



Kaiser Permanente and Santiam Hospital

FREQUENTLY ASKED QUESTIONS

1. Why choose Kaiser Permanente?

Kaiser Permanente provides evidence-based care centered around the health of patients and communities. Care is coordinated between your doctor, specialists, and lab services – all working together to improve your health.

2. What will my care experience be like in Stayton and the surrounding areas?

(Sublimity, Aumsville, and Mill City)

Kaiser Permanente has contracted with Santiam Hospital and its clinics to provide you with care where you need it. Kaiser Permanente members living in Stayton or surrounding areas can get services at any Kaiser Permanente facility or can panel with a primary care provider at listed Santiam Hospital primary care clinics. Kaiser Permanente members will not see results in kp.org for services provided by a non-Kaiser Permanente provider.

3. If I use a listed medical provider in Stayton and surrounding areas, will my costs be the same as what I would pay at Kaiser Permanente?

Yes. Services covered at a listed medical provider will be offered at the same cost share as those offered at a Kaiser Permanente facility. However, the cost share will be paid to the listed medical provider. If you have billing questions, call Kaiser Permanente Member Services at **1-800-813-2000 (TTY 711)**.

4. Where can I go for lab tests and imaging?

Kaiser Permanente members can get lab tests and imaging done at Kaiser Permanente facilities. If you choose to panel with a listed Santiam Hospital primary care provider, these tests will be covered as if they were done at a Kaiser Permanente facility.

5. Where can I go for specialty care?

You have options. You can be seen as a Kaiser Permanente member by a Kaiser Permanente specialist or by a listed Santiam Hospital specialist in **cardiology, general surgery, obstetrics-gynecology, orthopedics, podiatry, and pulmonology**.

We offer other specialty care options through Salem Health, Doernbecher Children's Hospital, and other partners, after referral. For a list of specialty care providers, go to kp.org/finddoctors. Search "Doctors" using your ZIP code.

6. What support is available for new members?

The Kaiser Permanente New Member Welcome Desk helps new members transition to Kaiser Permanente by connecting them with services and helping transfer medical records and prescriptions. If you are receiving care with a listed Santiam Hospital provider, the Welcome Desk can help you access care and understand your options.

The Kaiser Permanente New Member Welcome Desk is available Monday through Friday, 8 a.m. to 6 p.m., at **1-888-491-1124**.

7. Will pharmacy services be available in Stayton and surrounding areas for Kaiser Permanente members?

Members can use the Kaiser Permanente mail-order pharmacy to have prescriptions delivered to their home, saving time and money. Members who prefer to pick up their prescriptions can visit any Kaiser Permanente pharmacy. If you are on an Added Choice® plan, you may have other community pharmacy options.

8. Questions specific to care at Santiam Hospital?

If you have questions or concerns, Santiam Hospital wants to know. Santiam Hospital representatives are available to help you resolve issues promptly. Call Santiam Hospital at **503-769-2175**.

