

Let's stay healthy together

At Kaiser Permanente, we're always introducing new ways to help our members get more out of their health plans – from new ways to access care, expanded facilities, a focus on specialty care, and more. It's never been a better time to be a member.



More ways to get care

Save a trip to the doctor's office and get the care you need in the way that works for you. No time to come in?

Try a telephone appointment,* or email your doctor's office anytime with nonurgent questions. In some cases, you can even schedule a video visit.*

And if you have a health question and need advice right away, advice by phone is available 24/7.

*When appropriate and available.

kp.org/getcare



Specialty care when you need it

We have one of the largest multispecialty medical groups in the country, so we can connect you with the right specialist.

And you don't need referrals for certain specialties, like obstetrics-gynecology, psychiatry, and substance use disorder treatment.

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 connected through your electronic health record when you receive care at Kaiser Permanente medical offices.

kp.org/carestories



Care for the mind, body, and spirit

We care for the whole you, inside and out. That's why you can get clinical and support services for a range of mental health issues – including depression, anxiety, stress, addiction, and attention deficit hyperactivity disorder. Plus, you don't need a referral to get mental health care.

You'll also find a guide to mental health services at Kaiser Permanente at kp.org/mentalhealth. Research care options for yourself or a loved one and get started accessing care.

kp.org/mentalhealth

Kaiser Permanente health plans around the country: Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305, 404-364-7000 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 2101 E. Jefferson St., Rockville, MD 20852 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232 • Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 601 Union St., Suite 3100, Seattle, WA 98101

Visit kp.org to find out more.



Get care from the comfort of home

We know the coronavirus is a major concern for everyone, but rest assured you can continue to get the high-quality care you depend on for all your health needs. For primary care, specialty care, and mental health services, connect with your care team from the safety and comfort of your home.



E-visit

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



Phone appointment

Schedule an appointment to talk with a Kaiser Permanente clinician over the phone – just like an in-person visit.^{1,2}



Email

Message your doctor's office with nonurgent questions anytime through your kp.org account.¹



Video visit

Meet face-to-face with a doctor by video for the same high-quality care as an in-person visit.^{1,2}



Mail-order pharmacy

Get prescriptions sent straight to your door with our mail-order delivery service.³

Ready to make an appointment?

Go online:

Sign in to **kp.org** or use the Kaiser Permanente app. If you're a member in Colorado or Washington, you can also chat online with a doctor through your kp.org account.

Call us 24/7:

Find your location information below.

California

- Northern California: 650-358-7015 (TTY 711)
- Southern California: 1-833-574-2273 (TTY 711)

Colorado

- Denver/Boulder: 303-338-4545 (TTY 711)
- Mountain/Northern Colorado: 970-207-7171 (TTY 711)
- Southern Colorado: 1-800-218-1059 (TTY 711)

Georgia

404-365-0966 (TTY 711)

Hawaii

- Oahu: 808-432-2000 (TTY 711)
- Maui: 808-243-6000 (TTY 711)
- Hawaii Island: 808-334-4400 (TTY 711)
- Kauai: 808-246-5600 (TTY 711)

Maryland/Virginia/Washington, D.C.

1-800-777-7904 (TTY 711)

Oregon/SW Washington

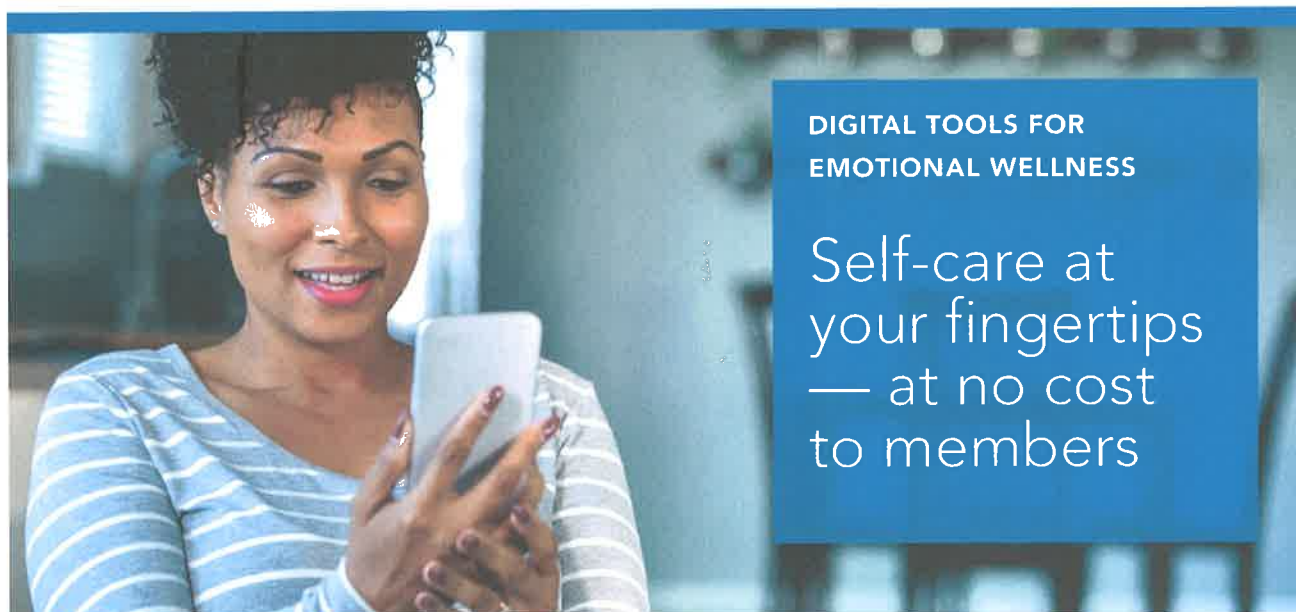
- Portland: 503-813-2000 (TTY 711)
- All other areas: 1-800-813-2000 (TTY 711)

Washington

1-800-297-6877 (TTY 711)

1. Where appropriate and available. 2. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. 3. Some prescriptions are not available through the mail-order pharmacy. 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.

Kaiser Permanente health plans around the country: Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305, 404-364-7000 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 2101 E. Jefferson St., Rockville, MD 20852 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232 • Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 601 Union St., Suite 3100, Seattle, WA 98101



Everyone needs support for total health — mind, body, and spirit. Digital tools can help you navigate life's challenges, make small changes that improve sleep, mood, and more, or simply support an overall sense of well-being.

- Thoroughly evaluated by Kaiser Permanente clinicians
- Easy to use and proven effective
- Safe and confidential

Explore activities and techniques that can benefit anyone — either as self-guided self-care or complements to clinical support. They're not intended to replace treatment or advice, but they can help you build resilience, set goals, and take meaningful steps toward becoming a healthier, happier you.

Just three steps to a healthier you

1. From a desktop computer, go to kp.org/selfcareapps to access **myStrength** for the first time.
2. Click on the **Get Started** button and sign in to kp.org with your user ID and password.
3. Follow the prompts to complete registration and begin using **myStrength**.

 **Strength** helps with:

Depression | Anxiety | Sleep | Stress | Substance use | Chronic pain

myStrength® is a personalized program that includes interactive activities, in-the-moment coping tools, inspirational resources, and community support. You can track preferences and goals, current emotional states, and ongoing life events to improve your awareness and change behaviors.

myStrength® is a wholly owned subsidiary of Livongo Health, Inc.



You time. Anytime.

Try the Calm app for self-care and better sleep

Calm is an app that uses meditation and mindfulness to help lower stress, reduce anxiety, and improve sleep quality. Adult members can get Calm at kp.org/selfcareapps. Calm is:

- The #1 app for meditation and sleep
- Hand-picked by Kaiser Permanente physicians
- Confidential and easy to use



Adult members can get the Calm app at no cost

Practicing mindfulness with Calm can help you build resilience and support your overall emotional health and wellness. Anyone can benefit from Calm, and the app offers something for everyone:

- ☒ A new 10-minute Daily Calm meditation every day
- ☒ Guided meditations covering anxiety, stress, gratitude, and more
- ☒ Sleep Stories (soothing bedtime tales for grown-ups)
- ☒ Music for focus, relaxation, and sleep
- ☒ Calm Masterclasses taught by world-renowned experts and celebrities

The Calm app is not available to KP Washington members at this time.

Kaiser Permanente health plans around the country: Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305, 404-364-7000 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 2101 E. Jefferson St., Rockville, MD 20852 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232 • Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 601 Union St., Suite 3100, Seattle, WA 98101

Get Calm now at kp.org/selfcareapps



Try yoga, cardio, and bootcamp – without leaving home

Members get a special rate on ClassPass

Right now it's especially important to take care of your physical and mental health, but gym closures and physical distancing can make it hard to work out. So we teamed up with fitness industry leader ClassPass to make it easier for you to exercise from the comfort of home.

With this special rate for ClassPass, Kaiser Permanente members can get:



On-demand video workouts at no cost

4,000+ online fitness classes – including cardio, dance, meditation, bootcamp, and more – for \$0/month.



Reduced rates on livestream and in-person fitness classes

Free trial plus 20% off a monthly package to reserve in-person and livestream fitness classes at some of the top gyms and fitness studios in your area and around the world.

Why ClassPass?

- 50,000 livestream classes every week to keep you moving
- 4,000 on-demand classes to access anytime
- 30,000 studios and gyms to choose from worldwide
- 22 types of fitness classes to choose from



Get started at kp.org/exercise

ClassPass is not available to Kaiser Permanente Dental-only members. The services described above are not covered under your health plan benefits and are not 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.

ClassPass is pending regulatory approval for California Medi-Cal members.

Kaiser Permanente health plans around the country: Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305, 404-364-7000 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 2101 E. Jefferson St., Rockville, MD 20852 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232 • Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 601 Union St., Suite 3100, Seattle, WA 98101



Save More. Live Better.™

With the ChooseHealthy® program, offered by your health plan, you can save more on wellness products and services—and discover new ways to live better every day.

The program allows you to:

- Get discounts up to 55% or more on popular health and fitness brands
- Enroll in the Active&Fit Direct™ program, and choose from 10,000+ fitness centers for \$25 a month (see reverse for details)
- Save up to 25% on services from specialty health care practitioners
- Learn from evidence-based, online health classes and articles offered at no extra cost





Available Through  ChooseHealthy™

The Active&Fit Direct™ program allows you to choose from 10,000+ fitness centers, with the flexibility to change anytime. Plus, access 800+ on-demand workout videos at home or on-the-go! All for just \$25 a month.* No long-term contract.

Learn more or access these services by visiting kp.org/choosehealthy.

Or you can call **877.335.2746**, Monday – Friday, 5 a.m. – 6 p.m. Pacific Time.



*Plus a \$25 enrollment fee and applicable taxes.

Select your region. Take advantage of discounts on products and services with the ChooseHealthy® program. You will be directed to login to your Kaiser Permanente account after making your selection.

Please note that the ChooseHealthy program is not 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 health care providers. You are 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 and YMCAs. 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.

The ChooseHealthy program is provided by ChooseHealthy, Inc., and the Active&Fit Direct program is provided by American Specialty Health Fitness, Inc., both subsidiaries of American Specialty Health Incorporated (ASH), a national provider of fitness, health education, musculoskeletal provider networks, and health management programs.

M500-068G (12/19) © 2019 American Specialty Health Incorporated (ASH). All rights reserved. Save More. Live Better., ChooseHealthy, Active&Fit Direct, the Active&Fit Direct logos, and the ChooseHealthy logo are trademarks of ASH.