

2022 Open Enrollment

Find your healthy place

With care designed to help you thrive

Adobe Kaiser Permanente
California and Washington Regions

One of the nation's largest health plans

Kaiser Permanente has a mission to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.

95M

VIRTUAL CONNECTIONS

between members and their care teams in 2020¹



12.5M

MEMBERS

covered for care needs in mind and body



39M

PRESCRIPTION DELIVERIES

to members' homes in 2020, usually within 3 to 5 business days



34

EFFECTIVENESS-OF-CARE MEASURES

we led the nation in — the most of any health plan in 2020²



763

HOSPITALS AND MEDICAL OFFICES

with many services often under one roof, so you can get everything done quickly



9

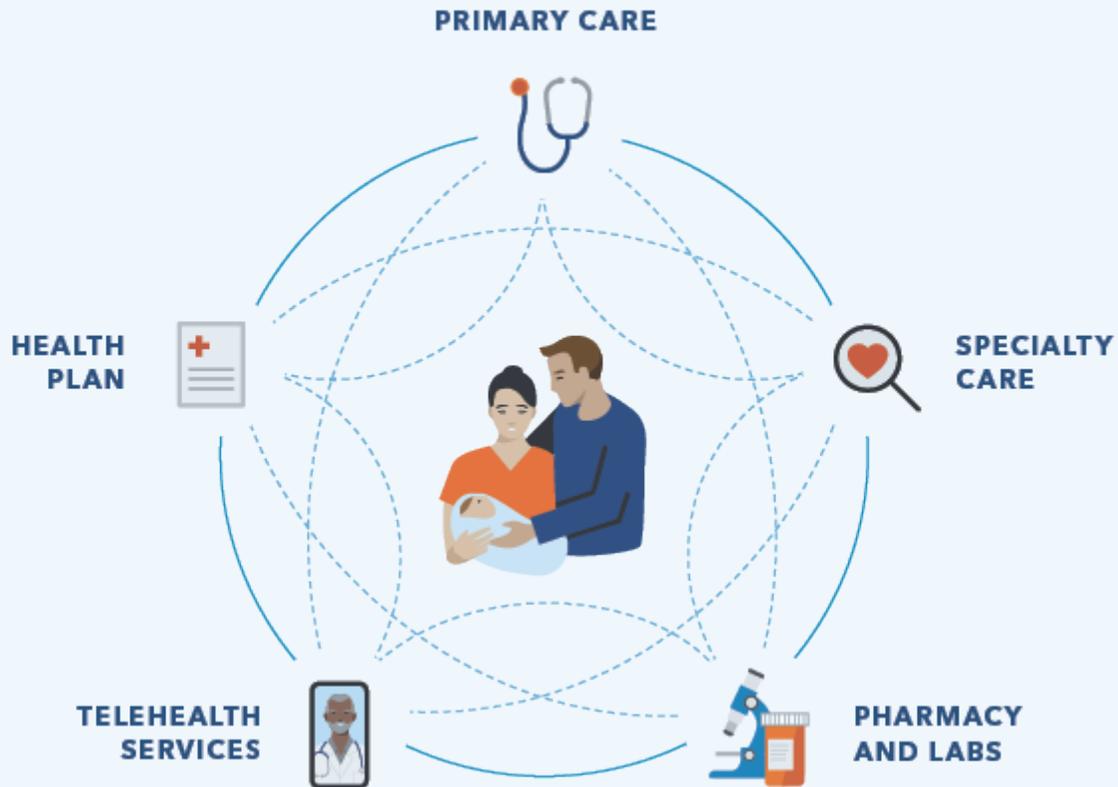
AREAS

to get Kaiser Permanente care in person — California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, and Washington, D.C.



1. Source: Kaiser Permanente Telehealth Insights Dashboard. 2. Kaiser Permanente 2020 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business.

It's easier to find your healthy place with connected care



We combine care and coverage:

- **Doctors**
- **Hospitals**
- **Health plan**

Care feels easier and faster and is centered around you.

Search doctors at kp.org/searchdoctors

(When using links, make sure to select your region)

Northern California

22 medical centers

61 medical offices

2 affiliated hospitals

11 affiliated medical offices

Region

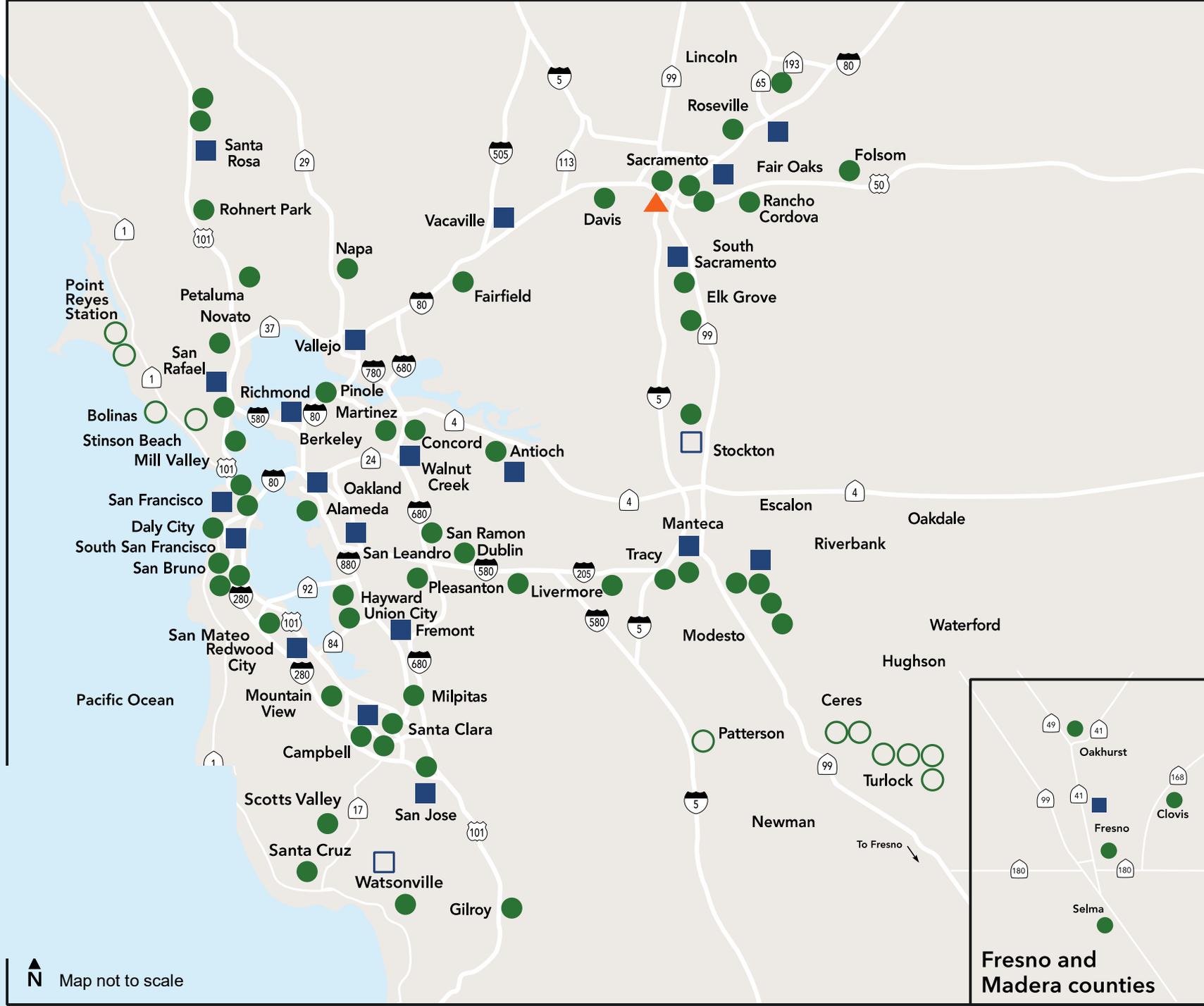
California - Northern

Choose a personal doctor:

Having a personal doctor is an important part of taking care of your health.

[Go to My Doctor Online](#)

To learn more, go to kp.org/facilities and select Northern California region and click "Go to My Doctor Online".



Fresno and Madera counties

Southern California

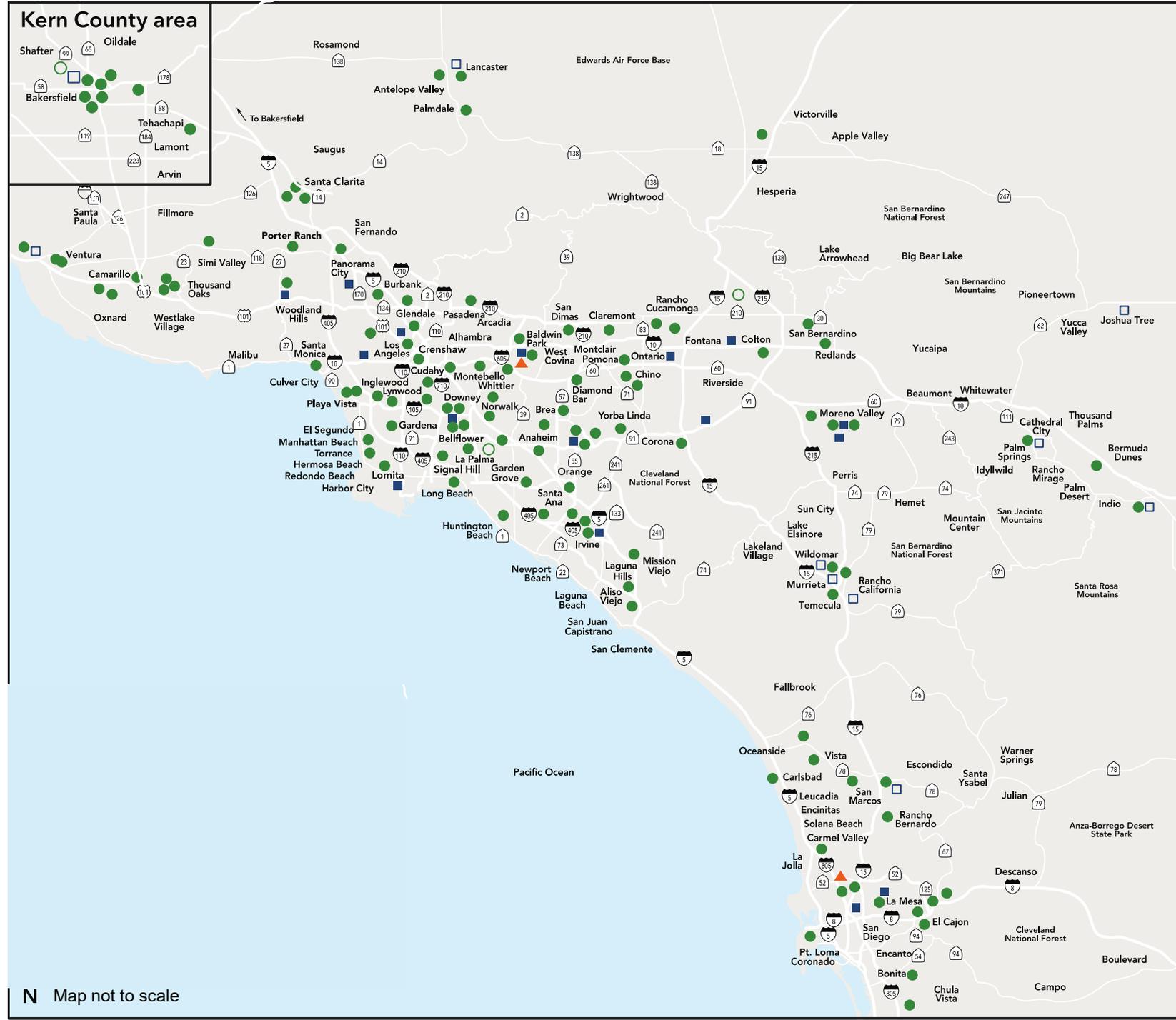
15 medical centers

125 medical offices

10 affiliated hospitals

4 affiliated medical offices

To learn more, go to
kp.org/facilities and select your
region.



N Map not to scale

Washington

36 KP medical offices

1 KP medical center with 24/7 urgent care

60+ affiliated hospitals

Region

Washington

Are you a Kaiser Permanente member who lives outside the Vancouver/Longview area in Washington State?

➔ [Search for doctors and locations](#) in your area.

Network
Core

City, state or zip
Seattle, WA – 98101

Core ✓

Access PPO

Virtual Plus – Connect Network

CoreSelect

To learn more, go to kp.org/facilities and select your region.





Care while traveling

- If you get hurt or sick while traveling, you're covered for emergency and urgent care anywhere in the world.
- Get urgent care at a MinuteClinic (in select CVS and Target stores) or Concentra urgent care center when you're traveling outside a Kaiser Permanente area.
- We can also help you before you leave town by checking to see if you need a vaccination, refilling eligible prescriptions, and more. Just call us or go online:



24/7 Away from Home Travel Line: **951-268-3900***
or [kp.org/travel](https://www.kaiserpermanente.org/travel)

Click [here](#) to get more information about travel in other Kaiser Permanente Service Areas

*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 United States. 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.



(When using links, make sure to select your region)

Testing

- Kaiser Permanente offers COVID-19 testing for both asymptomatic and symptomatic members at no cost
- Members can sign in to kp.org or use the Kaiser Permanente app and self-schedule a COVID-19 test through an e-visit.

Vaccination

- Go to kp.org/covidvaccine and select region, members and nonmembers can check appointment availability.
- Go to kp.org/covidvaccine and update your medical record if you received a vaccination from a non-KP provider
- Got vaccinated somewhere else? Update your health record [here](#).



Kaiser Permanente Traditional HMO – CA & WA

This table shows an example of some of your group’s benefits.

	California	Washington
Yearly deductible	None	None
Maximum yearly out-of-pocket costs	\$3,000 individual/\$6,000 family	\$3,000 individual/\$6,000 family
Covered service	You pay	You pay
Preventive care	No charge	No charge
Doctor’s office visit	\$20 copay	\$20 copay
Lab tests and radiology	No charge	No charge
Outpatient surgery	\$20 per procedure	\$20 per visit
Hospitalization	\$100 per admission	\$100 per admission
Emergency care	\$100 per visit	\$100 per visit
Infertility Services <i>(Diagnosis and treatment of infertility and artificial insemination)</i> <i>Services are covered if they are part of an active cycle to create pregnancy.</i>	10% coinsurance	10% coinsurance - no benefit limit (Member cost share applies to out-of-pocket maximum)
Chiropractic and Acupuncture (plan calendar year)	\$15 copay/visit – up to a combined total of 30 visits.	\$20 copay/visit - up to 20 visits for chiropractic and 12 visits for acupuncture
Prescribed medications (30-day supply)	\$15 copay (generic medication), \$45 copay (brand-name medication), \$45 copay (specialty medication), 10% coinsurance (fertility treatment drugs)	\$15 copay (generic medication), \$45 copay (brand-name medication), \$45 copay (specialty medication), 50% coinsurance (fertility treatment drugs)

*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.



Kaiser Permanente – Fertility, acupuncture, and chiropractic care – CA

This table shows an example of some of your group’s ancillary benefits.

Covered service	California	Washington
Fertility	You Pay	You Pay
<i>Covered services related to the diagnosis and treatment of infertility Services are covered if they are part of an active cycle to create pregnancy.</i>	10% Coinsurance	10% Coinsurance (Member cost share applies to out-of-pocket maximum)
<i>In vitro fertilization (IVF)</i>	10% Coinsurance, 3 treatment cycles per lifetime	10% Coinsurance, no limit
<i>Prescription drugs</i>	10% Coinsurance	50% Coinsurance
Learn more about fertility		
	Northern California website	Washington Website
	Southern California website	<i>*KPWA uses contracted providers for these services.</i>
Covered service	You pay	You pay
Acupuncture and chiropractic care	\$15 copay per visit, 30 combined visits per calendar year	Acupuncture: \$20 copay per visit, 12 visits per calendar year Chiropractic: \$20 copay per visit, 20 visit limit/year
<i>Services offered through American Specialty Health (ASH) Provider search: ashlink.com/ash/kp Schedule appointment directly with preferred provider</i>	<p><small>*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your <i>Evidence of Coverage</i>.</small></p>	

Specialty care you can trust

No matter what life throws your way, you can count on us. Get access to quality care from top doctors across a wide range of specialties. Here are a few areas where we lead the way.

Cancer care

Hearing that you have a cancer diagnosis can be overwhelming. But no member — or doctor — goes it alone. A multidisciplinary team works with you and your family to determine the best approach to your treatment.

Learn more at kp.org/cancercare.

(When using links, make sure to select your region)

Cardiac care

No 2 hearts are alike. There are many types of heart disease, and different people need different types of care. You and your doctor will make decisions about your care together, and you'll have guidance and support at every step.

Learn more at kp.org/cardiaccare.

(When using links, make sure to select your region)



Expect great care when you're expecting

- **A dedicated prenatal care team** — Doctors and nurses help keep you and your baby healthy and empower you to make decisions. You can add a midwife to your team, too.
- **A personalized birth plan** — We'll help you have the safe, positive experience you want, starting with your first appointment.
- **Care and support every step of the way** — From virtual and in-person tours of our private birthing suites to classes* and online resources to help answer the many questions of expecting parents.
- **Support that doesn't stop at delivery** — Breastfeeding consultation and other guidance to help your baby have a healthy start in life.

Learn more at kp.org/maternity.

(When using links, make sure to select your region)

*Classes vary by location. Some classes may require a fee.





Mental health services — care for the whole you

Your thoughts and feelings affect your overall well-being. We're committed to helping you achieve and maintain optimal health for your mind, body, and spirit.

- Get support for a wide range of conditions, like anxiety, depression, substance use disorder, and autism spectrum disorders.
- Find care with psychiatrists, psychologists, marriage and family therapists, and more.
- Make an appointment for therapy within Kaiser Permanente without a referral.
- Use a wide range of online self-care resources at any time to help you relieve stress, improve sleep, practice mindfulness, and more.

Learn more at kp.org/mentalhealth.

(When using links, make sure to select your region)

Telehealth care

Many ways to access care — from home, at the office, or on the go

24/7 advice

Support from licensed care professionals who can help connect members with a doctor, schedule appointments, and offer on-the-spot care guidance

Video visit

Care from a clinician on a phone or computer

E-visit

A personalized care plan — straight from a clinician, entirely online

Online chat*

Quick medical advice from a Kaiser Permanente doctor, online and in real time

Phone appointment

High-quality care over the phone — just like an in-person visit

Email

A secure way for members to get follow-up care by messaging their doctor's office with nonurgent questions

*Online chat is available to members in Colorado, Georgia, and Washington.

74%
of our care encounters
took place digitally
in 2020



no cost to members
on most plans



all devices



primary care
and specialty care



KAISER PERMANENTE®

Mobile app and kp.org

Two easy ways to connect with care, track health history, and access health information

1. Register or download

To manage their health online, members can register on kp.org or download the [Kaiser Permanente app](#).

Washington: Visit kp.org/wa or use the [KP Washington App](#)

2. Connect with health online

Schedule routine appointments. Refill most prescriptions. [Find doctors and locations](#). Available every day to every member.

3. Stay organized

Every encounter is saved online, making it easy to track lab results, doctor messages, past and upcoming appointments, and more.

84%
of eligible
members
registered online¹

1.2M+ visits
to kp.org every day²

1. Kaiser Permanente Digital Metrics 2020 Annual Report Executive Summary, Kaiser Permanente, 2021. 2. See note 1.



no cost to members



all devices



health care tools

KAISER PERMANENTE®

Added support to help you thrive¹



ClassPass reduced rates on fitness classes



Self-care apps Calm and myStrength



Wellness Coaching by Phone



Online healthy lifestyle programs, videos, podcasts, recipes, and more



Reduced rates on specialty care services like acupuncture, chiropractic care, massage therapy, and gym memberships



On-site health education classes and support groups²



Seasonal farmers markets³

1. These services aren't covered under your health plan benefits and aren't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. **2.** Classes vary at each location and some may require a fee. **3.** Not available in all areas. myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.

All members



A better experience from the start

We guide you through each step of joining Kaiser Permanente, so you can start getting the care you need from day one.



Personalized onboarding

- A welcome call to answer your questions
- A member guide to get you started



3 easy steps to a healthy change

- Choose your new doctor
- Transition your care and prescriptions seamlessly
- Get care on your schedule

To learn more, go to kp.org/newmember

(When using links, make sure to select your region)



The Open Enrollment Period: **November 1st to November 12th**

- Click [here](#) for more plan details to review the Adobe 2022 Rewards Guide
- Click [here](#) to schedule your 1:1 appointment with a Kaiser Permanente Engagement Specialist to help with questions like:
 - Costs/coverage/plan administration
 - How to access care
 - PCP and facility search
 - Transition of Care

Thinking about joining?

CA

1-800-514-0985

(TTY **711**)

Monday through Friday
7 a.m. to 6 p.m. Pacific time

WA

1-888-901-4636

(TTY **711**)

Monday through Friday
8 a.m. to 5 p.m. Pacific Time

Already a member?

CA

1-800-464-4000

(TTY **711**)

24 hours a day, 7 days a week

WA

1-888-901-4636

(TTY **711**)

Monday through Friday
8 a.m. to 5 p.m. Pacific Time

Have other questions?

Co Adobe's Benefits Support Team **855-898-4218**



Thank you