever, wherever.



Getting your prescriptions is easy too

Want them mailed to you? You can order most prescriptions and refills online or by phone—then we'll send them straight to you. You can also get refill reminders and see your list of current medicines with the KP app.²



Want to talk? We're here to help.

You don't have to choose a health plan alone. A Kaiser Permanente enrollment specialist can answer your questions—like where to get care or what extra perks are included. Call Member Services at **800-777-7902** or TTY **711**, Monday through Friday, 7:30 a.m. to 9 p.m.

Quality care with you at the center

Our physician-led care teams work together to keep you healthy by delivering high-quality, personalized care.³



Great care from great doctors

Our doctors come from top medical schools, and many of them teach at world-renowned universities. No matter which personal doctor you choose, you'll be in skilled, experienced hands—and your health is their main concern.

As your biggest health advocate, your doctor will coordinate your care journey, and you'll work closely together to make decisions about your health.



Better care with a connected team

Your doctor, nurses, and other specialists are 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. That way, you get personalized care that's right for you.



Safe medical facilities and additional care options

We're taking precautions in all of our medical centers to keep members, staff, and communities safe. This includes enhanced cleaning and disinfecting procedures in our medical centers. Additionally, we offer expanded telehealth options—offering our members care from the comfort of their homes.



Personalized care for all members

Care at Kaiser Permanente isn't one-size-fits-all. We believe your story, background, and values are as important as your health history. To help deliver care that's sensitive to your culture, ethnicity, and lifestyle, we:

- Strive to hire doctors and staff who speak more than one language
- Offer telephone interpretation services in more than 150 languages
- Train our care teams on how to connect with and care for people of diverse backgrounds
- Have improved health outcomes among diverse populations for conditions like high blood pressure, diabetes, and colon cancer⁴

Get an idea of what you'll pay before you come in for care with a personalized cost estimate based on your plan details.

Great care, great results

From preventive screenings that keep you healthy to customized 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 plays a vital role. It tracks your preventive care services and sends 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. We can conveniently connect you with the right specialist. And you don't need referrals for certain specialties, like obstetrics-gynecology, psychiatry, and drug dependency services.

From high-quality⁵ maternity care to treatment for cancer, heart problems, and more, you get great doctors, the latest technology, and evidence-based care—all combined to help you recover quickly.



Support for ongoing conditions

If you have a condition like diabetes or heart disease, you're automatically enrolled in a disease management program for personal coaching and support. With a well-rounded approach backed by proven best practices and advanced technology, we'll help you get the care you need to continue living life to the fullest.



A leader in clinical quality

Kaiser Permanente leads the nation as the top performer in 14 effectiveness-of-care measures.⁶ These measures include:

- Prevention and screening
- Cardiovascular care
- Comprehensive diabetes care
- Medication monitoring
- Breast cancer screening
- Cervical cancer screening
- Colorectal cancer screening



Curious about us? Visit [about.kp.org](https://www.kaiserpermanente.org/about) for care stories from real Kaiser Permanente members, the "news of the day," and more.

Convenient ways to get care

Get care where, when, and how you want it. With more options to choose from, it's easier to stay on top of your health.

Choose how you get care



Video

Want a convenient, secure way to see a doctor wherever you are? Meet face-to-face online. Ask your doctor if video visits are available to you.



Phone

Have a condition that doesn't require an in-person exam? We offer care guidance and advice by phone 24/7.



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 (NEW)

Fill out a short online questionnaire about your symptoms 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

Email your doctor's office anytime with nonurgent questions. You'll usually get a response within two business days—if not sooner.⁷



App

Download the Kaiser Permanente app to manage routine appointments, refill most prescriptions for mail-order delivery, see most test results, and more.^{8,9} You can also keep up with your care at **kp.org**.

Telehealth—an easier path to the care you need

Kaiser Permanente members have been using telehealth for years. Just as for in-person care, with telehealth your health and safety are our top priority. Our telehealth includes video visit and phone care options, offering a convenient path to care. So you can rest assured that you can get your care when and where you need it.¹⁰



What telehealth means for you

Our telehealth means you can reach us by phone, video, or email while still receiving the same level of care and safety you get from in-person visits. Telehealth offers several benefits:

- Your choice of when, where, and how to connect or follow up with providers
- Reduced transportation time and costs
- Greater access to home care if you're immobile or distant
- Health problems caught earlier, with fewer gaps in care
- Less risk of exposure to germs outside your home



Video visits—the perfect place to start with telehealth

Video visits with your doctor enable you to get care wherever you need it. Kaiser Permanente has been offering video visits since 2013. Our doctors perform hundreds of these virtual appointments on a daily basis, connecting with our members via computer or mobile device from the comfort of home or the convenience of work. With no travel time to get to an appointment, you miss less school or work.

Ask your doctor for availability.



You also have several other easy options to connect to telehealth:

- Phone appointments or calls for on-demand urgent care
- Email responses from your doctor's office within two days
- **Kp.org** dashboard to schedule appointments, view lab results, and more
- Text message reminders for most upcoming appointments

Convenient care that fits your needs

At home, at work, or away, choose the care that's right for you

Getting care anytime, anywhere



Urgent Care¹¹

With our urgent care, you get around-the-clock access to more services and capabilities than you do with standard community urgent care clinics. Kaiser Permanente Urgent Care locations are staffed with emergency medicine, family medicine, and internal medicine physicians supported by a full complement of nursing staff and technicians with access to advanced tools and technology.

24/7 Advanced Urgent Care—6 locations throughout the Mid-Atlantic region¹²



Our 24/7 Advanced Urgent Care locations are staffed with physicians who can treat more serious issues than typical urgent care does. In fact, services at these locations are more like those at ERs, with advanced technology like MRI machines and CT scans.

Think of it as personalized urgent care, with shorter wait times than hospital emergency rooms and a care team who knows your health history. And if you need continued care, coordination with our premier hospitals¹³ is available.

For the most up-to-date information, visit kp.org/urgentcare/mas.

Emergency care



If you ever need emergency care,¹⁴ you're covered worldwide—anytime, anywhere. Emergency care is for medical or mental health conditions that require immediate medical attention to prevent serious jeopardy to your health. Examples include:

- Chest pain or pressure
- Severe stomach pain that comes on suddenly
- Decrease in or loss of consciousness

Care away from home



If you get hurt or sick while traveling, we'll help you get care. We can also help you before you leave town by checking to see if you need vaccinations, prescription refills, and more. Just call our 24/7 Away from Home Travel Line¹⁵ at **951-268-3900** or visit kp.org/travel.

Members who need urgent care while traveling in a state without Kaiser Permanente can visit a MinuteClinic® to conveniently access high-quality, affordable care. From sprains to strains, you may use MinuteClinic® locations for minor illnesses and injuries when traveling away from home.¹⁶

At home and on the go

We're here for you in the Mid-Atlantic region and throughout the United States: California - Colorado - District of Columbia - Georgia - Hawaii - Maryland - Oregon - Virginia - Washington



Convenient care near you

With multiple locations to choose from, it's easy to find one near home or work. You can see your doctor, visit the pharmacy, and get a lab test under one roof at most of our facilities. We offer same-day, next-day, after-hours, and weekend services at many of our locations, along with ob-gyn, pediatrics, and other specialty departments. You can also see different doctors at different locations—whatever works best for you.



Finding the right location

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.¹⁷

The expansion continues in Anne Arundel County



October 2020—labor and delivery care

Kaiser Permanente members can get labor and delivery care, plus complete maternity care, at **Anne Arundel Medical Center in Annapolis**. Our connected care means your doctors, health plan, pharmacy, and hospital are all working together to provide the best care for you and your baby.

Learn more at kp.org/premierhospitals.¹⁸

Please check kp.org/facilities for the most up-to-date listing of services available at Kaiser Permanente medical centers.

Kaiser Permanente medical facilities (with premier hospitals)

Maryland

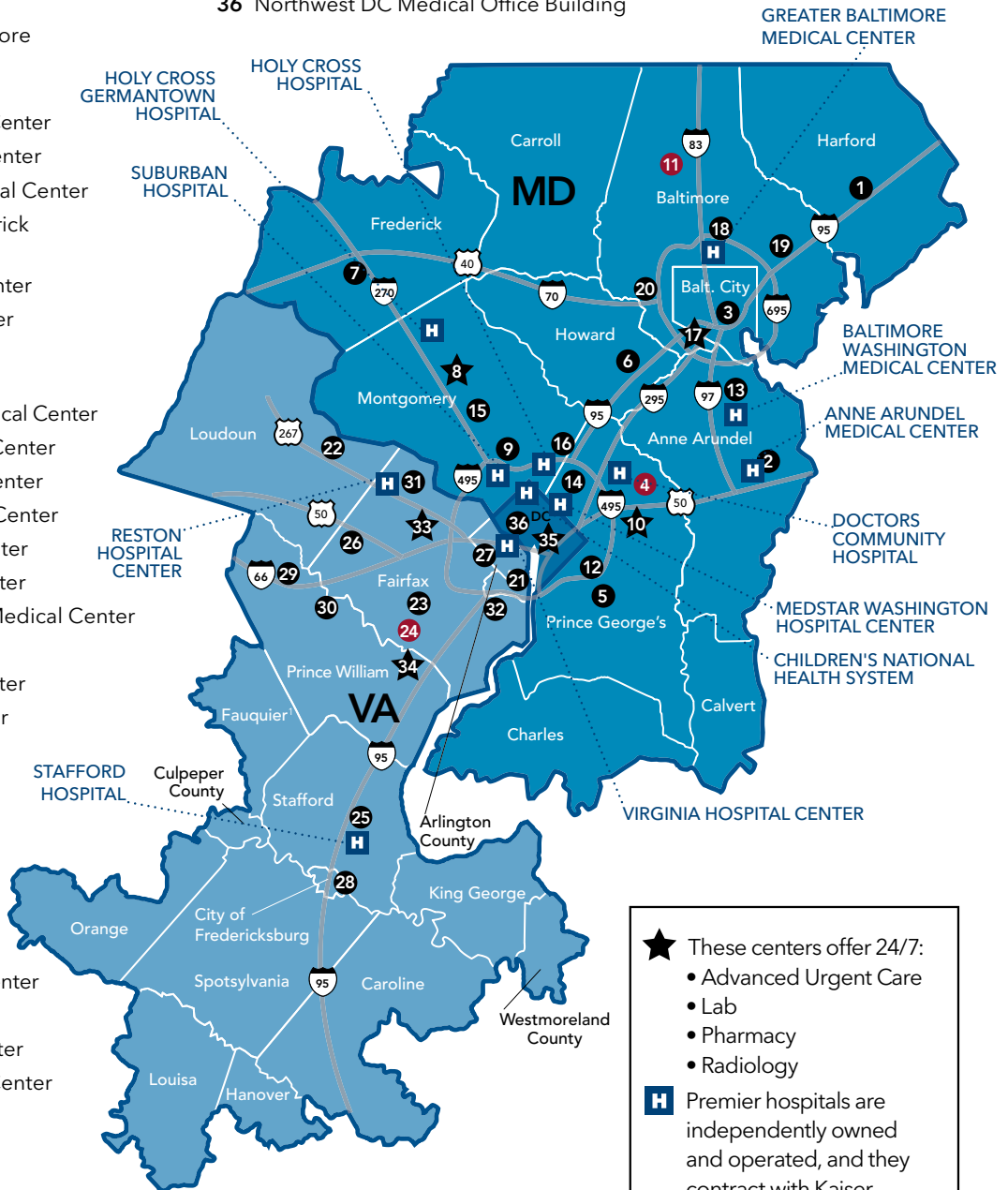
- 1 Abingdon Medical Center
- 2 Annapolis Medical Center
- 3 Kaiser Permanente Baltimore Harbor Medical Center
- 4 **OPENING 2021**
Bowie Fairwood Medical Center
- 5 Camp Springs Medical Center
- 6 Columbia Gateway Medical Center
- 7 Kaiser Permanente Frederick Medical Center
- 8 Gaithersburg Medical Center
- 9 Kensington Medical Center
- 10 Largo Medical Center
- 11 **OPENING 2022**
Lutherville-Timonium Medical Center
- 12 Marlow Heights Medical Center
- 13 North Arundel Medical Center
- 14 Prince George's Medical Center
- 15 Shady Grove Medical Center
- 16 Silver Spring Medical Center
- 17 South Baltimore County Medical Center
- 18 Towson Medical Center
- 19 White Marsh Medical Center
- 20 Woodlawn Medical Center

Washington, DC

- 35 Kaiser Permanente Capitol Hill Medical Center
- 36 Northwest DC Medical Office Building

Virginia

- 21 Alexandria Medical Center
- 22 Ashburn Medical Center
- 23 Burke Medical Center
- 24 **OPENING 2022**
Caton Hill Medical Center
- 25 Colonial Forge Medical Center
- 26 Fair Oaks Medical Center
- 27 Falls Church Medical Center
- 28 Fredericksburg Medical Center
- 29 Haymarket Crossroads Medical Center
- 30 Manassas Medical Center
- 31 Reston Medical Center
- 32 Springfield Medical Center
- 33 Tysons Corner Medical Center
- 34 Woodbridge Medical Center



★ These centers offer 24/7:

- Advanced Urgent Care
- Lab
- Pharmacy
- Radiology

H Premier hospitals are independently owned and operated, and they contract with Kaiser Foundation Hospitals.

Please check kp.org/facilities for the most up-to-date listing of services available at Kaiser Permanente medical centers.

*Kaiser Permanente's service area in Fauquier County includes the following ZIP codes: 20115, 20116, 20117, 20119, 20128, 20137, 20138, 20139, 20140, 20144, 20181, 20184, 20185, 20186, 20187, 20188, 20198, 22406, 22556, 22639, 22642, 22643, 22720, 22728, and 22739.

Healthy resources

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

Get the most out of your membership perks



Special rates for members

Enjoy reduced rates on services that can help you stay healthy—like gym memberships, acupuncture, massage therapy, and chiropractic care.



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 cost 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—all at no cost. 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 cost. 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.



Seasonal produce stands

Shop for local produce, fresh flowers, and more at farmers markets at many of our facilities. Learn more and find healthy recipes at kp.org/foodforhealth.

NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of the Mid-Atlantic States, 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 no cost 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 no cost 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 **1-800-777-7902** (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: Kaiser Permanente, Appeals and Correspondence Department, Attn: Kaiser Civil Rights Coordinator, 2101 East Jefferson St., Rockville, MD 20852, telephone number: 1-800-777-7902.

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 **1-800-777-7902** (TTY: **711**).

አማርኛ (Amharic) ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-800-777-7902** (TTY: **711**)።

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-777-7902** (TTY: **711**)።

Bàsòò Wùdù (Bassa) Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m̀ Bàsòò-wùdù-po-nyò jũ ní, níí, à wudu kà kò dò po-poò béin m̀ gbo kpáa. Đá **1-800-777-7902** (TTY: **711**)

বাংলা (Bengali) লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-800-777-7902** (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 **1-800-777-7902** (TTY: **711**)。

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-777-7902 (TTY: 711)** تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-777-7902 (TTY: 711)**.

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.
Rufnummer: **1-800-777-7902 (TTY: 711)**.

ગુજરાતી (Gujarati) સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-800-777-7902 (TTY: 711)**.

Kreyòl Ayisyen (Haitian Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-777-7902 (TTY: 711)**.

हिन्दी (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-800-777-7902 (TTY: 711)** पर कॉल करें।

Igbo (Igbo) NRUBAMA: O buru na i na asu Igbo, oru enyemaka asusu, n'efu, diiri gi. Kpoo **1-800-777-7902 (TTY: 711)**.

Italiano (Italian) ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-777-7902 (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。 **1-800-777-7902 (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. **1-800-777-7902 (TTY: 711)** 번으로 전화해 주십시오.

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yánílti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíílnih **1-800-777-7902 (TTY: 711)**.

Português (Portuguese) ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-800-777-7902 (TTY: 711)**.

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-777-7902 (TTY: 711)**.

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-777-7902 (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 **1-800-777-7902 (TTY: 711)**.

ไทย (Thai) เรียน: ถ้ามองพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-777-7902 (TTY: 711)**.

اردو (Urdu) خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں **1-800-777-7902 (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 **1-800-777-7902 (TTY: 711)**.

Yorùbá (Yoruba) AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi **1-800-777-7902 (TTY: 711)**.

Endnotes

- ¹ In the National Committee for Quality Assurance (NCQA) 2019–2020 Health Insurance Plan Ratings, Kaiser Permanente of the Mid-Atlantic States' private health plan is rated 5 out of 5, among the top 1% in the nation, and our Medicare health plan is rated 4.5 out of 5, the highest rating in DC, MD, and VA. The 2019 Commission on Cancer, a program of the American College of Surgeons, granted Three-Year Accreditation with Commendation to the Kaiser Permanente cancer care program. The Mid-Atlantic Permanente Medical Group is the largest medical group in the Washington, DC, and Baltimore areas and exclusively treats Kaiser Permanente members. Permanente doctors are recognized as Top Doctors in *Washingtonian* magazine (2019), *Northern Virginia Magazine* (2020), *Baltimore* magazine (2019), and *Washington Consumers' CHECKBOOK* magazine (2018). According to NCQA's Quality Compass[®] 2019, we lead DC, MD, and VA in the following categories: colorectal screening, breast cancer screening, childhood immunizations combo 9, cervical cancer screening, and timeliness of prenatal and postpartum care for women. Quality Compass is a registered trademark of the NCQA.
- ² To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://www.kp.org).
- ³ In the National Committee for Quality Assurance (NCQA) 2019–2020 Health Insurance Plan Ratings, Kaiser Permanente of the Mid-Atlantic States' private health plan is rated 5 out of 5, among the top 1% in the nation, and our Medicare health plan is rated 4.5 out of 5, the highest rating in DC, MD, and VA. The 2019 Commission on Cancer, a program of the American College of Surgeons, granted Three-Year Accreditation with Commendation to the Kaiser Permanente cancer care program. The Mid-Atlantic Permanente Medical Group is the largest medical group in the Washington, DC, and Baltimore areas and exclusively treats Kaiser Permanente members. Permanente doctors are recognized as Top Doctors in *Washingtonian* magazine (2019), *Northern Virginia Magazine* (2020), *Baltimore* magazine (2019), and *Washington Consumers' CHECKBOOK* magazine (2018). According to NCQA's Quality Compass[®] 2019, we lead DC, MD, and VA in the following categories: colorectal screening, breast cancer screening, childhood immunizations combo 9, cervical cancer screening, and timeliness of prenatal and postpartum care for women. Quality Compass is a registered trademark of the NCQA.
- ⁴ Kaiser Permanente improved blood pressure control in our black/African-American members with hypertension, raised colorectal cancer screening rates in our Hispanic/Latino members, and improved blood sugar control in our members with diabetes. Self-reported race and ethnicity data are captured in KP HealthConnect, and HEDIS[®] measures are updated quarterly in the interregional CORE Datamart.
- ⁵ In the National Committee for Quality Assurance (NCQA) 2019–2020 Health Insurance Plan Ratings, Kaiser Permanente of the Mid-Atlantic States' private health plan is rated 5 out of 5, among the top 1% in the nation, and our Medicare health plan is rated 4.5 out of 5, the highest rating in DC, MD, and VA. The 2019 Commission on Cancer, a program of the American College of Surgeons, granted Three-Year Accreditation with Commendation to the Kaiser Permanente cancer care program. The Mid-Atlantic Permanente Medical Group is the largest medical group in the Washington, DC, and Baltimore areas and exclusively treats Kaiser Permanente members. Permanente doctors are recognized as Top Doctors in *Washingtonian* magazine (2019), *Northern Virginia Magazine* (2020), *Baltimore* magazine (2019), and *Washington Consumers' CHECKBOOK* magazine (2018). According to NCQA's Quality Compass[®] 2019, we lead DC, MD, and VA in the following categories: colorectal screening, breast cancer screening, childhood immunizations combo 9, cervical cancer screening, and timeliness of prenatal and postpartum care for women. Quality Compass is a registered trademark of the NCQA.
- ⁶ Kaiser Permanente 2018 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 2018 and is used with the permission of NCQA. Quality Compass 2018 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 When appropriate and available.
- ⁸ These features are available when you get care from Kaiser Permanente facilities.
- ⁹ To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://www.kp.org).
- ¹⁰ If you have an HSA-qualified deductible plan, you will need to pay the full charges for scheduled phone and video visits until you reach your deductible. Once you reach your deductible, your copay is \$0 for scheduled phone and video visits. Video visits are available to Kaiser Permanente members who have a camera-equipped computer or mobile device and are registered at [kp.org](https://www.kp.org). You must be present in Maryland, Virginia, or Washington, DC, for visits with your primary care physician or behavioral health provider. For urgent video visits with an emergency doctor, you may be also be present in West Virginia, Florida, North Carolina, or Pennsylvania. For certain medical or mental health conditions. For video visits with a behavioral health provider, appointments can be scheduled for follow-up care.

- ¹¹ The continued availability and/or participation of any facility cannot be guaranteed. Kaiser Permanente reserves the right to relocate, modify, or terminate the location and hours of services for Urgent Care. For the most up-to-date information, visit kp.org/urgentcare/mas.
- ¹² The continued availability and/or participation of any facility cannot be guaranteed. Kaiser Permanente reserves the right to relocate, modify, or terminate the location and hours of services for Urgent Care. For the most up-to-date information, visit kp.org/urgentcare/mas.
- ¹³ The premier hospitals are independently owned and operated hospitals, and they contract with Kaiser Foundation Hospitals. The continued availability and/or participation of any facility cannot be guaranteed. Kaiser Permanente reserves the right to relocate, modify, or terminate the location for premier hospitals. For the most up-to-date information, visit kp.org/premierhospitals.
- ¹⁴ An emergency medical condition is one that, in the absence of immediate medical attention, may result in 1) placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy, 2) serious impairment to bodily functions, or 3) serious dysfunction of any bodily organ or part. Refer to your *Evidence of Coverage* for the complete definition of emergency medical conditions.
- ¹⁵ This number can be dialed 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 can't 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.
- ¹⁶ If you get care at a MinuteClinic® you'll be charged your standard copay or coinsurance. If you get urgent care at a MinuteClinic® within a state with Kaiser Permanente providers, you'll be asked to pay up front for services you receive and will need to file a claim for reimbursement.
- ¹⁷ To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.
- ¹⁸ The premier hospitals are independently owned and operated hospitals, and they contract with Kaiser Foundation Hospitals. The continued availability and/or participation of any facility cannot be guaranteed. Kaiser Permanente reserves the right to relocate, modify, or terminate the location for premier hospitals. For the most up-to-date information, visit kp.org/premierhospitals.



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