

Questions? We've got answers.

Kaiser Foundation Health Plan of the Northwest Eugene-Springfield Service Area Expansion for Employer Groups

1. Why choose Kaiser Permanente?

When choosing Kaiser Permanente, you're getting more than health insurance. You're getting 70+ years of evidence-based care and a care delivery model that is centered around improving the health of patients and communities.

Kaiser Permanente's collaboration with PeaceHealth, in addition to other contracted healthcare facilities, offers Lane County residents more access to care and affordable coverage options at a time when healthcare costs are rising. We are focused on member wellness, preventive care and value, leveraging our expertise in coordination of care. Our long-term vision will continue to provide improvements and advances along the way to support our common mission of working together toward the same goals: Healthier employees, healthier communities, healthier businesses.

Kaiser Permanente provides:

- Care and coverage together
- Physician-directed care
- Primary care access
- Medical-dental integration
- Telehealth services including our mobile app, video and phone visits

2. What zip codes have been added with the expansion to Eugene-Springfield?

Kaiser Foundation Health Plan of the Northwest has expanded its commercial service area to the Eugene-Springfield area for large employer groups effective July 1, 2018. Starting with the 2019 plan year, the service area will also apply to small employer groups and individuals and families. The following zip codes have been added:

97401, 97402, 97403, 97404, 97405, 97408, 97409, 97419, 97424, 97426, 97431, 97437, 97438, 97440, 97448, 97451, 97452, 97454, 97455, 97461, 97475, 97477, 97478, 97487, 97489, 97456, and 97446.

3. Where will Kaiser Permanente members go for primary care in Eugene-Springfield?

The Kaiser Permanente Downtown Eugene Medical Office includes four primary care physicians, with the capacity to provide approximately 12,000 appointments annually. In addition, PeaceHealth primary care providers from four PeaceHealth medical offices will be included in the network.

Primary Care Locations include:

- Kaiser Permanente Downtown - Eugene Medical Office
- PeaceHealth Medical Group - RiverBend Pavilion
- PeaceHealth Medical Group - Santa Clara
- PeaceHealth Medical Group - Cottage Grove
- PeaceHealth Medical Group - Florence

4. Which community providers are currently in Kaiser Permanente's provider network?

Kaiser Foundation Health Plan of the Northwest has more than 150 existing specialty care contracts in Lane County, including more than 650 providers at 130 locations. We are proud to partner with excellent local providers including, but not limited to:

- PeaceHealth
- Slocum Orthopedics
- Willamette Valley Cancer Institute

For a current list of providers, go to kp.org/finddoctors. Search "Doctors" using your zip code.

5. What alternative care providers will be available in Eugene-Springfield?

Kaiser Permanente is contracted with The CHP Group, Inc. in Eugene-Springfield. For a current list of providers, go to chpgroup.com/find-a-provider.

6. How Does Kaiser Permanente plan to address mental health needs in Eugene-Springfield?

Kaiser Permanente will have a Behavioral Consultant at the Kaiser Permanente Downtown Eugene Medical Office Building and is contracted with local mental health providers. Kaiser Permanente will focus on supporting adequate access to behavioral health services and plans to expand mental health services for Kaiser Permanente members in Eugene-Springfield, including Kaiser Permanente video and phone visits with psychiatry.

7. Will pharmacy services be available in Eugene-Springfield for Kaiser Permanente members?

Members may use the Kaiser Permanente mail-order pharmacy to have prescriptions delivered to their home, saving time and money. For members who prefer to pick up their prescriptions, Kaiser Permanente contracts with five pharmacies in Eugene-Springfield. The locations include:

- Hirons Drug on 18th Avenue in Eugene
- Hirons Drug on Franklin Boulevard in Eugene
- Safeway Pharmacy on Pioneer Parkway in Springfield
- Albertsons Sav-On Pharmacy on Coburg Rd. in Eugene
- Albertsons Sav-On Pharmacy on Royal Ave. in Eugene (Effective July 1, 2018)

8. Where will Kaiser Permanente members go for Urgent Care in Eugene-Springfield?

Kaiser Permanente primary care physicians in our Downtown Eugene Medical Office may have same-day appointments available if you have a need for prompt, but not emergency care. You can also access urgent care by telephone or in person at the following locations:

Cottage Grove Urgent Care	1445 Gateway Blvd.	Cottage Grove	97424
Eugene Urgent Care. Coburg	1800 Coburg Rd.	Eugene	97401
Eugene Urgent Care Patterson	598 E. 13th Ave.	Eugene	97401
Eugene Urgent Care Willamette	2710 Willamette St.	Eugene	97405
PeaceHealth Urgent Care Valley River	1400 Valley River Dr.	Eugene	97401
PeaceHealth Urgent Care West 11th Ave.	3321 W. 11th Ave.	Eugene	97402
Junction City Urgent Care	355 W. 3rd Ave.	Junction City	97448
Pleasant Hill Urgent Care	35859 Hwy. 58	Pleasant Hill	97455
PeaceHealth Urgent Care Gateway	860 Beltline Rd.	Springfield	97477
Thurston Urgent Care	5781 Main St.	Springfield	97478
Veneta Medical Clinic	87983 Territorial Hwy.	Veneta	97487

9. Where will Kaiser Permanente members receive inpatient care in Eugene-Springfield?

Kaiser Permanente is working with PeaceHealth to provide inpatient care at four hospitals in Lane County:

- PeaceHealth Cottage Grove Community Medical Center
- PeaceHealth Sacred Heart Medical Center University District
- PeaceHealth Peace Harbor Medical Center

- PeaceHealth Sacred Heart Medical Center at RiverBend

*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.

10. How will the referral process work?

Kaiser Permanente care coordination ensures that patients are getting the right care in a way that is most convenient. Based on care needs, the Kaiser Permanente referral process allows the patient to choose where care is most convenient among local network providers. Additional options may include Kaiser Permanente Telehealth and Kaiser Permanente's Extended Network, including specialty centers and Doernbecher Children's Hospital in Portland. Your personal doctor will help coordinate your care with specialists. You don't need referrals for certain specialized departments, including obstetrics, gynecology, psychiatry, and drug dependency services.

11. What support is available for new members?

The Kaiser Permanente New Member Welcome Desk helps new members easily transition to Kaiser Permanente by connecting them with services, completing a new member intake, assisting with medical records transfer, and helping to transfer prescriptions. For members receiving care at a PeaceHealth location or other contract location, the Welcome Desk can help navigate how to access care and understand their options.

The Kaiser Permanente New Member Welcome Desk is available Monday – Friday, 8 a.m. to 6 p.m. at 888-491-1124.

12. What is the vision for Kaiser Permanente and PeaceHealth's collaboration? What does it mean for Kaiser Permanente's integrated care?

Kaiser Permanente and PeaceHealth share a deeply held commitment to meet the immediate healthcare needs of the patients and communities we collectively serve, and to practice preventive health — moving upstream to address the unique and specific social determinants of health that are barriers to well-being. This shared vision brought us together to explore how we can collaboratively improve community wellness and access to care. The Kaiser Permanente–PeaceHealth collaboration supports high-quality care and convenience for members. Kaiser Permanente and PeaceHealth will cooperate to provide seamless integrated care through electronic health record sharing, utilization review, shared quality metrics, and patient satisfaction standards. We are focused on working together, caring for patients, keeping care local, and improving community health.

13. Can you tell us more about addressing community health needs?

Since 2015, Kaiser Permanente has donated more than \$2 million to local Lane County nonprofit organizations in the form of grants and scholarships. Kaiser Permanente and PeaceHealth are also working together with local nonprofits to focus in four areas:

- Transitional and recuperative housing to meet the needs of people suffering from behavioral health and substance use disorders
- Access to dental care for people in need
- Adolescent and school-based health care
- Enhanced use of community health workers

14. Will PeaceHealth physicians be held to the same protocols as Kaiser Permanente physicians?

Yes. Kaiser Permanente and PeaceHealth will collaborate to provide integrated care through shared protocols, electronic health record sharing, utilization review, shared quality metrics, and patient satisfaction standards.

15. How will Kaiser Permanente community providers share medical information?

Kaiser Permanente will continue to use Care Everywhere to exchange clinical information with community providers as well as Online Affiliate Link and the Community Provider Portal. We will continue to assess expanded interoperability with our contracted partners in Eugene-Springfield.

16. How will Kaiser Permanente members view their medical records?

Kaiser Permanente members seeing a Kaiser Permanente provider will have electronic medical records on kp.org. For KP members who receive care from PeaceHealth providers, medical records will be available at MyPeaceHealth.org.