



**Kaiser Foundation Health Plan
of Washington**

Medicare Enrollment, RCR-A1E-07
P.O. Box 34255
Seattle, WA 98124

kp.org/wa/medicare

Greetings:

Living a healthy life is all about making smart choices. Whether you're planning to retire, keep working, or a little bit of both, King County and Kaiser Permanente want to let you know about the option of enrolling in a Kaiser Permanente Medicare Advantage (HMO) health plan when you retire to help you enjoy life at your healthiest.

In this packet, you'll find helpful information about Kaiser Permanente Medicare Advantage coverage. We've also included a booklet highlighting some of the benefits offered by Kaiser Permanente Medicare Advantage health plans.

You keep the virtual care options you've come to know and appreciate as a King County employee — such as Care Chat, video visits, phone appointments, e-visits, and the 24/7 consulting nurse helpline — as well as mail-order pharmacy.* The plans also offer fitness programs to help you stay healthy, and you can participate in the Kaiser Permanente Senior Caucus to stay active in the community.

For your next steps:

If you're retired or retiring, age 65, and ready to join a Kaiser Permanente Medicare Advantage health plan:

- **Enroll in Medicare** Parts A and B and maintain your coverage.

If you have questions about the Medicare Advantage health plans or your current coverage:

- **About the plans**, call Kaiser Permanente at **1-800-581-8252** (TTY 711), 8 a.m. to 5 p.m., Monday through Friday.
Or visit **kp.org/wa/medicare**.
- **About your current coverage**, call King County Benefits and Retirement at 206-684-1556, 9 a.m. to 4 p.m., Monday through Friday.

To see full details regarding the plans in: King, Kitsap, Lewis, Pierce, Snohomish, Thurston, and parts of Mason and Grays Harbor Counties **[click here](#)**

*When appropriate and available.

Thank you for being a valued King County employee and Kaiser Permanente member.

Your partners in health,

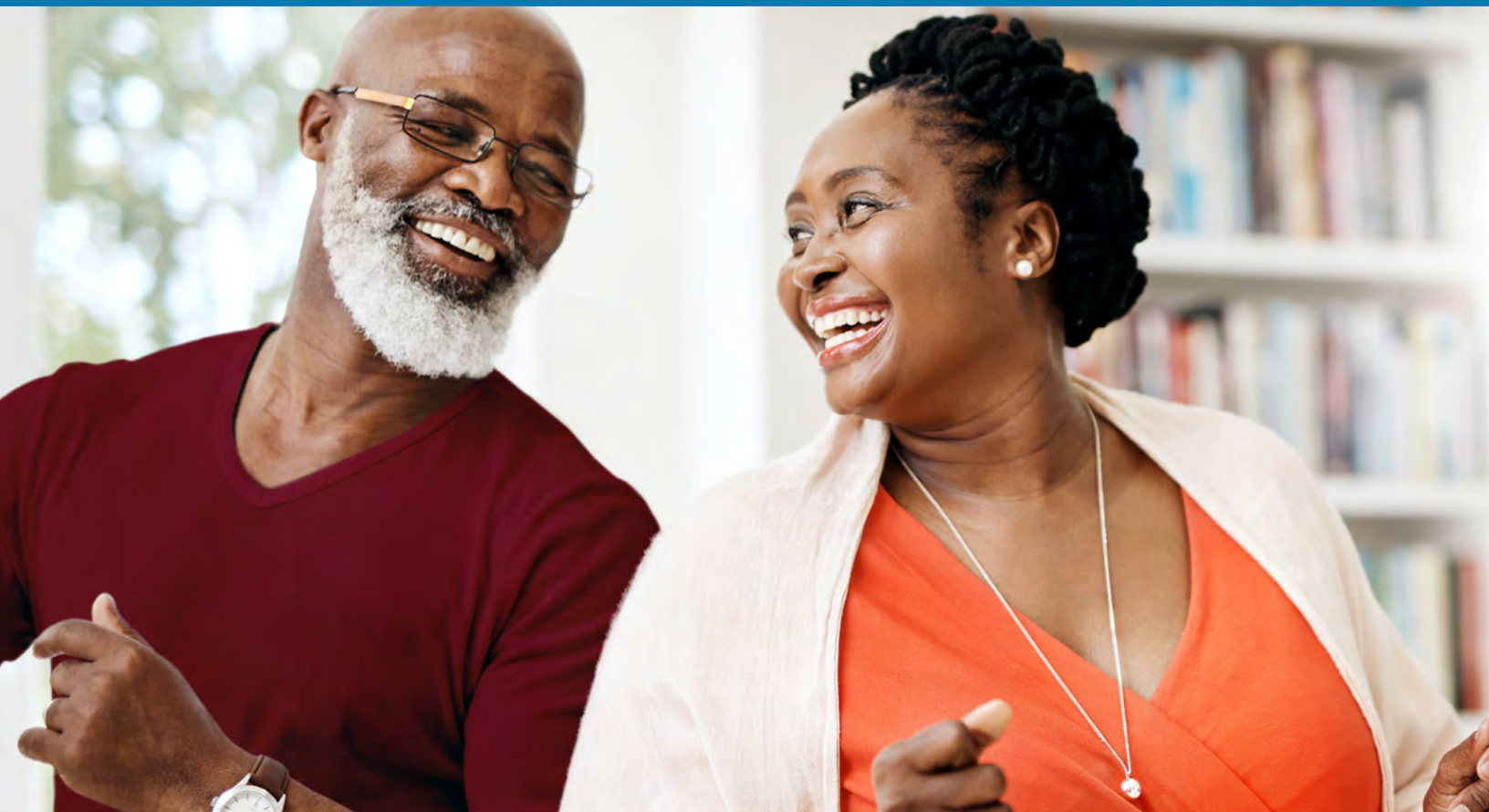
Kaiser Permanente
King County

encl.

Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. You must reside in the Kaiser Permanente Medicare health plan service area in which you enroll.

See how we can help you thrive

2020 Plans and Benefits



Puget Sound Region

King, Kitsap, Lewis, Pierce, Snohomish, Thurston,
and parts of Mason and Grays Harbor counties

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CONTACT US

Prospective members

1-800-446-8882

TTY WA Relay **1-800-833-6388** or **711**

8 a.m. to 8 p.m., 7 days a week

Current members

Member Services **1-888-901-4600**

TTY WA Relay **1-800-833-6388** or **711**

8 a.m. to 8 p.m., 7 days a week

Why choose Kaiser Permanente?

Our Medicare Advantage (HMO) health plans combine care and coverage. Because we're both a care provider and a health plan, you get what you need in one convenient package.

Whether you're turning 65, ready to retire, or recently moved into the Kaiser Permanente Washington area, it's a good time to take a look at our Medicare Advantage health plans.

In this booklet, you'll learn how to make the most of a Kaiser Permanente health plan, and see why we're the plan of choice for more than 90,000 Washington state Medicare Advantage members.

Excellent doctors, excellent care

Washington Permanente Medical Group is one of the highest-ranked medical groups in the state.¹ We're here for you with high-quality care to help you be your healthiest.

Read about other recognition we've received for quality and health care innovation at kp.org/wa/awards.

Making it easy to get and stay healthy

At most Kaiser Permanente locations, you can take care of what you need in one visit. See your doctor, get a lab test or X-ray, and pick up your medications – all without leaving the building.

A warm welcome to help you get started

When you become a Kaiser Permanente member, our New Member Welcome Team can help you find a doctor, locate a Kaiser Permanente medical facility, transfer prescriptions, or make a smooth transition to Kaiser Permanente care if you're in the middle of treatment.

If you're already a Kaiser Permanente member, our welcome team can also help you if you want to find a new doctor, or you still need to transition prescriptions or other aspects of care from non-Kaiser Permanente providers.



¹ Washington Health Alliance 2018 Community Checkup report, www.wacommunitycheckup.org; ranking applies to Kaiser Permanente Washington's medical group, Washington Permanente Medical Group, P.C.

Coverage designed to help you thrive

Here are a few ways Kaiser Permanente Medicare Advantage health plans help you live life to the fullest.

Hearing aid allowance

In addition to annual hearing tests, our **Vital** and **Essential** plans feature an annual allowance for hearing aids purchased at a Kaiser Permanente Hear Center. Our **Optimal** plan has an even larger allowance.

Glasses and contact lenses allowance

An annual allowance for glasses and contacts is part of our **Key**, **Vital**, **Essential**, and **Optimal** plans.

The Silver&Fit[®] fitness program²

The Silver&Fit program is provided at no cost with all our Medicare Advantage plans. This program gives you access to a broad network of fitness centers and other resources. Stay active with a fitness membership at no additional cost at a fitness center near you. Or enroll in the Home Fitness program and work out in the comfort of your own home.

Kaiser Permanente and Silver&Fit provide you additional access to a network of premium fitness centers with our **Vital**, **Essential**, and **Optimal** plans.

To find out which fitness centers participate in the basic Silver&Fit program, go to silverandfit.com.

Transportation benefit

To help make sure you get the care you need, a routine transportation benefit for medical and dental appointments is available with our **Basic**, **Key**, **Vital**, **Essential**, and **Optimal** plans.

Get picked up at an address anywhere in our service area and be taken to a Kaiser Permanente in-network provider or pharmacy. You can get a ride 24 hours a day, 7 days a week. All you need to do is call 48 hours before you need the ride.

Service is provided by Access2Care, and wheelchair-lift-equipped vehicles are available.

Lower prescription drug copayments

Our Part D prescription drug coverage features low copays on certain generic drugs and broader coverage in the coverage gap phase or "donut hole." You can also save money with our mail-order pharmacy service.

All plans **except** the **Basic** plan include Part D coverage.

²The Silver&Fit program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). All programs and services are not available in all areas. The people in this piece are not Silver&Fit members. Silver&Fit is a registered trademark of ASH and used with permission herein. Other names or logos may be trademarks of their respective owners.

Annual physical exam and annual wellness visit

All of our plans include a \$0 copay annual physical exam as well as the \$0 copay annual wellness visit.

At your annual physical exam, a primary care provider will:

- Review your health history
- Check your vital signs
- Review preventive tests and shots and order any you need
- Provide a physical exam
- Update your care plans for any ongoing conditions

At your annual wellness visit, a nurse or other care provider will:

- Review your health history
- Check your vital signs
- Discuss your preventive screening schedule and risk factors, schedule any preventive tests or shots you need, and provide educational resources
- Go over the list of your current care providers
- Check your ability to perform daily tasks easily and safely and talk about any concerns you have about your mental abilities



FIND A PLAN IN YOUR AREA

Plans are effective January 1, 2020, through December 31, 2020.

Kaiser Permanente Medicare Advantage Key (HMO)

Available in King, Pierce, and Thurston counties

Kaiser Permanente Medicare Advantage Vital (HMO)

Kaiser Permanente Medicare Advantage Essential (HMO)

Kaiser Permanente Medicare Advantage Optimal (HMO)

Kaiser Permanente Medicare Advantage Basic (HMO)

Available in King, Kitsap, Lewis, Pierce, Snohomish, Thurston counties

Grays Harbor ZIP codes: 98541, 98557, 98559, and 98568

Mason ZIP codes: 98524, 98528, 98546, 98548, 98555, 98584, 98588, and 98592



See benefit highlights beginning on the next page for details about benefits and costs for each plan.

Plans and Benefits

	Only available in King, Pierce, and Thurston counties				NOTE: This plan does not include Part D Prescription Drug Coverage
	Kaiser Permanente Medicare Advantage Key (HMO)	Kaiser Permanente Medicare Advantage Vital (HMO)	Kaiser Permanente Medicare Advantage Essential (HMO)	Kaiser Permanente Medicare Advantage Optimal (HMO)	Kaiser Permanente Medicare Advantage Basic (HMO)
DESCRIPTION	YOU PAY	YOU PAY	YOU PAY	YOU PAY	YOU PAY
Monthly Premium	\$0	\$28	\$99	\$295	\$40
Annual Maximum Out-of-Pocket	\$6,600	\$5,600	\$4,300	\$2,000	\$2,000
Annual Medical Deductible	None	None	None	None	None
Part D Prescription Drug Coverage	Covered (see page 8 for details)	Covered (see page 8 for details)	Covered (see page 8 for details)	Covered (see page 8 for details)	Part D is not covered ⁴
Doctor Office Visit	\$10 Primary / \$50 Specialist	\$5 Primary / \$35 Specialist	\$10 Primary / \$35 Specialist	\$10 Primary / \$20 Specialist	\$10 Primary / \$30 Specialist
Emergency Room	\$90	\$90	\$90	\$90	\$90
Urgent Care	\$40	\$25	\$25	\$25	\$25
Preventive Services ³ Includes annual physical exam	No charge	No charge	No charge	No charge	No charge
Inpatient Hospitalization	\$400 per day for days 1-4 \$0 for the rest of your stay	\$295 per day for days 1-6 \$0 for the rest of your stay	\$215 per day for days 1-4 \$0 for the rest of your stay	\$125 per day for days 1-2 \$0 for the rest of your stay	\$200 per day for days 1-3 \$0 for the rest of your stay
Outpatient Surgery	\$300	\$250	\$200	\$100	\$200
Skilled Nursing Facility Up to 100 days per benefit period	\$0 per day for days 1-20 \$160 per day for days 21-100	\$0 per day for days 1-20 \$160 per day for days 21-100	\$0 per day for days 1-20 \$100 per day for days 21-100	\$0 per day for days 1-20 \$25 per day for days 21-100	\$20 per day for days 1-20 \$50 per day for days 21-100
Lab, X-ray, Imaging	\$0-15 lab per visit, \$15 X-ray per visit, \$250 per visit for MRI, PET, CT scans	\$0-15 lab per visit, \$14 X-ray per visit, \$250 per visit for MRI, PET, CT scans	\$0 lab per visit, \$0 X-ray per visit, \$200 per visit for MRI, PET, CT scans	\$0 lab per visit, \$0 X-ray per visit, \$50 per visit for MRI, PET, CT scans	\$0 lab per visit, \$0 X-ray per visit, \$200 per visit for MRI, PET, CT scans
Durable Medical Equipment	20% coinsurance	20% coinsurance	20% coinsurance	20% coinsurance	20% coinsurance
Ambulance Service Per one-way emergency trip	\$275 copay	\$250 copay	\$150 copay	\$100 copay	\$150 copay
Transportation	\$0 for up to 2 round trips per calendar year	\$0 for up to 4 round trips per calendar year	\$0 for up to 6 round trips per calendar year	\$0 for up to 8 round trips per calendar year	\$0 for up to 2 round trips per calendar year
Hearing aid allowance	Not covered	\$500 annual combined	\$500 annual combined	\$500 annual per ear	Not covered

³\$0 copay for all preventive services covered under Original Medicare at zero cost sharing.

⁴This plan cannot be combined with a stand-alone Part D plan. A gap in Creditable Prescription Drug coverage may result in future Part D Late Enrollment Penalties.

Plans and
Benefits (continued)

	Only available in King, Pierce, and Thurston counties		NOTE: This plan does not include Part D Prescription Drug Coverage		
	Kaiser Permanente Medicare Advantage Key (HMO)	Kaiser Permanente Medicare Advantage Vital (HMO)	Kaiser Permanente Medicare Advantage Essential (HMO)	Kaiser Permanente Medicare Advantage Optimal (HMO)	Kaiser Permanente Medicare Advantage Basic (HMO)
DESCRIPTION	YOU PAY	YOU PAY	YOU PAY	YOU PAY	YOU PAY
Vision Services <ul style="list-style-type: none">Routine eye examEyewear allowance	\$10 per visit with an optometrist \$50 per visit with an ophthalmologist \$100 allowance per calendar year	\$5 per visit with an optometrist \$35 per visit with an ophthalmologist \$125 allowance per calendar year	\$10 per visit with an optometrist \$35 per visit with an ophthalmologist \$150 allowance per calendar year	\$10 per visit with an optometrist \$20 per visit with an ophthalmologist \$150 allowance per calendar year	\$10 per visit with an optometrist \$30 per visit with an ophthalmologist Not covered
Alternative Medicine Acupuncture, Naturopathy, or Chiropractic non-spinal manipulation services	Not covered	\$10 per acupuncture visit, 6 visits per year for acupuncture only	\$10 per acupuncture visit, 6 visits per year for acupuncture only	\$10 per visit, 12 combined total visits per year for alternative medicine	Not covered
Chiropractic Care Chiropractic coverage for spinal manipulations	\$20 copay	\$20 copay	\$20 copay	\$10 copay	\$20 copay
Visiting Member Access plan benefits at Kaiser Permanente facilities in other regions	Included ; plan benefit cost shares apply	Included ; plan benefit cost shares apply	Included ; plan benefit cost shares apply	Included ; plan benefit cost shares apply	Included ; plan benefit cost shares apply
Telehealth 24-hour Consulting Nurse, Care Chat, Online visits, Secure Email for nonurgent questions	No charge	No charge	No charge	No charge	No charge
Fitness Programs <ul style="list-style-type: none">The Silver&Fit® program⁵EnhanceFitness	No additional cost for basic membership to any of the participating centers. Premium fitness centers are not included . No additional cost to attend exercise classes at participating locations	No additional cost for basic membership to any of the participating centers. Premium fitness centers are included . No additional cost to attend exercise classes at participating locations	No additional cost for basic membership to any of the participating centers. Premium fitness centers are included . No additional cost to attend exercise classes at participating locations	No additional cost for basic membership to any of the participating centers. Premium fitness centers are included . No additional cost to attend exercise classes at participating locations	No additional cost for basic membership to any of the participating centers. Premium fitness centers are not included . No additional cost to attend exercise classes at participating locations

⁵The Silver&Fit program® is a federally registered trademark of American Specialty Health Fitness, Incorporated. New member initiation fees may apply at some premium fitness centers.

For more information about benefits, please see your **Summary of Benefits**.

Part D Prescription Drug Coverage

NOTE: Kaiser Permanente Medicare Advantage Basic (HMO) plan **does not** include Part D.

	Key plan	Vital, Essential, Optimal plans
DESCRIPTION	YOU PAY	YOU PAY
Prescription Drug Deductible	\$100 deductible Deductible is waived on Tiers 1, 2, and 6. You pay the full cost of your Tier 3, 4, and 5 drugs until you've met the Part D Deductible.	No deductible
Initial Coverage Stage (for up to a 30 -day supply) When the annual total drug costs paid by you and your Part D plan reach \$4,020 , you move into the Coverage Gap Stage.	Tier 1 - \$5 preferred generic Tier 2 - \$15 generic Tier 3 - \$45 preferred brand Tier 4 - \$95 non-preferred brand Tier 5 - 30% coinsurance specialty Tier 6 - \$0 injectable Part D vaccines	Tier 1 - \$3 preferred generic Tier 2 - \$7 generic Tier 3 - \$45 preferred brand Tier 4 - \$95 non-preferred brand Tier 5 - 33% coinsurance specialty Tier 6 - \$0 injectable Part D vaccines
Coverage Gap Stage (for up to a 30 -day supply) Copays for Tier 1 and Tier 2 generics, and injectable Part D vaccines will carry into the Coverage Gap Stage. If your annual out-of-pocket costs reach \$6,350 , you move into the Catastrophic Coverage Stage.	You pay no more than: Tier 1 - \$5 preferred generic Tier 2 - \$15 generic Tier 6 - \$0 injectable Part D vaccines 25% generic drugs in all other tiers 25% brand and non-generic specialty	You pay no more than: Tier 1 - \$3 preferred generic Tier 2 - \$7 generic Tier 6 - \$0 injectable Part D vaccines 25% generic drugs in all other tiers 25% brand and non-generic specialty
Catastrophic Coverage Stage When your annual out-of-pocket costs reach \$6,350 , you pay lower cost shares for the remainder of the calendar year.	You pay the greater of: \$3.60 or 5% for preferred generics, generics, and generic specialty You pay the greater of: \$8.95 or 5% for brand name drugs and non-generic specialty drugs	
Mail-Order Pharmacy⁶ (restrictions & limitations may apply)	<ul style="list-style-type: none"> • \$0 Tier 1 preferred generic for a 31-90 day supply • 90-day supply for the cost of a 60-day supply on Tiers 2-4 • Specialty and vaccine Tiers, limited to a 30-day supply 	

Optional Dental Package: Delta Dental of Washington

Delta Dental of Washington	
DESCRIPTION Dental Services ⁷	YOU PAY
Optional Dental Monthly Premium	\$54⁷ in addition to your monthly plan premium
Deductible	\$100 per person (waived on preventive and diagnostic care)
Annual Benefit Maximum	\$1,500 per member
Preventive and Diagnostic Care Routine exams and cleanings (2 per calendar year) Fluoride treatment (2 per calendar year) Periodontal cleanings Dental X-rays	Covered at 100% You pay \$0
Basic Dental Expenses Fillings/posterior composite Stainless steel crowns Oral surgery Endodontics (i.e., root canal treatment) Periodontics	Covered at 80% You pay 20%
Major Expenses Crowns, implants, and onlays Dentures, bridges, and partials Denture adjustments and relines	Covered at 50% You pay 50%

⁶For certain drugs, you can get prescription refills mailed to you through our Kaiser Permanente mail-order pharmacy. You should receive them within 10 business days. If not, please call 1-800-245-7979 (TTY 711), Monday through Friday, 7:30 a.m. to 7 p.m.; Saturday and Sunday, 8 a.m. to 4:30 p.m.

⁷Dental benefits provided by Delta Dental of Washington. If you select a dentist who is not a Delta Dental participating dentist, your treatment will not be covered. For your Plan, Participating Dentists may be either Delta Dental Premier Dentists or Delta Dental PPO Dentists. You can find the most current listing of Participating Dentists by going online to the Delta Dental of Washington website at www.DeltaDentalWA.com. You may also call 1-800-554-1907.

Doctors and locations

Puget Sound Kaiser Permanente providers



- Kaiser Permanente Medical Facility
- ▲ Kaiser Permanente Medical Facility Scheduled to open in 2019-2020
- CareClinic by Kaiser Permanente at Bartell Drugs

*Formerly named Tacoma South

Kaiser Permanente Medical Facility Locations

Bellevue (2)	Port Orchard
Bothell	Poulsbo
Burien	Puyallup
Everett	Redmond
Federal Way	Renton
Gig Harbor	Seattle (5)
Kent	Silverdale
Lynnwood	Tacoma (2)
Olympia	

CareClinic by Kaiser Permanente at Bartell Drugs

Alderwood	Greenwood
Ballard	Rainier Avenue
Bellevue	Redmond
Village	Sammamish
Crossroads	Silver Lake
Des Moines	Snoqualmie
Fairwood	University Village
Gig Harbor	West Seattle

Find doctors and locations near you

To find a Kaiser Permanente medical facility or other in-network provider near you, see our provider directory.

Visit

kp.org/wa/medicare/providers

or call **1-800-446-8882** (TTY 711), 8 a.m. to 8 p.m., 7 days a week.

Additional Western Washington Kaiser Permanente providers



- Affiliate Medical Offices
- Affiliate Hospitals

Care outside your service area

Emergency care: Call the local emergency number or go to an emergency room. While traveling, you're covered for urgent and emergency services anywhere in the world. We'll also reimburse you for emergency prescriptions filled at out-of-network pharmacies in the United States and its territories.

Non-emergency care: You can access all available providers in the Medicare Advantage HMO network across our service areas in Washington state, and many doctors and services at Kaiser Permanente medical facilities in other states we serve.

Travel benefits: As a plan member, you can receive many covered health services at Kaiser Permanente facilities in California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, the Longview/Vancouver area of Washington state, and the District of Columbia.

To get care at Kaiser Permanente medical facilities outside your service area, just call Member Services and ask for a visiting member ID number.

Wherever you are:

- Call the consulting nurse for advice or help deciding where to go for care.
- Email a nonurgent question to your doctor's office (if you get your care at Kaiser Permanente facilities).
- Sign in at kp.org/wa to access your health information online.
- Call Member Services for coverage information.

Care that fits your life

Same-day care

You have a number of options for convenient same-day or walk-in care as a Kaiser Permanente member.

These care options are available with all Kaiser Permanente Medicare Advantage HMO plans:

- You can call your doctor's office during office hours to see if there's a same-day appointment available.
- You can visit one of our urgent care clinics in Bellevue, Capitol Hill, Tacoma, Olympia, or Silverdale. Find additional urgent care locations by searching online at kp.org/wa/directory.
- In the Puget Sound area, you can visit CareClinic by Kaiser Permanente – located at 15 Bartell Drugs locations – for quick, high-quality care for minor illnesses or injuries.

Website and mobile app

It's quick and easy to register online for access to all your web and smartphone tools.

Secure member website

You can use our member website to order medication refills, check your benefits, and find health resources. When you get care at Kaiser Permanente locations, you can also:

- Email your care team for nonurgent questions

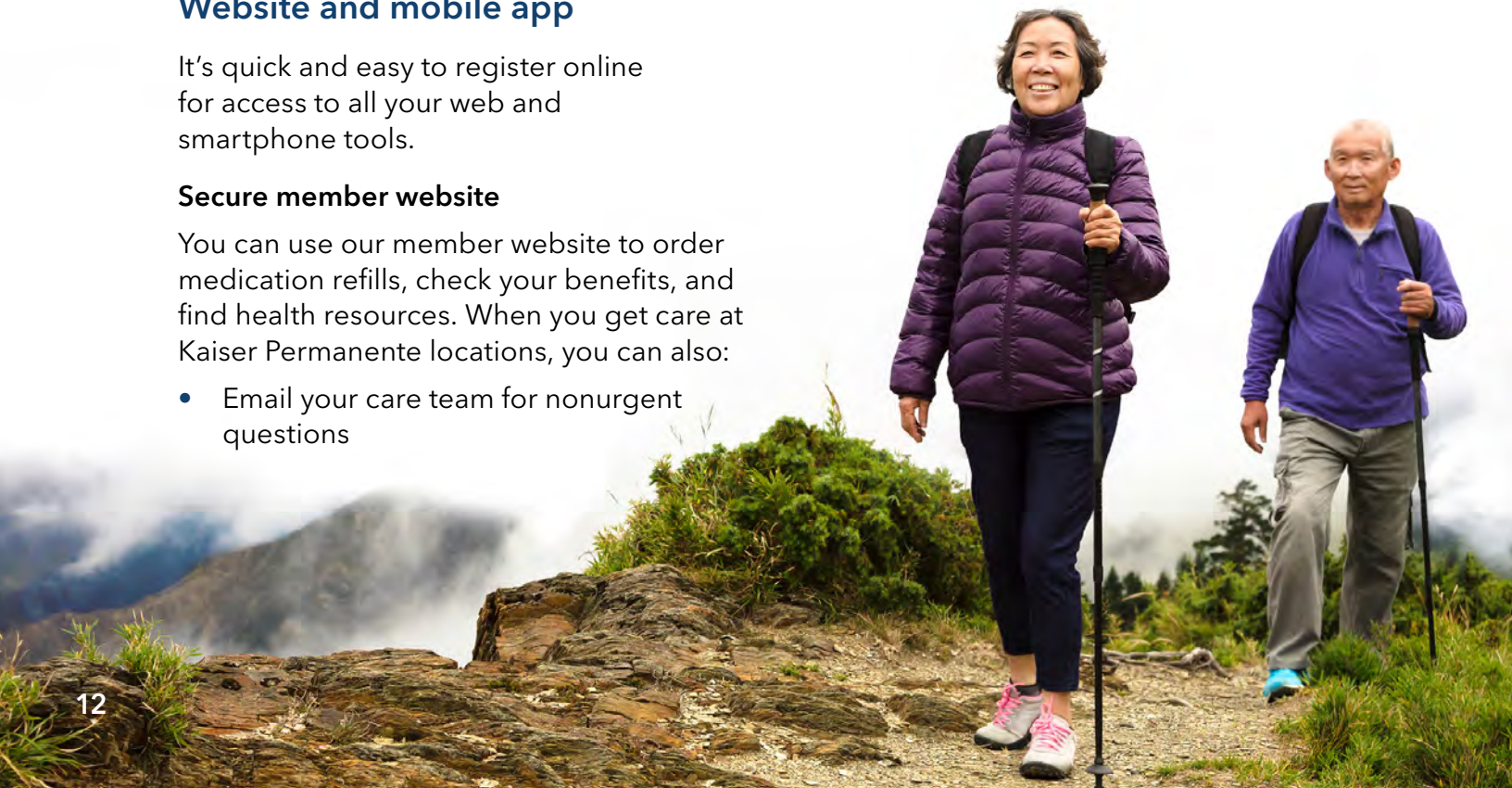
- Schedule appointments
- Check your lab and test results
- Read notes from office visits and your medical records

Mobile app

Once you register at kp.org/wa, you can download the free Kaiser Permanente Washington mobile app. Use your member ID number and password to activate the app, and you'll be ready to use many online tools to manage your health from your smartphone. Learn more at kp.org/wa/mobile.

Digital ID card

Along with the Kaiser Permanente identification card you receive in the mail, you also have access to a digital ID card. Once you've registered at kp.org/wa, you can access your digital ID card and use your smartphone to show proof of membership anytime, anywhere.



More options for getting care



COME IN

Doctor appointment

Your doctor is your partner in health, and sometimes coming in for a visit is exactly what you need. And Kaiser Permanente medical facilities have many services under one roof. So you can get more of what you need in just one trip.



CALL

24/7 Consulting Nurse Service

Whether you have an illness or injury or just want medical advice, our consulting nurse is just a phone call away. If you receive care at a Kaiser Permanente medical center, nurses can also view your online medical record.



CLICK

24/7 Care Chat

You can use this online messaging feature to get medical advice in real time from a Kaiser Permanente care provider. It's available 24/7 – at no additional charge. Just register on our secure member website or download our mobile app to chat.

Online visit

For common medical issues that don't need a physical exam, such as a sore throat or allergies, go online and get a diagnosis, a treatment plan, and a prescription if needed, usually within 2 hours.

Email your doctor's office

Send secure messages to your Kaiser Permanente care team for nonurgent issues.

Pharmacy coverage

Pharmacy benefits

All plans **except** the **Basic** plan include Part D pharmacy benefits (outpatient drugs).

What's covered

Our plans that include Part D prescription drug coverage have an approved list of drugs to make sure you get the most appropriate, safe, and effective prescription medications available. This list – called a formulary – typically divides groups of medications into tiers.

Our plans with Part D have 6 tiers, ranging from preferred generic drugs to brand to specialty medications and injectable Part D vaccines. The tier your medication is in determines your portion of the drug cost.

To search our Medicare Drug Formulary, go to kp.org/wa/medicare/formulary.

Plans do not cover:

- Nonprescription or over-the-counter medicines
- Drugs for cosmetic uses
- Drugs for weight loss or sexual dysfunction
- Drugs that Medicare will not cover

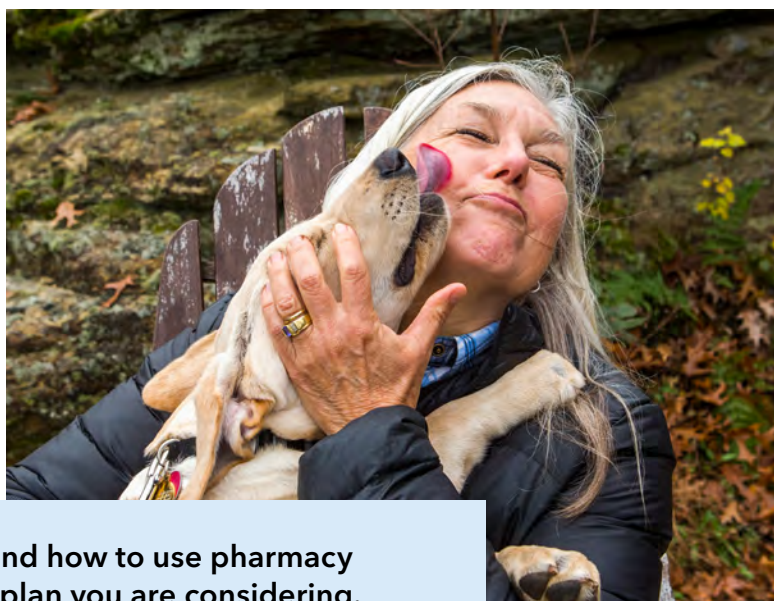
Ordering prescriptions

Once your prescriptions are in the Kaiser Permanente pharmacy system, you can sign in to review your medications and request refills. Then choose whether you want us to mail your refill to you or have it ready for pickup at an in-network pharmacy. If you choose mail order, you can track your order online.

Save money with mail order. For many drugs, you can get a 3-month supply of medication for just 2 copays when you use our mail-order pharmacy.

Manage your prescriptions online

On our member website, you'll also be able to see your prescription and claim history, and you'll find a link to look up pricing information and find pharmacies in your network.



▶ For complete information on what is covered and how to use pharmacy benefits, see the *Evidence of Coverage* for the plan you are considering. You can find these documents online at kp.org/wa/eocs.

Optional dental plan

Oral health is an important part of your overall health. Kaiser Foundation Health Plan of Washington teams up with Delta Dental of Washington to offer you an optional **Delta Dental PPO Plus Premier** plan.

Delta Dental coverage:

- Lets you choose from a large network of participating dentists
- Provides full coverage for your semiannual dental checkups
- Is designed to help make sure that dental health problems are detected early

You can enroll for dental coverage when you first enroll in your Medicare Advantage plan and during the annual enrollment period. You can drop your dental coverage at any time by calling Member Services.



► For information about dental benefits and costs, see page 9.

Resources for healthy living

Classes, workshops, and support groups

From preparing advance directives to living with chronic conditions such as diabetes, arthritis, and heart disease, these classes and other resources help you learn to live smarter and healthier. Check out our offerings at kp.org/wa/classes.

Tobacco cessation support

If you're a tobacco user, our program provides you with the tools to help you quit for good.

Contact us

Prospective members

1-800-446-8882

TTY WA Relay **1-800-833-6388** or **711**
8 a.m. to 8 p.m., 7 days a week

Current members

Member Services **1-888-901-4600**

TTY WA Relay **1-800-833-6388** or **711**
8 a.m. to 8 p.m., 7 days a week

kp.org/wa/medicare

Provider and Pharmacy Directories



Online: Go to

kp.org/wa/medicare/providers.

(If you prefer a printed copy of the directory, fill out the short online form to request that a directory be mailed to you.)



Call Member Services,

1-888-901-4600 (TTY 711),

8 a.m. to 8 p.m., 7 days a week.



Kaiser Permanente Nondiscrimination Notice and Language Access Services



KAISER PERMANENTE NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. ("Kaiser Permanente") comply with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or any other basis protected by applicable federal, state, or local law. We also:

Provide free aids and services to people with disabilities to help ensure effective communication, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, and accessible electronic formats)
- Assistive devices (magnifiers, Pocket Talkers, and other aids)

Provide free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Kaiser Permanente.

If you believe that Kaiser Permanente has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity, you can file a grievance. Please call us if you need help submitting a grievance. The Civil Rights Coordinator will be notified of all grievances related to discrimination.

Kaiser Permanente

Phone: 206-630-4636

Toll-free: 1-888-901-4636

TTY Washington Relay Service: 1-800-833-6388 or 711

TTY Idaho Relay Service: 1-800-377-3529 or 711

Electronically: kp.org/wa/feedback

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, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

For Medicare Advantage Plans Only: Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

LANGUAGE ACCESS SERVICES

English: ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-888-901-4636 (TTY: 1-800-833-6388 or 711).

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-901-4636 (TTY: 1-800-833-6388 / 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 1-888-901-4636 (TTY: 1-800-833-6388 / 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 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

한국어(Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-901-4636 (TTY: 1-800-833-6388 / 711) 번으로 전화해 주십시오.

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-901-4636 (телетайп: 1-800-833-6388 / 711).

Filipino (Tagalog): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

Українська (Ukrainian): УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-888-901-4636 (телетайп: 1-800-833-6388 / 711).

ភាសាខ្មែរ (Khmer): ប្រយ័ត្ន៖ បើសិនអ្នកនិយាយខ្មែរ, សេចក្តីជួយជំនួយ យេមិនគិតល គឺចូលសំបុំបំណងអ្នក។ ចូរទូរស័ព្ទ 1-888-901-4636 (TTY: 1-800-833-6388 / 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。1-888-901-4636 (TTY: 1-800-833-6388 / 711) まで、お電話にてご連絡ください。

አማርኛ (Amharic) ፡ ማስታወሻ፡ የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ፡ 1-888-901-4636 (መስማት ለተሳናቸው፡ 1-800-833-6388 / 711)፡

Oromiffa (Oromo): XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-888-901-4636 (TTY: 1-800-833-6388 / 711) 'ਤੇ ਕਾਲ ਕਰੋ।

العربية (Arabic): لديكم حق الحصول على مساعدة ومعلومات في ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-901-4636 رقم هاتف الصم والبكم: (711 / 1-800-833-6388).

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

ພາສາລາວ (Lao): ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຍຄ່າ, ແມ່ນມີພ້ອມ ໃຫ້ທ່ານ. ໂທ 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

Srpsko-hrvatski (Serbo-Croatian): OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-888-901-4636 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-833-6388 / 711).

Français (French): ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-901-4636 (ATS: 1-800-833-6388 / 711).

Română (Romanian): ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

Adamawa (Fulfulde): MAANDO: To a waawi Adamawa, e woodi ballooji-ma to ekkitaaki wolde caahu. Noddu 1-888-901-4636 (TTY: 1-800-833-6388 / 711).

فارسی (Farsi): توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-888-901-4636 (TTY: 1-800-833-6388 / 711) تماس بگیرید.

CONTACT US

Prospective members

1-800-446-8882

TTY WA Relay **1-800-833-6388** or **711**

8 a.m. to 8 p.m., 7 days a week

Current members

Member Services **1-888-901-4600**

TTY WA Relay **1-800-833-6388** or **711**

8 a.m. to 8 p.m., 7 days a week



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Out-of-network/non-contracted providers are under no obligation to treat Kaiser Permanente members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

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