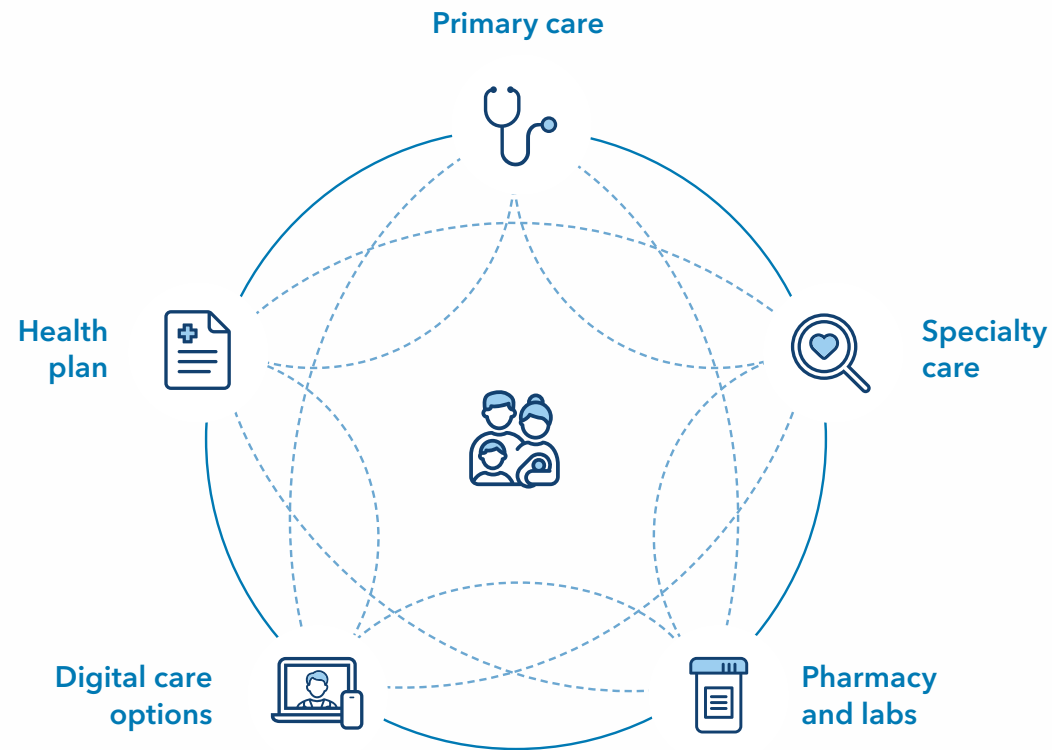


# Find your healthy place

With care designed to help you thrive





## Connected care makes your life easier

We combine care and coverage – which makes us different than your other health care options. Your doctors, hospitals, and health plan work together to make getting the right care more convenient. Your care meets you where you are, because it’s centered around you.

# Go where you feel like your best self

We can help you get to your healthy place – no matter where it is. Care at Kaiser Permanente feels easier and faster, with the help of connected caregivers, more ways to get care at home or on the go, and support for your total health. Welcome to care that fits your life.

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To sign up, contact your employer or call us at **1-800-464-4000** (TTY **711**). We’re available 24 hours a day, 7 days a week (closed holidays). Visit [kp.org/thrive](https://kp.org/thrive) to see how we make your care experience better.

# 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 in no time.

Ready to get started? Visit [kp.org/newmember](https://kp.org/newmember).



## Choose a doctor who's right for you

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.



## Transition your care seamlessly

Easily move prescriptions 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, get a lab test, and pick up prescriptions – all in one trip.



## Get care on your schedule

Need to schedule an appointment? Have a nonurgent question you'd like to email to your doctor's office? Want your prescription refill mailed to your home? After you enroll, register for an online account at [kp.org](https://kp.org) or get our mobile app. Then join the millions of members who easily manage their health online – whenever, wherever.

# Quality care with you at the center

Our physician-led care teams work together to 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 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 are 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 your culture, ethnicity, and lifestyle, we:

- Strive to hire 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 diverse backgrounds
- Improved health outcomes among diverse populations for conditions like high blood pressure, diabetes, and colon cancer<sup>1</sup>

## Want to talk? We're here to help.



You don't have to choose a health plan alone. A Kaiser Permanente enrollment specialist can answer your questions – like where to get care or what extra perks are included. Call **1-800-324-9208** (TTY **711**), Monday through Friday, 7 a.m. to 6 p.m. Pacific time.

Get an idea of what you'll pay before you come in for care with a personalized cost estimate based on your plan details.

# Great care, great results

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

## 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.

## Specialty care when you need it

We're also here for you if you get sick or need specialty care. With one of the largest multispecialty medical groups in the country, we can conveniently connect you with the right specialist. And you don't need referrals for certain specialties, like obstetrics-gynecology, psychiatry, and drug dependency services.

From high-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.

## 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.

## A leader in clinical quality

In 2019, Kaiser Permanente led the nation as the top performer in 26 effectiveness-of-care measures – the most of any health plan.<sup>2</sup>

These measures include:

- Prevention and screening
- Cardiovascular care
- Comprehensive diabetes care
- Mental health
- Maternity care

# Convenient ways to get care

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



### Video

Want a convenient, secure way to see a health care professional wherever you are? Meet face-to-face online.<sup>3,4</sup> Ask your doctor if video visits are available to you.



### 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 clinician.<sup>3,4</sup>



### 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.

## Other ways to get care in the moment



### E-visit

Fill out a short questionnaire about your symptoms online and get personalized self-care advice from a Kaiser Permanente provider.



### 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.<sup>4</sup> You'll get a response usually within 2 business days.



### App

Download the Kaiser Permanente app to manage routine appointments, refill most prescriptions for mail-order delivery, see most test results, and more.<sup>4,5</sup> You can also keep up with your care at [kp.org](https://www.kp.org).



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



# Healthy resources

Good health goes beyond the doctor's office. Explore some of the convenient resources available to members and choose the ones that fit your life.<sup>6</sup>

## Get the most out of your membership perks



### Special rates for members

Enjoy reduced rates on services that can help you stay healthy – like gym memberships, acupuncture, massage therapy, and chiropractic care.



### Online diabetes prevention program

Reduce your risk for type 2 diabetes with an at-home program. Get tools to track weight loss, professional coaching, and peer support. Learn more at [go.omadahealth.com/deployments/kaisercalpers](https://go.omadahealth.com/deployments/kaisercalpers).



### Self-care apps

Navigate mental and emotional challenges and help improve your sleep, mood, relationships, and more with the help of wellness apps, available at no cost to adult members. Visit [kp.org/selfcareapps](https://kp.org/selfcareapps).



### Healthy lifestyle programs

Connect to better health with online programs to help you lose weight, quit smoking, reduce stress, and more – all at no cost. Learn more at [kp.org/healthylifestyles](https://kp.org/healthylifestyles).



### Personal wellness coaching

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



### 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.



### 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.



### Seasonal farmers markets

Shop for local produce, fresh flowers, and more at farmers markets 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. You can see your doctor, visit the pharmacy, and get a lab test under one roof at most of our facilities. 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.<sup>7</sup> You can also see different doctors at different locations – whatever works best for you.



## Getting care anytime, anywhere

### Urgent care<sup>8</sup>

Many facilities offer services for nonemergency, urgent medical needs that require immediate attention – open 7 days a week.<sup>9</sup>

### Emergency care

If you ever need emergency care, you're covered. You can always get care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.<sup>10</sup>

### 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>11</sup> at **951-268-3900** or visit [kp.org/travel](https://kp.org/travel).

## Finding the right location



Choosing a convenient place 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>12</sup>

# Your CalPERS Basic Plan

With your Kaiser Permanente health plan, your benefits include a wide range of programs and support to help you stay healthy. And you get a streamlined approach to care that helps you make choices and get things done – to help you get well and get on with your life.

## Highlights of your plan

- Simple copays for most covered services, including office visits and most prescriptions
- Virtually no paperwork to fill out or bills for the services you receive
- No deductibles to keep track of or percentages to figure out
- No referrals for certain specialties, like optometry and obstetrics-gynecology

## Convenient access

When you need care, it's easy to find a Kaiser Permanente location near your home or work.

Just visit [kp.org/facilities](https://kp.org/facilities) or download our free Kaiser Permanente app for your smartphone or mobile device. Then use our convenient location finder to search by ZIP code or keyword.

### Call us to learn more



For more information about your Basic Plan, visit [kp.org/calpers](https://kp.org/calpers) or call our Member Service Contact Center at **1-800-464-4000** (TTY **711**), 24 hours a day, 7 days a week (closed holidays).

## Enjoy reduced rates

Both Basic and Senior Advantage members get reduced rates on a variety of health-related products and services through the ChooseHealthy® program.<sup>13,14,15</sup> These include:

- **Acupuncture** – up to 25% off a contracted acupuncturist's regular rates
- **Massage therapy** – up to 25% off a contracted massage therapist's regular rates
- **Chiropractic care** – up to 25% off a contracted chiropractor's regular rates

### To find a ChooseHealthy provider:

Go to [kp.org/choosehealthy](https://kp.org/choosehealthy) or call **1-877-335-2746** for help.

# Kaiser Permanente Senior Advantage (HMO)

If you qualify for Medicare, the Kaiser Permanente Medicare health plan might be right for you.<sup>16</sup> Our Medicare-eligible members enjoy health plans that celebrate independence and well-being. Our plan gives you more benefits and services than Original Medicare alone, and at a great value.

## Help protect your pocketbook

Here are just some of the benefits and services you can expect with our plan:

- No copays for routine preventive care
- A \$175 eyewear allowance every 24 months
- Low copays for appointments with your personal doctor
- Part D drug coverage – including drugs through the coverage gap – with low copays
- No charge for hospital services, X-rays, and lab tests
- A cap on medical expenses for the year, so your finances are always protected
- Doctor's office, lab, and pharmacy services, often under one roof
- Convenient online services, including refilling most prescriptions and checking most lab test results
- Virtually no paperwork to fill out or bills for services you get

## Silver&Fit® program

Through the Silver&Fit program, Kaiser Permanente Medicare health plan members can choose from a variety of ways to help stay fit and active. This includes exercise facility memberships, fitness programs, educational materials, social activities, and more.

## Enjoy meal delivery after a hospital stay

Get fresh, chef-prepared meals delivered to your home at no cost for 4 weeks after an inpatient stay at a hospital or nursing facility.<sup>17</sup>

## Get a ride to the doctor

Schedule a ride to and from your doctor visits and other medical services at no cost – up to 24 one-way trips each year.

### Call us to learn more



For more information about Kaiser Permanente Medicare health plan, call our Member Service Contact Center at **1-800-443-0815** (TTY **711**), 8 a.m. to 8 p.m., 7 days a week.

## CalPERS summary of benefits for 2021

These benefits reflect the 2021 contract year. For a complete explanation of benefits, exclusions, and limitations, refer to the 2021 **Combined Evidence of Coverage and Disclosure Form (Evidence of Coverage)**. For details about changes to your prescription drug benefits, please see your **Evidence of Coverage**, and check with your agency for information about your monthly premiums.

	Basic Plan	Kaiser Permanente Senior Advantage (HMO)
<b>Physician services</b>	\$15 per visit	\$10 per visit
<b>Hospital services</b>	No charge	No charge
<b>Emergency care</b>	\$50 per Emergency Department visit (does not apply if you are held for observation in a hospital unit outside the Emergency Department or if you are admitted directly to the hospital as an inpatient)	\$50 per Emergency Department visit (does not apply if you are held for observation in a hospital unit outside the Emergency Department or if admitted to the hospital as an inpatient within 24 hours for the same condition)
<b>X-ray and lab tests</b>	No charge	No charge
<b>Online service features</b> (Available at kp.org/calpers)	<b>Email your doctor's office:</b> No charge <b>Take a Total Health Assessment:</b> No charge <b>View most lab test results:</b> No charge <b>Schedule routine appointments:</b> No charge <b>View portions of your medical record:</b> No charge <b>Order most prescription refills:</b> No extra charge for delivery	<b>Email your doctor's office:</b> No charge <b>Take a Total Health Assessment:</b> No charge <b>View most lab test results:</b> No charge <b>Schedule routine appointments:</b> No charge <b>View portions of your medical record:</b> No charge <b>Order most prescription refills:</b> No extra charge for delivery
<b>Prescription drugs</b>	\$5 generic/\$20 brand, up to a 30-day supply from a Plan pharmacy* \$10 generic/\$40 brand, up to a 100-day supply by mail-order service* (delivery at no extra charge)* Drugs prescribed for treatment of sexual dysfunction covered at 50% coinsurance for up to a 100-day supply from a Plan pharmacy or by mail-order service (delivery at no extra charge)†	\$5 generic/\$20 brand, up to a 30-day supply from a Plan pharmacy* \$10 generic/\$40 brand, up to a 100-day supply by mail-order service* (delivery at no extra charge)* Drugs prescribed for treatment of sexual dysfunction covered at 50% coinsurance for up to a 100-day supply from a Plan pharmacy or by mail-order service (delivery at no extra charge)†
<b>Routine preventive care</b>	<b>Office visits:</b> No charge <b>Scheduled prenatal care and first postpartum visit:</b> No charge <b>Well-child visits (0-23 months):</b> No charge <b>Vaccines (immunizations):</b> No charge <b>Eye refraction exam:</b> No charge (no charge for eyeglasses or contact lenses following cataract surgery)	<b>Office visits:</b> No charge <b>Eye refraction exam and glaucoma screening:</b> \$10 per visit (\$175 allowance for eyeglasses and contact lenses every 24 months; no charge for eyeglasses or contact lenses following cataract surgery, in accord with Medicare guidelines)
<b>Mental health</b>	<b>Outpatient visits:</b> \$15 per individual visit; \$7 per group visit <b>Inpatient psychiatric hospitalization:</b> No charge	<b>Outpatient visits:</b> \$10 per individual visit; \$5 per group visit <b>Inpatient psychiatric hospitalization:</b> No charge
<b>Hearing services</b>	<b>Routine preventive hearing tests:</b> No charge <b>Hearing aid(s):</b> \$1,000 allowance every 36 months	<b>Routine hearing tests:</b> \$10 per visit <b>Hearing aid(s):</b> \$1,000 allowance every 36 months
<b>Allergy services</b>	<b>Allergy injection visits:</b> No charge <b>Allergy testing visits:</b> \$15 per visit	<b>Allergy injection visits:</b> \$3 per visit <b>Allergy testing visits:</b> \$10 per visit
<b>Chiropractic/acupuncture</b>	\$15 per visit (Up to a combined total of 20 chiropractic and acupuncture visits per calendar year from American Specialty Health (ASH) network providers)	\$15 per visit (Up to a combined total of 20 chiropractic and acupuncture visits per calendar year from American Specialty Health (ASH) network providers)
<b>Silver&amp;Fit program</b>	N/A	Exercise facility memberships, fitness programs, educational materials, social activities, and more. No charge.

\* Includes covered outpatient items in accord with our drug formulary guidelines. For 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 **1-888-218-6245** for Northern California or **1-866-206-2983** for Southern California (TTY **711**), Monday through Friday, 8 a.m. to 6 p.m. † Episodic drugs prescribed for the treatment of sexual dysfunction are covered up to a maximum of 8 doses in any 30-day period or 27 doses in any 100-day period.

## Nondiscrimination Notice

Kaiser Permanente does not discriminate on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, source of payment, genetic information, citizenship, primary language, or immigration status.

Language assistance services are available from our Member Service Contact Center 24 hours a day, 7 days a week (except closed holidays). Interpreter services, including sign language, are available at no cost to you during all hours of operation. Auxiliary aids and services for individuals with disabilities are available at no cost to you during all hours of operation. We can also provide you, your family, and friends with any special assistance needed to access our facilities and services. You may request materials translated in your language at no cost to you. You may also request these materials in large text or in other formats to accommodate your needs at no cost to you. For more information, call **1-800-464-4000** (TTY 711).

A grievance is any expression of dissatisfaction expressed by you or your authorized representative through the grievance process. For example, if you believe that we have discriminated against you, you can file a grievance. Please refer to your *Evidence of Coverage* or *Certificate of Insurance* or speak with a Member Services representative for the dispute-resolution options that apply to you.

You may submit a grievance in the following ways:

- **By phone:** Call member services at **1-800-464-4000** (TTY 711) 24 hours a day, 7 days a week (except closed holidays).
- **By mail:** Call us at **1-800-464-4000** (TTY 711) and ask to have a form sent to you.
- **In person:** Fill out a Complaint or Benefit Claim/Request form at a member services office located at a Plan Facility (go to your provider directory at [kp.org/facilities](http://kp.org/facilities) for addresses)
- **Online:** Use the online form on our website at [kp.org](http://kp.org)

Please call our Member Service Contact Center if you need help submitting a grievance.

The Kaiser Permanente Civil Rights Coordinator will be notified of all grievances related to discrimination on the basis of race, color, national origin, sex, age, or disability. You may also contact the Kaiser Permanente Civil Rights Coordinator directly at:

### Northern California

Civil Rights/ADA Coordinator  
1800 Harrison St.  
16<sup>th</sup> Floor  
Oakland, CA 94612

### Southern California

Civil Rights/ADA Coordinator  
SCAL Compliance and Privacy  
393 East Walnut St.,  
Pasadena, CA 91188

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 [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf) or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave. SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TTY). Complaint forms are available at [hhs.gov/ocr/office/file/index.html](http://hhs.gov/ocr/office/file/index.html).

## Aviso de no discriminación

Kaiser Permanente no discrimina a ninguna persona por su edad, raza, etnia, color, país de origen, antecedentes culturales, ascendencia, religión, sexo, identidad de género, expresión de género, orientación sexual, estado civil, discapacidad física o mental, fuente de pago, información genética, ciudadanía, lengua materna o estado migratorio.

La Central de Llamadas de Servicio a los Miembros brinda servicios de asistencia con el idioma las 24 horas del día, los 7 días de la semana (excepto los días festivos). Se ofrecen servicios de interpretación sin costo alguno para usted durante el horario de atención, incluido el lenguaje de señas. Se ofrecen aparatos y servicios auxiliares para personas con discapacidades sin costo alguno durante el horario de atención. También podemos ofrecerle a usted, a sus familiares y amigos cualquier ayuda especial que necesiten para acceder a nuestros centros de atención y servicios. Puede solicitar los materiales traducidos a su idioma sin costo para usted. También los puede solicitar con letra grande o en otros formatos que se adapten a sus necesidades sin costo para usted. Para obtener más información, llame al **1-800-788-0616** (TTY 711).

Una queja es una expresión de inconformidad que manifiesta usted o su representante autorizado a través del proceso de quejas. Por ejemplo, si usted cree que ha sufrido discriminación de nuestra parte, puede presentar una queja. Consulte su *Evidencia de Cobertura* (*Evidence of Coverage*) o *Certificado de Seguro* (*Certificate of Insurance*), o comuníquese con un representante de Servicio a los Miembros para conocer las opciones de resolución de disputas que le corresponden.

Puede presentar una queja de las siguientes maneras:

- **Por teléfono:** Llame a servicio a los miembros al **1-800-788-0616** (TTY 711) las 24 horas del día, los 7 días de la semana (excepto los días festivos).
- **Por correo postal:** Llámenos al **1-800-788-0616** (TTY 711) y pida que se le envíe un formulario.
- **En persona:** Llene un formulario de Queja Formal o Reclamo/Solicitud de Beneficios en una oficina de servicio a los miembros ubicada en un Centro de Atención del Plan (consulte su directorio de proveedores en [kp.org/facilities](http://kp.org/facilities) [haga clic en “Español”] para obtener las direcciones).
- **En línea:** Use el formulario en línea en nuestro sitio web en [kp.org/espanol](http://kp.org/espanol).

Llame a nuestra Central de Llamadas de Servicio a los Miembros si necesita ayuda para presentar una queja.

Se le informará al Coordinador de Derechos Civiles de Kaiser Permanente (Civil Rights Coordinator) de todas las quejas relacionadas con la discriminación por motivos de raza, color, país de origen, género, edad o discapacidad. También puede comunicarse directamente con el coordinador de derechos civiles de Kaiser Permanente en:

### Northern California

Civil Rights/ADA Coordinator  
1800 Harrison St.  
16<sup>th</sup> Floor  
Oakland, CA 94612

### Southern California

Civil Rights/ADA Coordinator  
SCAL Compliance and Privacy  
393 East Walnut St.,  
Pasadena, CA 91188

También puede presentar una queja formal de derechos civiles de forma electrónica ante la Oficina de Derechos Civiles (Office for Civil Rights) en el Departamento de Salud y Servicios Humanos de los Estados Unidos (U.S. Department of Health and Human Services) mediante el Portal de Quejas Formales de la Oficina de Derechos Civiles (Office for Civil Rights Complaint Portal), en [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf) (en inglés) o por correo postal o por teléfono a: U.S. Department of Health and Human Services, 200 Independence Ave. SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (TTY). Los formularios de queja formal están disponibles en [hhs.gov/ocr/office/file/index.html](http://hhs.gov/ocr/office/file/index.html) (en inglés).



## 無歧視公告

Kaiser Permanente 禁止以年齡、人種、族裔、膚色、原國籍、文化背景、血統、宗教、性別、性別認同、性別表達、性取向、婚姻狀況、生理或心理殘障、付款來源、遺傳資訊、公民身份、主要語言或移民身份為由而歧視任何人。

會員服務聯絡中心每週7天每天24小時提供語言協助服務（節假日除外）。本機構在全部營業時間內免費為您提供口譯服務，包括手語服務，以及殘障人士輔助器材和服務。我們還可為您和您的親友提供使用本機構設施與服務所需要的任何特別協助。您可免費索取翻譯成您的語言的資料。您還可免費索取符合您需求的大號字體或其他格式的版本。若需更多資訊，請致電 **1-800-757-7585** (TTY **711**)。

申訴指任何您或您的授權代表透過申訴程序來表達不滿的做法。例如，如果您認為自己受到歧視，即可提出申訴。若需瞭解適用於自己的爭議解決選項，請參閱《承保範圍說明書》(Evidence of Coverage) 或《保險證明書》(Certificate of Insurance)，或諮詢會員服務代表。

您可透過以下方式提出申訴：

- **透過電話：**請致電**1-800-757-7585** (TTY **711**) 與會員服務部聯絡，服務時間為每週7天，每天24小時（節假日除外）。
- **透過郵件：**請致電**1-800-757-7585** (TTY **711**) 與我們聯絡並請我們將表格寄給您。
- **親自遞交：**在計劃設施的會員服務辦事處填寫投訴或福利理索賠／申請表（請參閱 [kp.org/facilities](http://kp.org/facilities) 上的保健業者名錄以查看地址）
- **線上：**使用我們網站上的線上表格，網址為 [kp.org](http://kp.org)

如果您在提交申訴時需要協助，請致電我們的會員服務聯絡中心。

涉及人種、膚色、原國籍、性別、年齡或殘障歧視的一切申訴都將通知Kaiser Permanente的民權事務協調員 (Civil Rights Coordinator)。您也可與Kaiser Permanente的民權事務協調員直接聯絡，地址：

**Northern California**  
Civil Rights/ADA Coordinator  
1800 Harrison St.  
16<sup>th</sup> Floor  
Oakland, CA 94612

**Southern California**  
Civil Rights/ADA Coordinator  
SCAL Compliance and Privacy  
393 East Walnut St.,  
Pasadena, CA 91188

您還可以電子方式透過民權辦公室的投訴入口網站 (Office for Civil Rights Complaint Portal) 向美國衛生與民眾服務部 (U.S. Department of Health and Human Services) 民權辦公室 (Office for Civil Rights) 提出民權投訴，網址是 [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf) 或者按照如下資訊採用郵寄或電話方式聯絡：U.S. Department of Health and Human Services, 200 Independence Ave. SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TTY)。投訴表可從網站 [hhs.gov/ocr/office/file/index.html](http://hhs.gov/ocr/office/file/index.html) 下載。

## Thông Báo Không Kỳ Thị

Kaiser Permanente không phân biệt đối xử dựa trên tuổi tác, chủng tộc, sắc tộc, màu da, nguyên quán, hoàn cảnh văn hóa, tổ tiên, tôn giáo, giới tính, nhận dạng giới tính, cách thể hiện giới tính, khuynh hướng tình dục, gia cảnh, khuyết tật về thể chất hoặc tinh thần, nguồn tiền thanh toán, thông tin di truyền, quốc tịch, ngôn ngữ chính, hay tình trạng di trú.

Các dịch vụ trợ giúp ngôn ngữ hiện có từ Trung Tâm Liên Lạc ban Dịch Vụ Hội Viên của chúng tôi 24 giờ trong ngày, 7 ngày trong tuần (ngoại trừ ngày lễ). Dịch vụ thông dịch, kể cả ngôn ngữ ký hiệu, được cung cấp miễn phí cho quý vị trong giờ làm việc. Các phương tiện trợ giúp và dịch vụ bổ sung cho những người khuyết tật được cung cấp miễn phí cho quý vị trong giờ làm việc. Chúng tôi cũng có thể cung cấp cho quý vị, gia đình và bạn bè quý vị mọi hỗ trợ đặc biệt cần thiết để sử dụng cơ sở và dịch vụ của chúng tôi. Quý vị có thể yêu cầu miễn phí tài liệu được dịch ra ngôn ngữ của quý vị. Quý vị cũng có thể yêu cầu miễn phí các tài liệu này dưới dạng chữ lớn hoặc dưới các dạng khác để đáp ứng nhu cầu của quý vị. Để biết thêm thông tin, gọi **1-800-464-4000** (TTY **711**).

Một phàn nàn là bất cứ thể hiện bất mãn nào được quý vị hay vị đại diện được ủy quyền của quý vị trình bày qua thủ tục phàn nàn. Ví dụ, nếu quý vị tin rằng chúng tôi đã kỳ phân biệt đối xử với vị, quý vị có thể đệ đơn phàn nàn. Vui lòng tham khảo Chứng Từ Bảo Hiểm (Evidence of Insurance) hay Chứng Nhận Bảo Hiểm (Certificate of Insurance), hoặc nói chuyện với một nhân viên ban Dịch Vụ Hội Viên để biết các lựa chọn giải quyết tranh chấp có thể áp dụng cho quý vị.

Quý vị có thể nộp đơn phàn nàn bằng các hình thức sau đây:

- **Qua điện thoại:** Gọi cho ban dịch vụ hội viên theo số **1-800-464-4000** (TTY **711**) 24 giờ trong ngày, 7 ngày trong tuần (ngoại trừ đóng cửa ngày lễ).
- **Qua bưu điện:** Gọi cho chúng tôi theo số **1-800-464-4000** (TTY **711**) và yêu cầu được gửi một mẫu đơn.
- **Trực tiếp:** Điền một mẫu đơn Than Phiền hay Yêu Cầu Quyền Lợi/Yêu Cầu tại một văn phòng ban dịch vụ hội viên tại một Cơ Sở Thuộc Chương Trình (xem danh mục nhà cung cấp của quý vị tại [kp.org/facilities](http://kp.org/facilities) để biết địa chỉ)
- **Trực tuyến:** Sử dụng mẫu đơn trực tuyến trên trang mạng của chúng tôi tại [kp.org](http://kp.org)

Xin gọi Trung Tâm Liên Lạc ban Dịch Vụ Hội Viên của chúng tôi nếu quý vị cần trợ giúp nộp đơn phàn nàn.

Điều Phối Viên Dân Quyền (Civil Rights Coordinator) Kaiser Permanente sẽ được thông báo về tất cả phàn nàn liên quan tới việc kỳ thị trên cơ sở chủng tộc, màu da, nguyên quán, giới tính, tuổi tác, hay tình trạng khuyết tật. Quý vị cũng có thể liên lạc trực tiếp với Điều Phối Viên Dân Quyền Kaiser Permanente tại:

**Northern California**  
Civil Rights/ADA Coordinator  
1800 Harrison St.  
16<sup>th</sup> Floor  
Oakland, CA 94612

**Southern California**  
Civil Rights/ADA Coordinator  
SCAL Compliance and Privacy  
393 East Walnut St.,  
Pasadena, CA 91188

Quý vị cũng có thể đệ đơn than phiền về dân quyền với Bộ Y Tế và Nhân Sinh Hoa Kỳ (U.S. Department of Health and Human Services), Phòng Dân Quyền (Office of Civil Rights) bằng đường điện tử thông qua Công Thông Tin Phòng Phụ Trách Khiếu Nại về Dân Quyền (Office for Civil Rights Complaint Portal), hiện có tại [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf), hay bằng đường bưu điện hoặc điện thoại tại: U.S. Department of Health and Human Services, 200 Independence Ave. SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (TTY). Mẫu đơn than phiền hiện có tại [hhs.gov/ocr/office/file/index.html](http://hhs.gov/ocr/office/file/index.html).

## Language Assistance Services

**English:** Language assistance is available at no cost to you, 24 hours a day, 7 days a week. You can request interpreter services, materials translated into your language, or in alternative formats. Just call us at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). TTY users call **711**.

**Arabic:** خدمات الترجمة الفورية متوفرة لك مجانًا على مدار الساعة كافة أيام الأسبوع. بإمكانك طلب خدمة الترجمة الفورية أو ترجمة وثائق للغتك أو لصيغ أخرى. ما عليك سوى الاتصال بنا على الرقم **1-800-464-4000** على مدار الساعة كافة أيام الأسبوع (مغلق أيام العطلات). لمستخدمي خدمة الهاتف النصي يرجى الاتصال على الرقم (711).

**Armenian:** Ձեզ կարող է անվճար օգնություն տրամադրվել լեզվի հարցում՝ օրը 24 ժամ, շաբաթը 7 օր: Դուք կարող եք պահանջել բանավոր թարգմանի ծառայություններ, Ձեր լեզվով թարգմանված կամ պրոնտրանսյի ձևաչափով պատրաստված նյութեր: Պարզասկես զանգահարել մեզ՝ **1-800-464-4000** հեռախոսահամարով՝ օրը 24 ժամ՝ շաբաթը 7 օր (տոն օրերին փակ է): TTY-ից օգտվողները պետք է զանգահարեն **711**:

**Chinese:** 您每週 7 天，每天 24 小時均可獲得免費語言協助。您可以申請口譯服務、要求將資料翻譯成您所用語言或轉換為其他格式。我們每週 7 天，每天 24 小時均歡迎您打電話 **1-800-757-7585** 前來聯絡（節假日 休息）。聽障及語障專線 (TTY) 使用者請撥 **711**。

**Farsi:** خدمات زبانی در 24 ساعت شبانروز و 7 روز هفته بدون اخذ هزینه در اختیار شما است. شما می توانید برای خدمات مترجم شفاهی، ترجمه جزوات به زبان شما و یا به صورت های دیگر درخواست کنید. کفایت در 24 ساعت شبانروز و 7 روز هفته (به استثنای روزهای تعطیل) با ما به شماره **1-800-464-4000** تماس بگیرید. کاربران TTY با شماره **711** تماس بگیرند.

**Hindi:** बिना किसी लागत के दुभाषिया सेवाएँ, दिन के 24 घंटे, सप्ताह के सातों दिन उपलब्ध हैं। आप एक दुभाषिये की सेवाओं के लिए, बिना किसी लागत के सामग्रियों को अपनी भाषा में अनुवाद करवाने के लिए, या वैकल्पिक प्रारूपों के लिए अनुरोध कर सकते हैं। बस केवल हमें **1-800-464-4000** पर, दिन के 24 घंटे, सप्ताह के सातों दिन (छुट्टियों वाले दिन बंद रहता है) कॉल करें। TTY उपयोगकर्ता **711** पर कॉल करें।

**Hmong:** Muajkwc pab txhais lus pub dawb rau koj, 24 teev ib hnuv twg, 7 hnuv ib lim tiam twg. Koj thov tau cov kev pab txhais lus, muab cov ntaub ntawv txhais ua koj hom lus, los yog ua lwim hom. Tsuas hu rau **1-800-464-4000**, 24 teev ib hnuv twg, 7 hnuv ib lim tiam twg (cov hnuv caiv kaw). Cov neeg siv TTY hu **711**.

**Japanese:** 当院では、言語支援を無料で、年中無休、終日ご利用いただけます。通訳サービス、日本語に翻訳された資料、あるいは資料を別の書式でも依頼できます。お気軽に **1-800-464-4000** までお電話ください（祭日を除き年中無休）。TTY ユーザーは **711** にお電話ください。

**Khmer:** ជំនួយភាសា គឺមានឥតអស់ថ្លៃដល់អ្នកឡើយ 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ។ អ្នកអាចស្នើសុំសេវាអ្នកបកប្រែ សំភារៈដែលបានបកប្រែទៅជាភាសាខ្មែរ ឬជាទម្រង់ផ្សេងទៀត។ គ្រាន់តែទូរស័ព្ទមកយើង តាមលេខ **1-800-464-4000** បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ (បិទថ្ងៃបុណ្យ)។ អ្នកប្រើ TTY ហៅលេខ **711**។

**Korean:** 요일 및 시간에 관계없이 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하는 통역 서비스, 귀하의 언어로 번역된 자료 또는 대체 형식의 자료를 요청할 수 있습니다. 요일 및 시간에 관계없이 **1-800-464-4000** 번으로 전화하십시오 (공휴일 휴무). TTY 사용자 번호 **711**.

**Laotian:** ການຊ່ວຍເຫຼືອດ້ານພາສາມີໃຫ້ໂດຍບໍ່ເສັຽຄ່າ ກ່າຍ່ານ, ຕະຫຼອດ 24 ຊົ່ວໂມງ, 7 ວັນຕໍ່ອາທິດ. ທ່ານສາມາດຮ້ອງຂໍຮັບບໍລິການນາຍພາສາ, ໃຫ້ແປເອກະສານເປັນພາສາຂອງທ່ານ, ຫຼື ໃນຮູບແບບອື່ນ. ພຽງແຕ່ໂທອາທິດເຮົາທີ່ **1-800-464-4000**, ຕະຫຼອດ 24 ຊົ່ວໂມງ, 7 ວັນຕໍ່ອາທິດ (ປິດວັນພັກຕ່າງໆ). ຜູ້ໃຊ້ສາຍ TTY ໂທ **711**.

**Navajo:** Saad bee áká'a'ayeed náhóló t'áá jiik'é, naadiin doo bibaaq' dji' ahéé'iikeed tsosts'id yiskáají damoo ná'adleehjí. Atah halne'é áká'adoolwołígíí jókí, t'áadoo le'é t'áá hóhazaadji' hadilyaa'go, éí doodaii' náána lá al'aa'ádaat'ehigíí bee hádadilyaa'go. Kojí hodiilnih **1-800-464-4000**, naadiin doo bibaaq' dji' ahéé'iikeed tsosts'id yiskáají damoo ná'adleehjí (Dahodiyin biniiyé e'e'aahgo éí da'deelkaal). TTY chodeeyoolínígíí kojí hodiilnih **711**.

**Punjabi:** ਬਿਨਾਂ ਕਿਸੀ ਲਾਗਤ ਦੇ, ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ, ਦੁਭਾਸ਼ੀਆ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਉਪਲਬਧ ਹੋ। ਤੁਸੀਂ ਇੱਕ ਦੁਭਾਸ਼ੀਏ ਦੀ ਮਦਦ ਲਈ, ਸਮੱਗਰੀਆਂ ਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਲਈ, ਜਾਂ ਕਿਸੇ ਵੱਖ ਫਾਰਮੈਟ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। ਬਸ ਸਿਰਫ ਸਾਨੂੰ **1-800-464-4000** ਤੇ, ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ (ਛੁੱਟੀਆਂ ਵਾਲੇ ਦਿਨ ਬੰਦ ਰਹਿੰਦਾ ਹੈ) ਫੋਨ ਕਰੋ। TTY ਦਾ ਉਪਯੋਗ ਕਰਨ ਵਾਲੇ **711** 'ਤੇ ਫੋਨ ਕਰਨ।

**Russian:** Мы бесплатно обеспечиваем Вас услугами перевода 24 часа в сутки, 7 дней в неделю. Вы можете воспользоваться помощью устного переводчика, запросить перевод материалов на свой язык или запросить их в одном из альтернативных форматов. Просто позвоните нам по телефону **1-800-464-4000**, который доступен 24 часа в сутки, 7 дней в неделю (кроме праздничных дней). Пользователи линии TTY могут звонить по номеру **711**.

**Spanish:** Contamos con asistencia de idiomas sin costo alguno para usted 24 horas al día, 7 días a la semana. Puede solicitar los servicios de un intérprete, que los materiales se traduzcan a su idioma o en formatos alternativos. Solo llame al **1-800-788-0616**, 24 horas al día, 7 días a la semana (cerrado los días festivos). Los usuarios de TTY, deben llamar al **711**.

**Tagalog:** May magagamit na tulong sa wika nang wala kang babayaran, 24 na oras bawat araw, 7 araw bawat linggo. Maaari kang humingi ng mga serbisyo ng tagasalin sa wika, mga babasahin na isinalin sa iyong wika o sa mga alternatibong format. Tawagan lamang kami sa **1-800-464-4000**, 24 na oras bawat araw, 7 araw bawat linggo (sarado sa mga pista opisyal). Ang mga gumagamit ng TTY ay maaaring tumawag sa **711**.

**Thai:** เรามีบริการล่ามฟรีสำหรับคุณตลอด 24 ชั่วโมง ทุกวันตลอด 24 ชั่วโมงทำการของเราคุณสามารถขอให้ล่ามช่วยตอบคำถามของคุณที่เกี่ยวข้องกับความคุ้มครองการดูแลสุขภาพของเราและคุณยังสามารถขอให้มีการแปลเอกสารเป็นภาษาที่คุณเข้าใจได้โดยไม่มีค่าธรรมเนียมการเพียงโทรหาเราที่หมายเลข **1-800-464-4000** ตลอด 24 ชั่วโมงทุกวัน (ปิดให้บริการในวันหยุดราชการ) ผู้ใช้ TTY โปรดโทรไปที่ **711**

**Vietnamese:** Dịch vụ thông dịch được cung cấp miễn phí cho quý vị 24 giờ mỗi ngày, 7 ngày trong tuần. Quý vị có thể yêu cầu dịch vụ thông dịch, tài liệu phiên dịch ra ngôn ngữ của quý vị hoặc tài liệu bằng nhiều hình thức khác. Quý vị chỉ cần gọi cho chúng tôi tại số **1-800-464-4000**, 24 giờ mỗi ngày, 7 ngày trong tuần (trừ các ngày lễ). Người dùng TTY xin gọi **711**.



1. 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 KP HealthConnect, and HEDIS® measures are updated quarterly in the interregional CORE Datamart. 2. Kaiser Permanente 2019 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® 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 2019 and is used with the permission of NCQA. Quality Compass 2019 includes certain CAHPS® 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® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality. 3. When appropriate and available. 4. These features are available when you get care from Kaiser Permanente facilities. 5. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org. 6. 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. 7. In the case of a pandemic, some facilities may be closed or offer limited hours and services. 8. An 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. 9. See note 7. 10. If you believe you have an emergency medical condition, call **911** or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents. 11. 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. 12. See note 5. 13. Please note that the ChooseHealthy program isn't insurance. You should check any insurance benefits you have before using this discount program, as those benefits may result in lower costs to you than using this discount program. The ChooseHealthy program provides for discounts from participating specialty care providers. You're obligated to pay for all services from those providers, but will receive a discount from those participating providers for services included in the program. The ChooseHealthy program also provides access to the Active&Fit Direct program, which provides discounted access to fitness centers. The ChooseHealthy program does not make any payments directly to those participating providers or to the Active&Fit Direct program. The ChooseHealthy program has no liability for providing or guaranteeing services and assumes no liability for the quality of services rendered. Discounts on products and services available through the ChooseHealthy program are subject to change; please consult the website for current availability. 14. The products and services described here are neither offered nor guaranteed under our contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the Kaiser Permanente Senior Advantage grievance process. 15. These products and services are provided by entities other than Kaiser Permanente. Some Kaiser Permanente benefit plans include coverage for some of these services. Plan benefits must be used before those services are available. Check your *Evidence of Coverage* for details. Kaiser Permanente disclaims any liability for these products and services. Should a problem arise, you may take advantage of the Kaiser Permanente grievance process by calling the Member Service Contact Center at **1-800-464-4000** (TTY **711**), 24 hours a day, 7 days a week (closed holidays). For more information about the Senior Advantage plan, please call Kaiser Permanente at **1-800-443-0815** (TTY **711**), 7 days a week, 8 a.m. to 8 p.m. 16. 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. This information is not a complete description of benefits. 17. Meal service is only available once per benefit year.

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Online tools designed to make your life easier

### Once you join ...

Visit [kp.org/newmember](https://kp.org/newmember) to get started. It's easy to register at [kp.org](https://kp.org), choose your doctor, transfer your prescriptions, and schedule your first routine appointment. And if you need help, just give us a call.

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





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## Want to learn more?

Choosing a health plan is a big decision – so we're here to help. Talk to an enrollment specialist today about specialty care, extra perks, and more. Call **1-800-324-9208** (TTY **711**), Monday through Friday, 7 a.m. to 6 p.m. PT.

**Current members with questions can** call our Member Service Contact Center, 24 hours a day, 7 days a week (closed holidays).

- **1-800-464-4000** (English and more than 150 languages using interpreter services)
- **1-800-788-0616** (Spanish)
- **1-800-757-7585** (Chinese dialects)
- **711** (TTY)

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