



# Healthy together

Care and coverage that fits 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/doctor](https://kp.org/doctor) for details about education, specialties, languages spoken, and more. You can also change doctors at any time.

## 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](https://kp.org/costestimates).

## More care options

How you get care is up to you. Choose a phone or video appointment,<sup>1</sup> email your doctor's office with nonurgent questions, or come see us in person.

## Right care, right time

Get the care you need when you need it with routine care,<sup>2</sup> specialty care, urgent care,<sup>3</sup> and emergency care.<sup>4</sup> If you're ever unsure where to go, call us for 24/7 care advice by phone.

## Many services under one roof

Do more in less time. In most of our facilities, you can see your doctor, get a lab test, and pick up prescriptions—all in a single trip.



# Experience the Kaiser Permanente difference

To be healthy, you need quality care that's simple, personalized, and hassle-free. At Kaiser Permanente, care and coverage come together—so you get everything you need to stay on top of your health in one easy-to-use package.



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# New medical centers

## New locations opening in 2019

Better care. Great doctors. New cities.

In 2015, the Kaiser Permanente Baltimore Harbor Medical Center opened in the heart of Little Italy. In 2017, we opened a new medical center in Abingdon, Maryland, and the North Arundel Medical Center opened its doors in Glen Burnie, Maryland. In 2019, we'll bring three new facilities to Northern Virginia.



### Alexandria Medical Center

3000 Potomac Ave.  
Potomac Yard  
Alexandria, VA 22301

#### Now open

A 40,000 square-foot facility provides primary care (adult and pediatric), obstetrics-gynecology, optometry, therapy, imaging, laboratory, and pharmacy. Plus:

- Metroway bus service is available in front of the building entrance.
- Potomac Yard Metrorail Station is scheduled to open nearby in 2020.



### Colonial Forge Medical Center

125 Hospital Center Blvd., Suite 110  
Stafford, VA 22554  
Located on the campus of Stafford Hospital

#### Now open

A 38,000 square-foot medical center will provide imaging, laboratory, behavioral health, obstetrics-gynecology, optometry and optical services, pharmacy, physical therapy, primary care (adult and family practice). Specialties may include cardiology, dermatology, ENT (ear, nose, and throat), neurology, and orthopedics, among others.



### Haymarket Crossroads Medical Center

15050 Heathcote Blvd.  
Haymarket, VA 20169

#### Opening September 2019

A 36,000 square-foot facility will provide imaging, laboratory, behavioral health, obstetrics-gynecology, optometry and optical services, pharmacy, and primary care (adult and family practice).

# Kaiser Permanente medical facilities

## Maryland

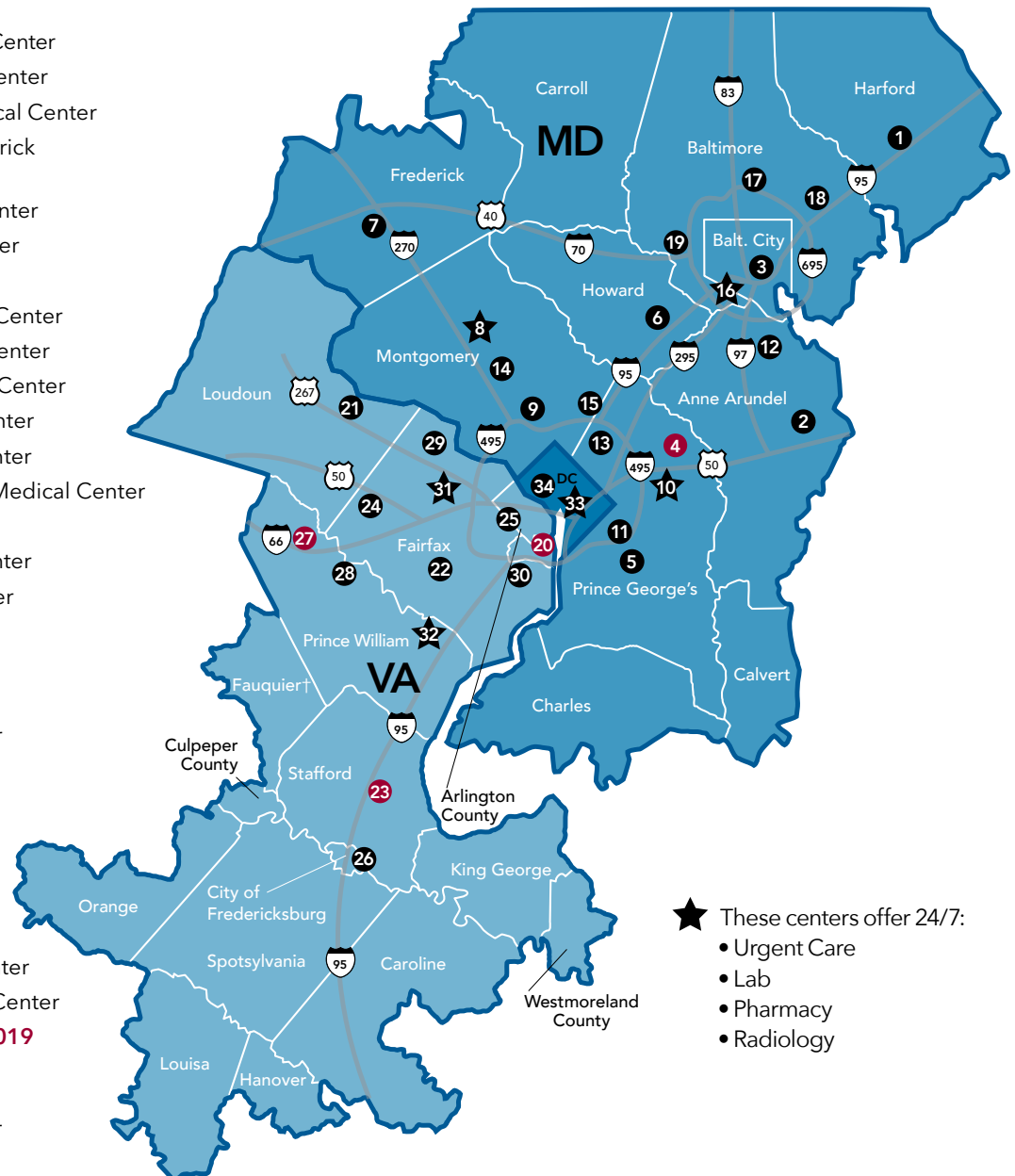
- 1 Abingdon Medical Center
- 2 Annapolis Medical Center
- 3 Kaiser Permanente Baltimore Harbor Medical Center
- 4 **OPENING LATE 2020**  
Bowie Fairwood Medical Center
- 5 Camp Springs Medical Center
- 6 Columbia Gateway Medical Center
- 7 Kaiser Permanente Frederick Medical Center
- 8 Gaithersburg Medical Center
- 9 Kensington Medical Center
- 10 Largo Medical Center
- 11 Marlow Heights Medical Center
- 12 North Arundel Medical Center
- 13 Prince George's Medical Center
- 14 Shady Grove Medical Center
- 15 Silver Spring Medical Center
- 16 South Baltimore County Medical Center
- 17 Towson Medical Center
- 18 White Marsh Medical Center
- 19 Woodlawn Medical Center

## Virginia

- 20 **NOW OPEN**  
Alexandria Medical Center
- 21 Ashburn Medical Center
- 22 Burke Medical Center
- 23 **NOW OPEN**  
Colonial Forge Medical Center
- 24 Fair Oaks Medical Center
- 25 Falls Church Medical Center
- 26 Fredericksburg Medical Center
- 27 **OPENING SEPTEMBER 2019**  
Haymarket Crossroads Medical Center
- 28 Manassas Medical Center
- 29 Reston Medical Center
- 30 Springfield Medical Center
- 31 Tysons Corner Medical Center
- 32 Woodbridge Medical Center

## Washington, DC

- 33 Kaiser Permanente Capitol Hill Medical Center
- 34 Northwest DC Medical Office Building



Please check [kp.org/facilities](https://www.kp.org/facilities) for the most up-to-date listing of the services located at Kaiser Permanente medical centers.

†Kaiser Permanente's service area in Fauquier County includes ZIP codes 20119, 22720, 22728, 20181, 22406, and 22556; as of January 1, 2020, the service area will include 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.



# A stress-free path to switch plans

There's a lot to do when changing health plans. That's why we created a single destination that makes it easy to join Kaiser Permanente, and to get started once you do.

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Ready for an easy switch? **It starts at [kp.org/easyswitch](https://kp.org/easyswitch).**

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Let us help  
you find the  
right doctor

Finding a new doctor can feel stressful. But 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.

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Transition your  
care seamlessly

Easily move prescriptions so your treatment is uninterrupted. 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, fill prescriptions, and get the care you need—all in one trip.

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Get care on  
your schedule

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

Want to get your prescription or refills 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 read your list of current medicines on the KP mobile app.<sup>5</sup>

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## Feel the healthy change—every step of the way

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Whether you're unsure about changing doctors, have questions about continuing a treatment plan, or are simply thinking about joining Kaiser Permanente, we're here to help.

- Member Services, **800-777-7902** or TTY **711**, Monday through Friday from 7:30 a.m. to 5:30 p.m.

# Quality care with you at the center

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

## Great care from our 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 all work together to keep you healthy. They're connected to each other, and to you, through your electronic health record. So they know important things about you and your health—like when you're due for a screening and what medications you're taking. That way, you get personalized care that's right for you.

## 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 all cultures, ethnicities, and lifestyles, we:

- Hire many 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 all backgrounds

## Personalized texting

To make it easier to stay on top of your health, you can now opt in for text message reminders for most upcoming appointments. You can also check-in and pay your co-pay via mobile phone as well as cancel most appointments with a text.

Through our culturally responsive care programs, we've improved health outcomes among diverse populations for conditions like high blood pressure, diabetes, and colon cancer.<sup>6</sup>

# Great care, great results

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

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## 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.

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## 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 quality 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.

Visit [kp.org/excellence/mas](https://kp.org/excellence/mas) to meet our brightest minds and take a closer look at our excellence in specialty care.

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## 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.

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## A leader in clinical quality

In 2018, Kaiser Permanente led the nation as the top performer in 30 effectiveness-of-care measures—the most of any health plan.<sup>7</sup> These measures include:

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

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Hear care stories from real Kaiser Permanente members at [kp.org/carestories](https://kp.org/carestories).












# 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

	<b>In person</b>	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.
	<b>Phone</b>	Have a condition that doesn't require an in-person exam? We offer care guidance and advice by phone 24/7.
	<b>Video</b>	For some conditions, you can meet face-to-face online with your doctor on your computer, smartphone, or tablet. Need something sooner? Video visits are available with an emergency medicine physician from Kaiser Permanente who is connected to your doctor and your medical history. <sup>1,8</sup>
	<b>24/7 care and advice by phone</b>	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.
	<b>Email</b>	Email your doctor's office anytime with nonurgent questions. You'll usually get a response within 2 business days—if not sooner. <sup>8</sup>
	<b>Online</b>	Manage your health, find nearby locations, and take advantage of health guides and other resources. After you register on <b>kp.org</b> , if you receive care in Kaiser Permanente facilities, you can view your medical record, refill most prescriptions, schedule routine appointments, and more. You can also download the Kaiser Permanente app to keep up with your care on the go. <sup>5,9</sup>
	<b>Refills by mail</b>	Our Mail Order Pharmacy delivers prescriptions right to your front door at no additional cost. You can order most prescriptions and refills online or by phone—then we'll send them straight to you. You save time and money by not driving to the pharmacy but are always welcome to order your prescriptions for pick-up, too. You can also get refill reminders and read your list of current medicines on the KP mobile app. <sup>5,10</sup>

# Healthy resources

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

## Get the most out of your health plan



### Online wellness tools

Visit [kp.org/healthyliving](https://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 online programs to help you lose weight, quit smoking, reduce stress, and more—all at no additional cost. Learn more at [kp.org/healthylifestyles](https://kp.org/healthylifestyles).



### 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](https://kp.org/classes)—some may require a fee.



### Personal wellness coaching

Get help reaching your health goals. Work one-on-one with a wellness coach by phone at no additional cost. Find out more at [kp.org/wellnesscoach](https://kp.org/wellnesscoach).



### Special rates for members

Enjoy reduced rates on services that can help you stay healthy—like gym memberships, massage therapy, and more. Explore your options at [kp.org/choosehealthy](https://kp.org/choosehealthy).<sup>11</sup>



### Seasonal produce stands

Shop for fresh healthy fruits and vegetables at stands located at many of our facilities. Learn more and find healthy recipes at [kp.org/foodforhealth](https://kp.org/foodforhealth).

# 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 Kaiser Permanente 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. 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. Most of our facilities offer a variety of care and services, so you can take care of several health care needs in one visit. You may be able to see your doctor or specialist, get a lab test or an X-ray, and pick up your medications—all without leaving the building.

## Finding the right location

Choosing where to get care is simple—just hop online or grab your smartphone.

- Visit [kp.org/facilities](https://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.<sup>5</sup>

## Getting care anytime, anywhere

### Urgent care<sup>3</sup>

Provides members with around-the-clock access to more services and capabilities than the standard community urgent care clinics. These 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.

### Emergency care<sup>4</sup>

If you ever need emergency care, 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 a vaccination, refilling prescriptions, and more. Just call our 24/7 Away from Home Travel Line<sup>12</sup> at **951-268-3900** or visit [kp.org/travel](https://kp.org/travel).

Members who need urgent care while traveling in a state without Kaiser Permanente can now visit a MinuteClinic<sup>®</sup> to conveniently access high-quality, affordable care. From sprains to strains, you may use MinuteClinic<sup>®</sup> locations for minor illnesses and injuries when travelling away from home.<sup>13</sup>

## 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>.

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## 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 ሊያገዝዎት 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 d̀ò 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 ed 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 yáníl'ti'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:** ถ้าคุณพูดภาษาไทย 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)**.

## End notes

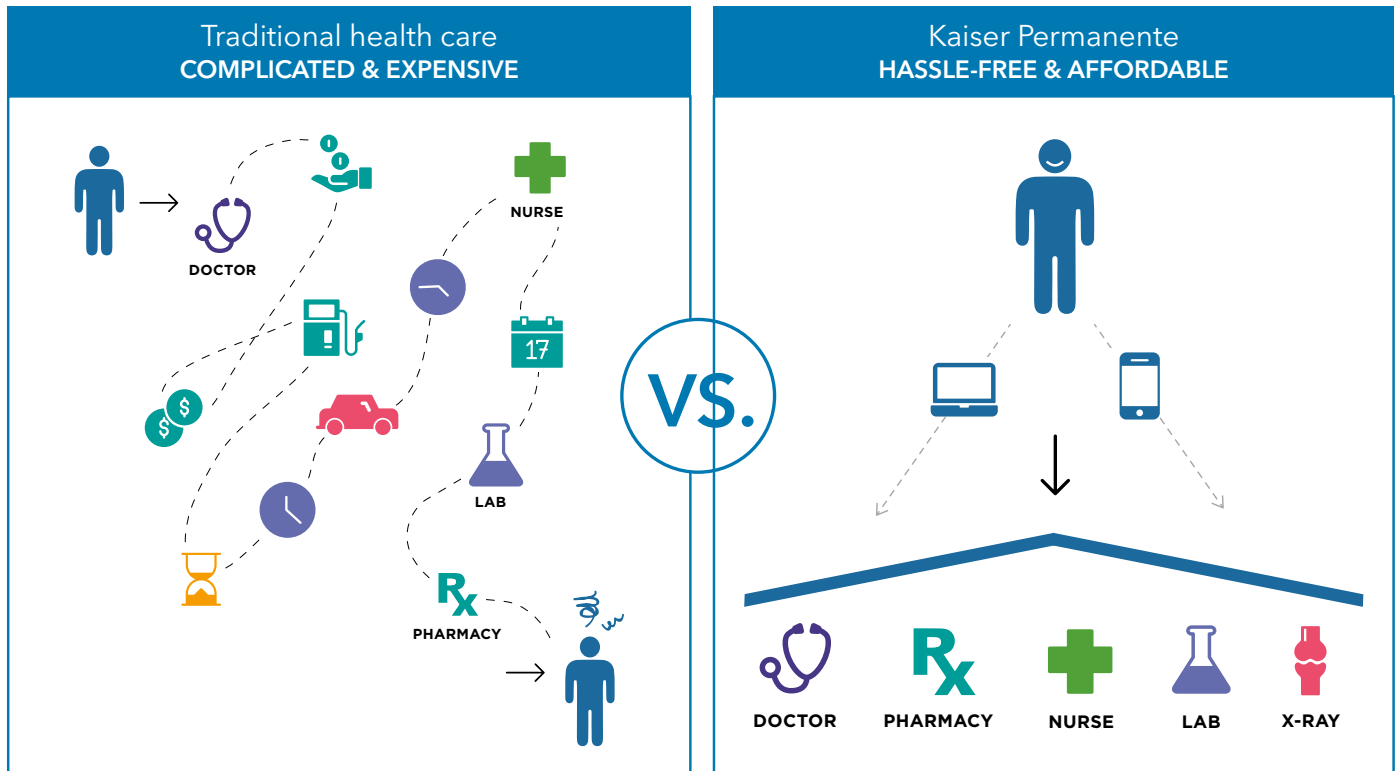
- <sup>1</sup> If you have an HSA-qualified deductible plan, you will need to pay the full charges for scheduled phone and video visits until you reach your deductible. Once you reach your deductible, your copay is \$0 for scheduled phone and video visits. Video visits are available to Kaiser Permanente members who have a camera-equipped computer or mobile device and are registered at [kp.org](https://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 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.
- <sup>2</sup> Depending on your plan, preventive care services are covered at no cost or at a copay. For more information, see your *Evidence of Coverage or Summary Plan Description*. If you are enrolled through a group's self-funded Exclusive Provider Organization (EPO) plan, your health benefits are self-insured by your employer, union, or Plan sponsor. Kaiser Permanente Insurance Company provides certain administrative services for the Plan and is not an insurer of the Plan or financially liable for health care benefits under the Plan.
- <sup>3</sup> 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](https://kp.org/urgentcare/mas).
- <sup>4</sup> 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, Membership Agreement*, or federal brochure *RI 73-047* for the complete definition of emergency medical conditions.
- <sup>5</sup> To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://kp.org).
- <sup>6</sup> 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 Kaiser Permanente's electronic health record systems, and HEDIS<sup>®</sup> measures are updated quarterly in the interregional CORE Datamart.
- <sup>7</sup> Kaiser Permanente 2018 HEDIS<sup>®</sup> scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup> and HEDIS<sup>®</sup> are registered trademarks of NCQA. CAHPS<sup>®</sup> is a registered trademark of the Agency for Healthcare Research and Quality.
- <sup>8</sup> When appropriate and available.
- <sup>9</sup> These features are available when you get care at Kaiser Permanente facilities.
- <sup>10</sup> Some medications are not eligible for Mail Order Pharmacy. The mail-order service can ship to addresses in Maryland, Virginia, Washington, DC, and certain locations outside the service area.
- <sup>11</sup> The products and services described are provided by entities other than Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., and are neither offered nor guaranteed under your Kaiser Permanente contract. Kaiser Permanente does not endorse or make any representations regarding the quality or medical effectiveness of such products and services, nor the financial integrity of these entities. Kaiser Permanente disclaims any liability for these products and services. Some Kaiser Permanente members may have coverage through their health plan for some of the same services available through ChooseHealthy<sup>®</sup>. The value-added services available under the ChooseHealthy program are separate and apart from any chiropractic, acupuncture, or massage services available under your contract. Please see your *Evidence of Coverage* for information regarding those services covered under your Kaiser Permanente contract. The ChooseHealthy program is administered by American Specialty Health Administrators, Inc., a subsidiary of American Specialty Health Incorporated (ASH). ChooseHealthy is a federally registered trademark of ASH and used with permission herein.
- <sup>12</sup> 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.
- <sup>13</sup> If you get care at a MinuteClinic<sup>®</sup> you'll be charged your standard copay or coinsurance. If you get urgent care at a MinuteClinic<sup>®</sup> 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.

# Care Your Way

## You deserve better than the usual

“Traditional” translates to “old-fashioned”

Health care built for you. And around you.



It's outdated, and doesn't acknowledge the way people live today.

Waiting for appointments and getting bounced around between doctors, labs, X-ray, specialists, and pharmacies means it takes longer to get care.

And extra expenses for transportation, babysitters, and parking can add up, too.

Isn't it time for a change?

Our members can connect to doctors, lab, X-ray, and pharmacy under one roof—in person or online, when care is received in Kaiser Permanente facilities.

Our doctors are all connected by the largest commercial electronic health records system in the country.

That means less traveling for you, less time waiting, and better coordination of your care.

# What simple, smart health care can be

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

## Want to learn more?

Learn more about how health care and coverage work together for you.

- Member Service Contact Center  
800-777-7902 (TTY 711)  
Monday through Friday, 7:30 a.m. to 5:30 p.m.
- [kp.org](https://www.kp.org)

## Stay connected to good health



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[youtube.com/kaiserpermanenteorg](https://youtube.com/kaiserpermanenteorg)



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