

Healthy together

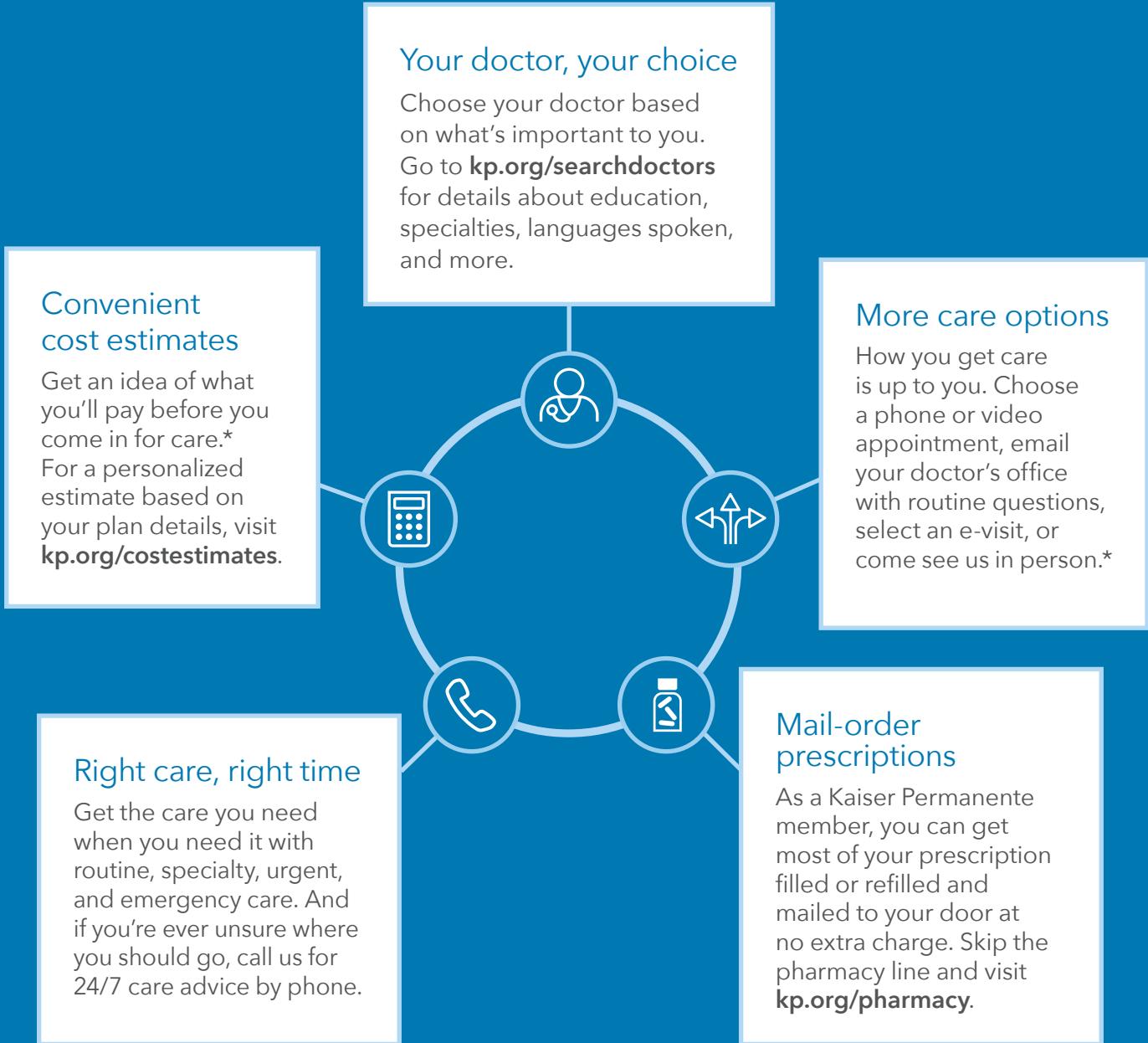
Care and coverage that fit your life

kp.org

2019-2020 Enrollment
Oregon (Eugene-Springfield)

All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.
500 NE Multnomah St., Suite 100, Portland, OR 97232.

Welcome to care that fits your life



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

You may be eligible for a Kaiser Permanente plan if you work or live in one of the following ZIP codes: 97401, 97402, 97403, 97404, 97405, 97408, 97409, 97419, 97424, 97426, 97431, 97437, 97438, 97440, 97446, 97448, 97451, 97452, 97454, 97455, 97456, 97461, 97475, 97477, 97478, 97487, 97489.

If you have questions about your eligibility, please see your benefits coordinator or human resources manager.

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.

Get started	2
New member care transition	3
Your care, your way	4
Care for a range of needs	5
Care when and where you need it	6
Great care, great results	7
Quality care with you at the center	8
Get more from your health plan	9
Extra value discounts for members	10
Where to get care	11-12



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.org¹

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.¹

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

For a list of our network pharmacy locations, please visit kp.org/locations or see the facilities map on pages 11 and 12.

Get prescriptions by mail

Skip the trip to the pharmacy and have your prescriptions mailed to your door. Most members get a 3-month supply of medication for the price of 2, and shipping is free.^{2,3}

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.

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

²Some prescriptions are not available through the mail-order pharmacy.

³Not available for Plan 3.



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 get care

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.
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 doctor. ^{1,2}
Video	Want a convenient, secure way to see a doctor wherever you are? Meet face-to-face online. ^{1,2} Call us or email your doctor's office to see if video visits are available to you.
E-visits powered by SmartExam	New for 2019: Sign in to kp.org for an online medical consultation about your symptoms and conditions. Answer a series of questions online, and a Kaiser Permanente doctor will provide an assessment and treatment plan.
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. ² You'll get a response usually within 2 business days.
Online	Manage your health, find nearby locations, and take advantage of health guides and other resources. You can also download the Kaiser Permanente app to keep up with your care on the go. ³ For care coordinated with a PeaceHealth provider, sign in to your My PeaceHealth account at my.peacehealth.org to review test results and email your provider.

¹When appropriate and available.

²These features are available when you get care at Kaiser Permanente facilities.

³To 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 1 of 4 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.



24/7 advice

If you're not sure what kind of care you need, you can call our advice staff 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.



Urgent care

We're here for you when you have urgent care needs.² You have access to 12 urgent care facilities in the area through our relationships with Nova Urgent Care and PeaceHealth Urgent Care.



Specialty care

Your personal doctor can help connect you with 1 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, cancer counseling, optometry, and audiology (routine hearing exams).

For a list of facility locations, please visit kp.org/locations or see the facilities map on pages 17 and 18.

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.

²An 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.



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.



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.



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



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.³

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.

Out-of-area dependent care

Dependent children are covered for routine, continuing, and follow-up care when they are residing outside the service area. We also cover urgent and emergency care. For more information, please call our Away from Home Travel Line at **951-268-3900**.

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.

³This 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.



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.



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.



Specialty care

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.



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. 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

Your personal doctor is your biggest health advocate. They will help coordinate your care journey, and you'll work closely together to make decisions about your health.

Browse our online doctor profiles at kp.org/newmember and see how patients rate our doctors at kp.org/doctorreviews/nw. Select one doctor for your whole family or a different doctor for each family member.

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. Learn how small acts of self-care can affect your daily life at kp.org/selfcare.



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

Get discounted access to recreational, cultural, fitness, and wellness-centered products and activities, including:

- Lift tickets
- Weight management programs
- Yoga and Pilates
- Sporting events
- Vitamins and supplements
- Gyms and classes
- Guided tours
- Retail items

Visit chpactiveandhealthy.com and register with your Kaiser Permanente health record number to start saving today.



Kaiser Permanente Affinity – complementary and alternative medicine

Receive a 20% discount on the following services:*

Chiropractic

A noninvasive therapy that focuses on reducing pain and improving the function and structure of the body.

Naturopathic medicine

A wide range of natural approaches, such as clinical nutrition, herbal medicine, and homeopathy, to diagnose and treat patients.

Massage therapy

Manipulation of soft tissue to help prevent and alleviate pain, muscle discomfort, muscle spasms, and stress.

Acupuncture

The stimulation of specific points on the body by thin metal needles to relieve pain and reduce inflammation.

Visit chppgroup.com to find a provider.

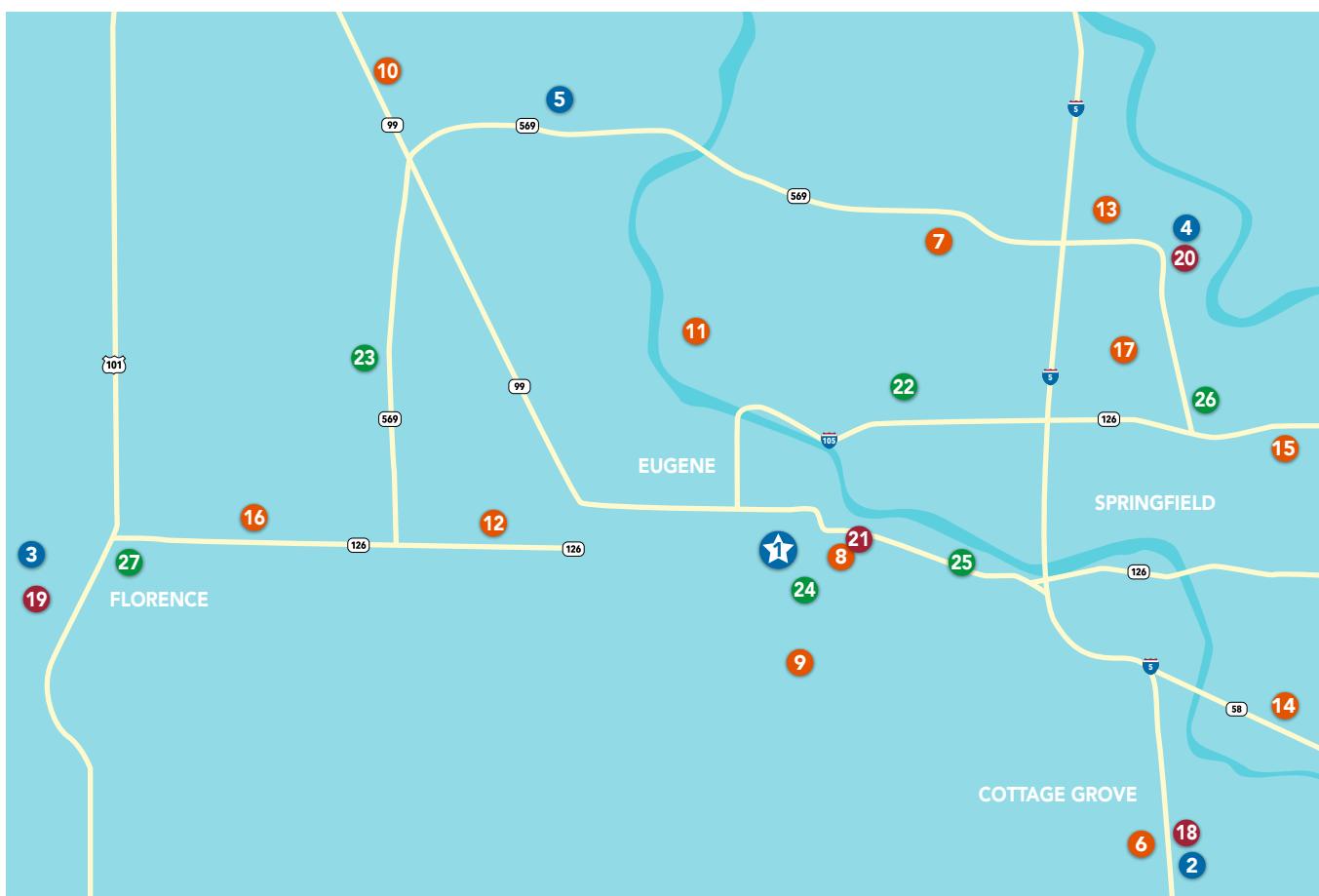
These products and services are provided by entities other than Kaiser Foundation Health Plan of the Northwest (KFHPNW). Certain KFHPNW benefit plans include coverage for some of these discounted services. Check your EOC for details. KFHPNW disclaims any liability for these discounted products and services.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

*20% discounts off usual and customary fees when seeking services from providers in the CHP Group network.



Where to get care

With many affiliated providers and facilities in the area, we offer access to more options for care and services when and where you need them. We are proud to partner with many local providers, including PeaceHealth, Northwest Health Partners/Northwest Surgical Specialists, Slocum Center for Orthopedics & Sports Medicine, Pacific Women's Center, and more. You may need a referral for some specialties based on your benefit plan.



KEY

- ★ Kaiser Permanente facility
- Primary care
- Urgent care
- Hospital
- Pharmacy

Facility information is current as of August 2019.
For up-to-date information, please visit
kp.org/locations.

● Primary and Routine Care

- 1. Kaiser Permanente Downtown Eugene Medical Office**
100 W. 13th Ave., Eugene, OR 97401
- 2. PeaceHealth Medical Group - Cottage Grove**
1515 Village Dr., Cottage Grove, OR 97424
- 3. PeaceHealth Medical Group - Florence**
380 & 390 9th St., Florence, OR 97439
- 4. PeaceHealth Medical Group - RiverBend Pavilion**
3377 RiverBend Dr., Springfield, OR 97477
- 5. PeaceHealth Medical Group - Santa Clara**
2484 River Rd., Eugene, OR 97404

To see a complete list of primary care providers, refer to kp.org.

● Urgent Care

- 6. ICCO, LLC - Nova Urgent Care - Cottage Grove**
1445 N. Gateway Blvd., Cottage Grove,
OR 97424
- 7. ICCO, LLC - Nova Urgent Care - Coburg**
1800 Coburg Rd., Eugene, OR 97401
- 8. ICCO, LLC - Nova Urgent Care - Patterson**
598 E. 13th Ave., Eugene, OR 97401
- 9. ICCO, LLC - Nova Urgent Care - Willamette**
2710 Willamette St., Eugene, OR 97405
- 10. ICCO, LLC - Nova Urgent Care - Junction City**
355 W. 3rd Ave., Junction City, OR 97448
- 11. PeaceHealth Urgent Care - Valley River**
1400 Valley River Dr., Ste. 110, Eugene,
OR 97401
- 12. PeaceHealth Urgent Care - West 11th**
3321 W. 11th Ave., Eugene, OR 97402
- 13. PeaceHealth Urgent Care - Gateway**
860 Beltline Rd., Springfield, OR 97477
- 14. ICCO, LLC - Nova Urgent Care - Pleasant Hill**
35859 Hwy. 58, Pleasant Hill, OR 97455
- 15. ICCO, LLC - Nova Urgent Care - Springfield**
5781 Main St., Springfield, OR 97478

16. ICCO, LLC - Nova Urgent Care - Territorial

87983 Territorial Hwy., Veneta, OR 97487

17. ICCO, LLC - Nova Urgent Care - Harlow

445 Harlow Rd., Springfield, OR 97477

● Hospitals and Emergency Care*

- 18. PeaceHealth Cottage Grove Community Medical Center**
1515 Village Dr., Cottage Grove, OR 97424
- 19. PeaceHealth Peace Harbor Medical Center**
400 9th St., Florence, OR 97439
- 20. PeaceHealth Sacred Heart Medical Center at RiverBend**
3333 RiverBend Dr., Springfield, OR 97477
- 21. PeaceHealth Sacred Heart Medical Center University District**
1255 Hilyard St., Eugene, OR 97401

● Pharmacy

Save time and money by using the Kaiser Permanente mail-order pharmacy to have prescriptions delivered to your home. Visit kp.org/refill.

- 22. Albertsons Sav-On Pharmacy - Coburg**
311 Coburg Rd., Eugene, OR 97401
- 23. Albertsons Sav-On Pharmacy - Royal**
4740 Royal Ave., Eugene, OR 97402
- 24. Hirons Drug - 18th Ave.**
185 E. 18th Ave., Eugene, OR 97401
- 25. Hirons Drug - Franklin**
1950 Franklin Blvd., Eugene, OR 97403
- 26. Safeway Pharmacy - Pioneer Parkway**
1891 Pioneer Pkwy. E., Springfield, OR 97477
- 27. Safeway Pharmacy - Florence**
700 US-101, Florence, OR 97439

*If you're experiencing a medical emergency, call 911 or go to the nearest emergency room.

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: የሚገኘት ቅጽ አማርኛ ካሸነ የተጠየም እርዳታ ድርጅቶች: በነገረ ለመዝግበ
ተዘጋጀዋል: ወደ ማረተላው 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) ប្រយោជន៍: បើសិនជាអ្នកនឹងយាយ ភាសាខ្មែរ, សូរចំណួលយ៉ាងត្រួតពាក្យ ម៉ោយមិន
អាចស្វែល តិះអាជីវកម្មសំរាប់រឿងខ្មែរ។ ចូរស៊ុន្ន 1-800-813-2000 (TTY: 711)⁹

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

ລາວ (Laotian) ໂບດອກບໍລິ: ຖ້າວ່າ ທ່າງນົວ້າພາກ ລາວ, ການບໍລິການຂ່າຍຫຼືດ້ານພາກ, ໂດຍບໍ່ໄດ້, ດະນັກມີຜົນໃຫ້ທ່ານ. ໂທຣ 1-800-813-2000 (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 hóló, koji' hódíílnih **1-800-813-2000** (TTY: 711).

Afaan Oromoo (Oromo) XIYYEEFFANNAA: 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) ເຮືຍ: ຄ້າຄຸນພູດກາຈາ່ໄທຢ ມຸນສາມາຮຄໃຫ້ບໍລິການຂ່າຍແລ້ວທາງກາຈາ່ໄດ້ໄວ້ ໂທຣ
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).

Notes

Notes

Care is just a click away Online tools designed to 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, just give us a call.

Already a member?

Manage your care online anytime at **kp.org**. If you haven't already, go to kp.org/registernow so you can start emailing your doctor's office with nonurgent questions, schedule routine appointments, order most prescription refills, and more.

Want to learn more?

Visit kp.org or give us a call.

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.

Find a facility near you:
kp.org/locations

New Member Welcome Desk

1-888-491-1124

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

New Member Pharmacy Services

1-888-572-7231

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

Away from Home Travel Line

951-268-3900*

711 (TTY)

kp.org/travel

*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.

Active and Healthy program discounts

chpactiveandhealthy.com

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