

Healthy together

Care and coverage that fit your life

Welcome to care that fits your life

Your doctor, your choice

Choose your doctor based on what's important to you. Go to kp.org/searchdoctors for details about education, specialties, languages spoken, and more.

Convenient cost estimates

Get an idea of what you'll pay before you come in for care.* For a personalized estimate based on your plan details, visit kp.org/costestimates.

More care options

How you get care is up to you. Choose a phone or video appointment, email your doctor's office with routine questions, or come see us in person.*

Right care, right time

Get the care you need when you need it with routine, specialty, urgent, and emergency care. And if you're ever unsure where you should go, call us for 24/7 care advice by phone.

Mail-order prescriptions

As a Kaiser Permanente member, you can get most of your prescription filled or refilled and mailed to your door at no extra charge. Skip the pharmacy line and visit kp.org/pharmacy.

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

Experience the Kaiser Permanente difference

To help yourself be healthy, you need quality care that's personalized, coordinated, and accessible. At Kaiser Permanente, care and coverage come together – so you can get everything you need to help stay on top of your health in one convenient package.

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Get started



Step 1: Choose your doctor

Choose from a wide range of doctors. Browse our online doctor profiles at kp.org/newmember.

If you already have a personal doctor (also called a primary care provider), check kp.org to see if they are a part of the Kaiser Permanente network.

You can also choose from a wide range of Kaiser Permanente doctors and affiliated providers in the Eugene-Springfield area.

- To learn more about your Kaiser Permanente and PeaceHealth primary care provider options, visit kp.org/chooseyourdoctor or call the New Member Welcome Desk at **1-888-491-1124** (TTY **711**).

Once you've decided on a doctor, we can help you schedule your first appointment with a Kaiser Permanente doctor or connect you to a PeaceHealth patient coordinator who can help with scheduling.



Step 2: Register on kp.org*

Once your coverage begins, you can register on kp.org and start using the many convenient features. You can email your doctor with nonurgent questions, schedule routine appointments, refill most prescriptions, and even schedule a video visit from anywhere you are.*

Registering is easy! Go to kp.org/newmember from a computer (not a mobile device) and follow the sign-on instructions.



Step 3: Get prescriptions*

Finally, we'll help you transition your prescriptions to Kaiser Permanente. You can use the Kaiser Permanente mail-order pharmacy or pick them up at one of our local network pharmacy locations.

To transfer your prescriptions to one of these pharmacies, please call them directly.

Albertsons Sav-On Pharmacy
311 Coburg Rd.
Eugene, OR 97401

Albertsons Sav-On Pharmacy
(Effective July 1, 2018)
4740 Royal Ave.
Eugene, OR 97402

Hirons Drug
185 E. 18th Ave.
Eugene, OR 97401

Hirons Drug
1950 Franklin Blvd.
Eugene, OR 97403

Safeway Pharmacy
1891 Pioneer Pkwy. E.
Springfield, OR 97477

Getting prescriptions by mail

For new prescriptions, please call us at **1-800-548-9809**, and we'll help you get started. You will need your health record number, your credit or debit card, and your prescription number.

Once you've transitioned your prescriptions to Kaiser Permanente, just visit kp.org/refill to get most prescription refills mailed to you at no additional charge.

New member care transition

Our goal is to help determine your unique needs and connect you with the right doctors, specialists, and prescription medications to effectively manage your care transition. This new member process allows us to help manage the administrative tasks so your first interactions with our doctors are more useful.

Types of medical needs our New Member Welcome Desk can help with:



COMMON NEEDS

- Choose a doctor.
- Schedule a routine appointment.
- Transfer prescriptions.

Also available 24/7 for self-service at kp.org.

PARENT AND CHILD NEEDS

- Select a pediatrician or family practice doctor.
- Transfer records and health history.
- Transfer prescriptions.
- Schedule vaccinations.

SPECIALTY CARE NEEDS

- Connect with specialists such as oncologists, neurologists, and dermatologists.
- Connect with mental health professionals.
- Choose an ob-gyn and pediatrician.
- Determine durable medical equipment needs.

COMPLEX MEDICAL NEEDS

- Connect with specialty care for conditions such as cancer, renal disease, pre-/post-surgery, and transplants.
- Connect with a pharmacy for specialty prescriptions.

When to call our New Member Welcome Desk:

Help is available at **1-888-491-1124 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m.

- Are you working with a health care professional to manage your medical conditions or achieve your health goals?
- Have you recently had or are you scheduled for an upcoming surgery?
- Are you currently taking any prescriptions or using any medical equipment?
- Are you on a treatment plan that you would like to continue at Kaiser Permanente?
- Are you currently pregnant?



If you have any other questions or want help getting started, give us a call. We're here to help.

Your care, your way

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 connect to care



Email

Email your Kaiser Permanente doctor's office anytime with nonurgent questions.¹ You'll usually get a response within 2 business days – if not sooner.



Video

For some conditions, you can meet face-to-face online with a Kaiser Permanente doctor on your computer, smartphone, or tablet. Learn more at kp.org/mydoctor/videovisits.¹



Phone

You may be able to save a trip to the doctor's office by having a phone appointment with a Kaiser Permanente doctor.¹ We also offer care guidance and advice by phone 24/7.



In person

Visit your care team in person with a Kaiser Permanente doctor or affiliated provider to receive quality care in a way that fits your needs.

Save time and manage your health your way¹



Online

Stay on top of your care at kp.org. Once you're registered, you can view your medical record, refill most prescriptions, schedule routine appointments, pay medical bills, and more.¹

For care coordinated with a PeaceHealth provider, sign on to your My PeaceHealth account at my.peacehealth.org to review test results and email your provider.



In app

Manage your care anytime, anywhere. Access many of the features on kp.org with the Kaiser Permanente app.² Learn more at kp.org/mobile.

¹These features are available when you get care at Kaiser Permanente.

²To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.



Care for a range of needs

Get the right care for any situation. Have an urgent care need? Want health advice after hours? Support is just a call or a click away.

Quality care, when and where you need it



Routine care

For routine care and regular checkups, visit the Kaiser Permanente Downtown Eugene Medical Office or one of four in-network PeaceHealth primary care medical offices.



Emergency care

If you ever need emergency care, you're covered – anywhere, anytime.¹ You can get care at any hospital emergency department.



Urgent care

We're here for you when you have urgent care needs. You can walk in or get care where you are by making a scheduled video or telephone appointment.² You can also call our advice nurses who will assess your situation and help you decide what to do.



Specialty care

Your personal doctor can help connect you with one of 650+ specialists in the area to help you on your health journey. You don't need referrals for certain specialized departments, including obstetrics-gynecology, mental health, optometry, and physical therapy.



24/7 nurse advice

If you're not sure what kind of care you need, you can call our advice nurses anytime at **1-800-813-2000 (TTY 711)**. They'll help you figure out what type of care is best for your symptom or condition, help you decide where to go for care, and even schedule a routine appointment for you, if appropriate.

¹If 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.

²These features are available when you set up an account at kp.org.

Care when and where you need it

It's easy for you and your family to get the care you need when you need it. There are many medical facilities in your area, offering convenient hours and a wide range of care and services.

Convenient care near you

With multiple locations to choose from, it's easy to find one near home or work. 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 can be 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 app.¹

Getting care anytime, anywhere

Making an appointment

Scheduling routine appointments is quick and convenient at kp.org or via the Kaiser Permanente app.¹ You can view or cancel upcoming appointments and see details on past visits. You can also call Member Services at **1-800-813-2000** (TTY **711**), and we'll help you get an appointment. In many cases, if you call before 3 p.m., you may be able to get a same-day appointment.

Care away from home

Care while traveling

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 a vaccination, a prescription refill, and more. Just call our 24/7 Away from Home Travel Line at **951-268-3900** or visit kp.org/travel.

Visiting member care

You can get care in all or parts of California, Colorado, Georgia, Hawaii, Maryland, Virginia, Washington, and Washington, D.C. as a visiting member. Call our Away from Home Travel Line at **951-268-3900** and let them know you plan to visit another Kaiser Permanente service area for care.

Dependent children are covered for routine, continuing, and follow-up care when they are temporarily residing outside the service area. We also cover urgent and emergency care.

PeaceHealth

Through our collaboration with PeaceHealth, you have access to 4 more medical offices throughout Lane County. Costs are the same for covered services whether you seek care from Kaiser Permanente or PeaceHealth.²

¹To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

²Exceptions include members on Medicaid, receiving full financial assistance, or visiting from another Kaiser Permanente region.



Great care, great results

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



Preventive care to help keep you healthy

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

If you choose a Kaiser Permanente personal doctor, we'll reach out to you and let you know when to come in for routine preventive care so you can focus on living your life.



Specialty care when you need it

Preventive care can help keep you healthy, but we're also here for you if you get sick or need specialty care.

From high-quality maternity care to treatment for cancer, heart problems, and more, you get skilled doctors and evidence-based care – combined to help you recover quickly.

As a Kaiser Permanente member, you have access to more than 650 affiliated providers at 130 locations in the Eugene-Springfield area.



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 to help you get the care you need to continue living life to the fullest.

Similarly, if you need mental health and wellness services, we'll help you get care.



A leader in clinical quality

In 2017, Kaiser Permanente led the nation in 20 care quality measures, including prevention and screenings, cardiovascular care, and comprehensive diabetes care.¹ Learn more at thrive.kp.org/quality.

Kaiser Permanente received NCQA top ratings for plans in Oregon and Washington in 2017.²

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

¹Kaiser Permanente 2017 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 2017 and is used with the permission of NCQA. Quality Compass 2017 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.

²NCQA is a private, nonprofit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA's HEDIS® reporting system (Healthcare Effectiveness Data and Information Set) is the most widely used performance measurement tool in health care. HEDIS® is a registered trademark of NCQA.



Quality care with you at the center

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



Great care from great doctors

Our doctors come from top medical schools, and many of them teach at world-renowned universities. View doctor profiles on [kp.org](https://www.kp.org) to learn more.

No matter which personal doctor you choose, you'll be in highly skilled, experienced hands – and your health is their chief concern.



Choosing a doctor – your partner in health

We make it easy to find the doctor who's right for you. Select one doctor for your whole family or a different doctor for each family member. Having a good relationship is important because your personal doctor is your biggest health advocate. Your doctor will help 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 all work together to help 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.

Our integrated system helps make sure nothing gets missed or forgotten, and you get personalized care.



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.



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



Online wellness tools*

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



Healthy lifestyle programs*

Connect to better health with programs to help you lose weight, quit smoking, reduce stress, and more – all at no additional cost. Learn more at kp.org/healthylifestyles.



Personal wellness coaching*

Get help reaching your personal health goals, sign up for health classes, get support on a variety of wellness topics, and work one-on-one with a wellness coach by phone at no additional cost. Find out more at kp.org/healthengagement.



Mail-order prescriptions

Skip the pharmacy line and have your medications delivered to your home. There is no additional cost for shipping, and most members save one copay on a 90-day supply. New and refill prescriptions qualify. Visit kp.org/pharmacy to sign on and manage your prescriptions.

*Some features require sign-on to your kp.org account.

Extra value discounts for members

At Kaiser Permanente, you can enjoy discounted online tools, classes, programs, and activities that can help keep you happy and healthy. Visit kp.org/memberdiscounts for more information.



CHP Active and Healthy

This program helps you and your family save money on your favorite healthy, fun, and stress-relieving activities.

Explore the below options and more at chpactiveandhealthy.com.

Outdoor and adventure

Save on rock-climbing gyms, outdoor schools, guided fishing trips, ski rentals, and other activities that will get you out and about.

Arts and culture

Get discounts that will help you explore local museums, gardens, art galleries, and performing arts centers. You can also save on music lessons and get discounted movie tickets.

Exercise

From boot camps, martial arts classes, and health and fitness clubs, to aquatic centers, dance studios, and personal training lessons, you'll save on a host of exercise-related memberships and services.

Eating well

You'll find deals on cooking classes, nutritional supplements, weight management services, gardening supplies, and more.



Alternative care and chiropractic

Get discounts on naturopathic medicine, chiropractic care, massage, and other alternative therapies from providers belonging to The CHP Group network. Visit chpgroup.com.



ChooseHealthy™

With the ChooseHealthy program, you can continue on the road to better health. ChooseHealthy is an online resource for health information, health and fitness tools, and discounts on health products. This program is available at no additional cost to you. Learn more at kp.org/choosehealthy.

- Plan your meals for the month with meal plans that are suited to your tastes, fitness level, and weight goals.
- Get personalized cardio and strength training plans based on your fitness goals.
- Get savings like membership discounts and initiation fee discounts at more than 100 fitness clubs, yoga studios, and exercise centers from Longview, Washington, to Eugene, Oregon.

These products and services are provided by entities other than Kaiser Foundation Health Plan of the Northwest (KFHPNW). Certain KFHPNW benefit plans include coverage for some of these discounted services. Check your Evidence of Coverage for details. KFHPNW disclaims any liability for these discounted products and services. Should a problem arise, you may take advantage of our grievance process by calling Member Services at **1-800-813-2000 (TTY 711)**.

NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of the Northwest (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 **1-800-813-2000** (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 Relations, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232, telephone number: 1-800-813-2000.

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 **1-800-813-2000** (TTY: **711**).

አማርኛ (Amharic) ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-800-813-2000** (TTY: **711**)።

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-813-2000** (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 **1-800-813-2000** (TTY: **711**)。

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-813-2000** (TTY: **711**) تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-813-2000** (TTY: **711**).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.
Rufnummer: **1-800-813-2000** (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。**1-800-813-2000** (TTY: **711**) まで、お電話にてご連絡ください。

ខ្មែរ (Khmer) ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-800-813-2000** (TTY: **711**)។

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-813-2000** (TTY: **711**) 번으로 전화해 주십시오.

ລາວ (Laotian) ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໄດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທສ **1-800-813-2000** (TTY: **711**).

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kojí' hódíílnih **1-800-813-2000** (TTY: **711**).

Afaan Oromoo (Oromo) XIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-800-813-2000** (TTY: **711**).

ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **1-800-813-2000** (TTY: **711**) 'ਤੇ ਕਾਲ ਕਰੋ।

Română (Romanian) ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-800-813-2000** (TTY: **711**).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-813-2000** (TTY: **711**).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-813-2000** (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 **1-800-813-2000** (TTY: **711**).

ไทย (Thai) เรียน: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-813-2000** (TTY: **711**).

Українська (Ukrainian) УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-800-813-2000** (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 **1-800-813-2000** (TTY: **711**).

Want to learn more?

Visit kp.org or give us a call.

Kaiser Permanente Member Services

1-800-813-2000 (English)

1-800-324-8010 (language interpretation services)

711 (TTY)

Monday through Friday, 8 a.m. to 6 p.m.

Kaiser Permanente New Member Welcome Desk

1-888-491-1124

Monday through Friday, 8 a.m. to 6 p.m.

Kaiser Permanente New Member Pharmacy Services

1-888-572-7231

Monday through Friday, 8 a.m. to 6 p.m.

For more information about Kaiser Permanente benefits, availability, and restrictions, go to kp.org/disclosures. (Click on "Forms" and then "Related links.")

Stay connected to good health



facebook.com/kpthrive



kp.org/getstartedvideo



@kpnorthwest



@kpnorthwest



Kaiser Foundation Health Plan of the Northwest
500 NE Multnomah St., Suite 100
Portland, OR 97232