

Healthy together

Care and coverage that fit your life



kp.org

2018-2019 Enrollment
Oregon and Southwest Washington (Clark and Cowlitz Counties)

All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.
500 NE Multnomah St., Suite 100, Portland, OR 97232.

Welcome to care that fits your life

Your doctor, your choice

Choose your doctor based on what's important to you. Go to kp.org/searchdoctors for details about education, specialties, languages spoken, and more. You can also change doctors at any time.

Convenient cost estimates

Get an idea of what you'll pay before you come in for care. For a personalized estimate based on your plan details, visit kp.org/costestimates.

More care options

How you get care is up to you. Choose a phone or video appointment,¹ email your doctor's office with nonurgent questions, or come see us in person.²

Right care, right time

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

Many services under one roof

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



Experience the Kaiser Permanente difference

To help yourself be healthy, you need quality care that's personalized, coordinated, and accessible. At Kaiser Permanente, care and coverage come together – so you can get everything you need to help stay on top of your health in one convenient package.

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3 easy steps to get started

Step 1: Choose your doctor – and change anytime

Getting you connected with a doctor who suits your individual needs is the first priority. Choose from a wide range of doctors. Browse our online doctor profiles at kp.org/newmember and see how patients rate our doctors at kp.org/doctorreviews/nw.

Call us at **1-888-491-1124 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m., if you want help choosing a doctor.

Step 2: Register on kp.org

Next, let's get you plugged in to your online gateway to health – kp.org. Once your coverage begins, you can register on kp.org/register and start using the many convenient features. You can email your provider with nonurgent questions, schedule routine appointments, refill most prescriptions, act for a family member, and even schedule a video visit from anywhere you are.³

Registering is easy! Go to kp.org/newmember from a computer (not a mobile device) and follow the sign-on instructions.

Step 3: Get prescriptions

Finally, we'll help you transition your prescriptions to Kaiser Permanente. We make it easier with just a call or a click. Have your prescription information handy, and we'll help you take care of the rest. Simply give us a call at **1-888-491-1124 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m., or go to kp.org/newmember and follow the steps.

Tip for getting started:

Have your specialist info and a list of your current prescriptions on hand when you contact our New Member Welcome Desk – we'll be able to help you faster.

New member care transition

Our goal is to help determine your unique needs and connect you with the right doctors, specialists, and prescription medications to effectively manage your care transition. This new member process allows us to help manage the administrative tasks so your first interactions with our doctors are more useful.

Types of medical needs our New Member Welcome Desk can help with:



COMMON NEEDS

- Choose a doctor.
- Schedule a routine appointment.
- Transfer prescriptions.

Also available 24/7 for self-service at kp.org.

PARENT AND CHILD NEEDS

- Select a pediatrician or family practice doctor.
- Transfer records and health history.
- Transfer prescriptions.
- Schedule vaccinations.

SPECIALTY CARE NEEDS

- Connect with specialists such as oncologists, neurologists, and dermatologists.
- Connect with mental health professionals.
- Choose an ob-gyn and pediatrician.
- Determine durable medical equipment needs.

COMPLEX MEDICAL NEEDS

- Connect with specialty care for conditions such as cancer, renal disease, pre-/post-surgery, and transplants.
- Connect with a pharmacy for specialty prescriptions.

When to call our New Member Welcome Desk:

Help is available at **1-888-491-1124 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m.

- Are you working with a health care professional to manage your medical conditions or achieve your health goals?
- Have you recently had or are you scheduled for an upcoming surgery?
- Are you currently taking any prescriptions or using any medical equipment?
- Are you on a treatment plan that you would like to continue at Kaiser Permanente?
- Are you currently pregnant?



If you have any other questions or want help getting started, give us a call. We're here to help.

Your care, your way

Get care where, when, and how you want it. With more options to choose from, it's easier to stay on top of your health.

Choose how you get care



In person

Visit your doctor for routine care, preventive services, care when you're not feeling well, and more.



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 doctor.⁴



Video

Want a convenient, secure way to see a doctor wherever you are? Meet face-to-face with a Kaiser Permanente doctor on your computer, smartphone, or tablet.⁵ Learn more at kp.org/telehealth/nw.

Other ways to get care in the moment



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.⁶ You'll get a response usually within 2 business days.



Online

Manage your health, find nearby locations, and take advantage of health guides and other resources. You can also download the Kaiser Permanente app to keep up with your care on the go.⁷



Care for a range of needs

Get the right care for any situation. Have an urgent care need? Want health advice after hours? Support is just a call or a click away.

Quality care, when and where you need it



Emergency care

If you ever need emergency care, you're covered – anywhere, anytime.⁸ You can get care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.



Urgent care

Urgent care is available 7 days a week, including evenings, weekends, and holidays. Knowing the difference between urgent care needs and emergencies can save you and your family time and money. Visit kp.org/urgentcare/nw to learn more or call us at **1-800-813-2000 (TTY 711)** to get urgent care advice.⁹



Specialty care

We have one of the largest multispecialty medical groups in the country, so when you need specialty care, your personal doctor will help coordinate your care with specialists. You don't need referrals for certain specialized departments, including obstetrics-gynecology, psychiatry, and drug dependency services.



24/7 nurse advice

If you're not sure what kind of care you need, you can call our advice nurses anytime at **1-800-813-2000 (TTY 711)**. They'll help you figure out what type of care is best for your symptom or condition, help you decide where to go for care, and even schedule a routine appointment for you, if appropriate.

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.

Better care with a connected team

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

Choosing a doctor – your partner in health

Your personal doctor is your biggest health advocate. They will help coordinate your care journey, and you'll work closely together to make decisions about your health.

Browse our online doctor profiles at kp.org/newmember and see how patients rate our doctors at kp.org/doctorreviews/nw. Select one doctor for your whole family or a different doctor for each family member.

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.¹⁰

We offer 4 Salud en Español modules where members will interact with Spanish speakers from beginning to end – from reception to nurses to doctors.

We offer high-quality LGBTQ+ health care services that are recognized for adopting LGBTQ-inclusive policies and practices.¹¹



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 automatic 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 2018, Kaiser Permanente led the nation in 20 effectiveness-of-care measures, including prevention and screening, cardiovascular care, and comprehensive diabetes care.¹²

Kaiser Permanente received NCQA top ratings for plans in Oregon and Washington in 2017.¹³

Hear care stories from real Kaiser Permanente members at kp.org/carestories.

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.

Finding the right location

Choosing a convenient place to get care can be simple – just hop online or grab your smartphone.

- Visit 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 app.¹⁴

See page 13 for a facilities map.

Many services under one roof

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

Making an appointment

Scheduling routine appointments is quick and convenient at kp.org/appointments or via the Kaiser Permanente app.¹⁵ You can view or cancel upcoming appointments and see details on past visits. You can also call Member Services at **1-800-813-2000** (TTY **711**), and we'll help you get an appointment. In many cases, if you call before 3 p.m., you may be able to get a same-day appointment.

Convenient care near you

With multiple locations to choose from, it's easy to find one near home or work. You can also see different doctors at different locations – whatever works best for you.

Care away from home

Care while traveling

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, a prescription refill, and more. Just call our 24/7 Away from Home Travel Line at **951-268-3900** or visit kp.org/travel.¹⁶

Visiting member care

You can get care in all or parts of California, Colorado, Georgia, Hawaii, Maryland, Virginia, Washington, and Washington, D.C. as a visiting member. Call our Away from Home Travel Line at **951-268-3900** and let them know you plan to visit another Kaiser Permanente service area for care.

Out-of-area dependent care

Dependent children are covered for routine, continuing, and follow-up care when they are temporarily residing outside the service area. We also cover urgent and emergency care. For more information, please call our Away from Home Travel Line at **951-268-3900**.

Healthy resources

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

Tools and resources for good health



Online wellness tools

Visit kp.org/healthyliving for wellness information, health calculators, fitness videos, podcasts, and recipes from world-class chefs.



Healthy lifestyle programs

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



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 – some may require a fee.



Personal wellness coaching

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



Mail-order prescriptions

Skip the pharmacy line and have your medications delivered to your home. There is no additional cost for shipping, and most members save one copay on a 90-day supply. New and refill prescriptions qualify. Visit kp.org/pharmacy to sign on and manage your prescriptions.

Extra value discounts for members

At Kaiser Permanente, you can enjoy discounted online tools, classes, programs, and activities that can help keep you happy and healthy. Visit kp.org/memberdiscounts for more information.



CHP Active and Healthy

This program helps you and your family save money on your favorite healthy, fun, and stress-relieving activities.

Explore the below options and more at chpactiveandhealthy.com.

Outdoor and adventure

Save on rock-climbing gyms, outdoor schools, guided fishing trips, ski rentals, and other activities that will get you out and about.

Arts and culture

Get discounts that will help you explore local museums, gardens, art galleries, and performing arts centers. You can also save on music lessons and get discounted movie tickets.

Exercise

From boot camps, martial arts classes, and health and fitness clubs, to aquatic centers, dance studios, and personal training lessons, you'll save on a host of exercise-related memberships and services.

Eating well

You'll find deals on cooking classes, nutritional supplements, weight management services, gardening supplies, and more.



Alternative care and chiropractic

Get discounts on naturopathic medicine, chiropractic care, massage, and other alternative therapies from providers belonging to The CHP Group network. Visit chpgroup.com.



ChooseHealthy™

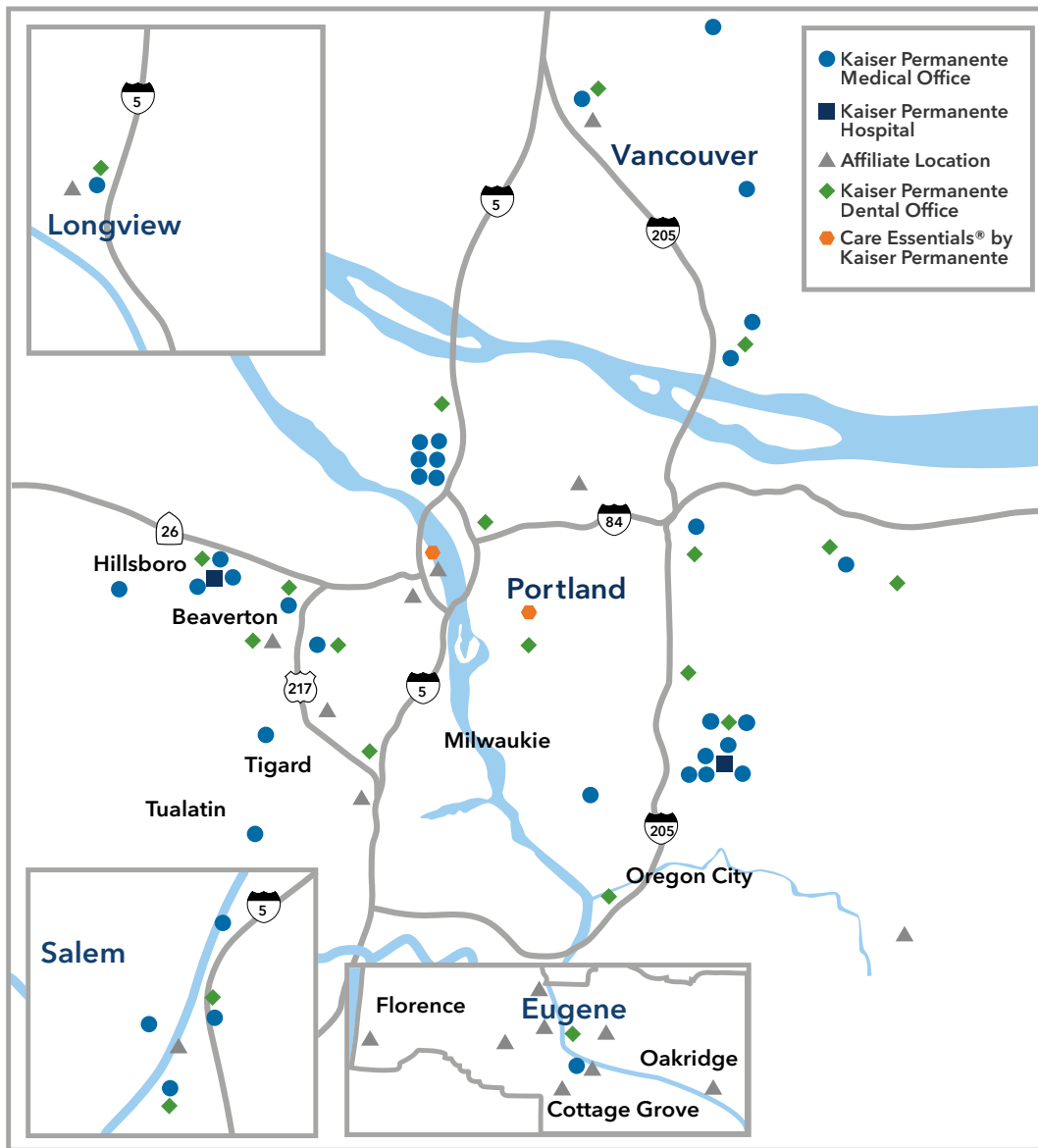
With the ChooseHealthy program, you can continue on the road to better health. ChooseHealthy is an online resource for health information, health and fitness tools, and discounts on health products. This program is available at no additional cost to you. Learn more at kp.org/choosehealthy.

- Plan your meals for the month with meal plans that are suited to your tastes, fitness level, and weight goals.
- Get personalized cardio and strength training plans based on your fitness goals.
- Get savings like membership discounts and initiation fee discounts at more than 100 fitness clubs, yoga studios, and exercise centers from Longview, Washington, to Eugene, Oregon.

These products and services are provided by entities other than Kaiser Foundation Health Plan of the Northwest (KFHPNW). Certain KFHPNW benefit plans include coverage for some of these discounted services. Check your Evidence of Coverage for details. KFHPNW disclaims any liability for these discounted products and services. Should a problem arise, you may take advantage of our grievance process by calling Member Services at **1-800-813-2000** (TTY 711).

Where to find care

We provide quality care to more than 600,000 members in Oregon and Southwest Washington. Our service area is made up of Kaiser Permanente facilities, including 36 medical offices, 20 dental offices, 6 urgent care clinics, and 2 hospitals. We also have a network of affiliated providers if you need routine, urgent, or emergency care.



Other convenient options are also available. You may be able to see a doctor using your phone, computer, or mobile device, or even email your doctor.



Facility information is current as of July 2018.

Go to kp.org/locations to see all our current locations and to find the facility closest to you. Or call Member Services at **1-800-813-2000** (TTY 711).

Where to find care



Dental

Kaiser Permanente members with both medical and dental coverage weigh less, smoke less, and visit the hospital and emergency departments less often than members with just medical coverage.¹⁷ Our medical and dental teams work together to help you stay healthy.



Pharmacy

Most of our Kaiser Permanente medical offices include pharmacy services. You also have the option of using our mail-order pharmacy service to fill and refill most prescriptions.



care essentials[®] by KAISER PERMANENTE[®]

Care Essentials by Kaiser Permanente are convenient care clinics that provide nonemergency and preventive health services to both Kaiser Permanente members and nonmembers.

- Treatment for minor illnesses and injuries
- Preventive services, including checkups, vaccinations, and some lab and diagnostic testing

There are 2 Portland locations:

- **Pearl:**

1035 NW Northrup St.
Portland, OR 97209

- **Hawthorne:**

3060 SE Hawthorne Blvd., Ste. 1
Portland, OR 97214

Learn more at [careessentials.org](https://www.careessentials.org).



Affiliate providers

The Portland Clinic¹⁸

Kaiser Permanente health plans include access to primary care and specialty care at The Portland Clinic. Members who go to The Portland Clinic will find the same high-quality care they have come to expect from Kaiser Permanente and will have access to all 5 medical office locations.

Lane County affiliate provider network

In addition to our Eugene Medical Office and Valley River Dental Office, we partner with 4 affiliate medical offices, 4 hospitals, 11 urgent care clinics, 5 pharmacies, and specialists in the Lane County area to offer more options for care where you need it.

NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **1-800-813-2000** (TTY: **711**)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or phone at: Member Relations, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232, telephone number: 1-800-813-2000.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

HELP IN YOUR LANGUAGE

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-813-2000** (TTY: **711**).

አማርኛ (Amharic) ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-800-813-2000** (TTY: **711**)።

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-813-2000** (TTY: **711**) .

中文 (Chinese) 注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-813-2000** (TTY: **711**) 。

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-813-2000** (TTY: **711**) تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-813-2000** (TTY: **711**).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.
Rufnummer: **1-800-813-2000** (TTY: **711**).

日本語 (Japanese) 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。**1-800-813-2000** (TTY: **711**) まで、お電話にてご連絡ください。

ខ្មែរ (Khmer) ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ **1-800-813-2000** (TTY: **711**)។

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-813-2000** (TTY: **711**) 번으로 전화해 주십시오.

ລາວ (Laotian) ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-813-2000 (TTY: 711).

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kóji' hódíílnih **1-800-813-2000** (TTY: **711**).

Afaan Oromoo (Oromo) XIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-800-813-2000** (TTY: **711**).

ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **1-800-813-2000** (TTY: **711**) 'ਤੇ ਕਾਲ ਕਰੋ।

Română (Romanian) ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-800-813-2000** (TTY: **711**).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-813-2000** (TTY: **711**).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-813-2000** (TTY: **711**).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.
Tumawag sa **1-800-813-2000** (TTY: **711**).

ไทย (Thai) เรียน: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-813-2000** (TTY: **711**).

Українська (Ukrainian) УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-800-813-2000** (TTY: **711**).

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-813-2000** (TTY: **711**).

¹When appropriate and available.

²These features are available when you get care at Kaiser Permanente facilities.

³See note 2.

⁴See notes 1 and 2.

⁵See notes 1 and 2.

⁶See note 2.

⁷To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

⁸If you reasonably believe you have an emergency medical condition, call 911 or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your Evidence of Coverage or other coverage documents.

⁹An 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.

¹⁰Kaiser 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.

¹¹Kaiser Permanente Northwest hospitals were among the 38 Kaiser Permanente hospitals recognized as a leader in LGBTQ healthcare equality by the Human Rights Campaign Foundation. "Healthcare Equality Index 2018," Human Rights Campaign Foundation: www.hrc.org/hei/leaders-in-lgbt-healthcare-equality

¹²Kaiser Permanente 2017 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 2017 and is used with the permission of NCQA. Quality Compass 2017 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.

¹³NCQA's Private Health Insurance Plan Ratings 2017–2018, National Committee for Quality Assurance, 2017: Kaiser Foundation Health Plan of the Northwest – HMO (rated 4.5 out of 5).

¹⁴See note 7.

¹⁵See note 7.

¹⁶This number can be dialed from inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we cannot 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.

¹⁷Kaiser Permanente Center for Health Research, Comparison of HEDIS Outcomes Among Dental/Medical vs. Medical Only Population, 2013.

¹⁸Not available as an in-network provider to members on Medicaid, receiving full Medical Financial Assistance from Kaiser Permanente, or visiting from another Kaiser Permanente region.

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