

When is a service nonpreventive?

If you have symptoms of a condition, your doctor may order a service to help find out what it is or help treat it. Since you've shown symptoms, this service doesn't qualify as preventive. It's actually diagnostic, since it's used to diagnose your condition.

You may also get services to help treat a condition that's already been diagnosed. Since you're being treated for an existing condition, these services are also nonpreventive.

Examples of preventive care services

For adults

- Cholesterol screenings
- Colon cancer screenings
- Diabetes screenings
- Family planning services, including (but not limited to):
 - Contraceptive and family planning counseling
 - Contraceptive devices and contraceptive drugs
- Immunizations
- Routine physical exams
- Additional services for women:
 - Breastfeeding support, supplies, and counseling
 - Prenatal care
 - Routine mammograms
 - Routine Pap tests

For children

- Hearing screening for newborns
- Immunizations
- Periodic well-child visits
- Sexually transmitted infection (STI) screenings and prevention counseling for adolescents
- Vision screenings

Schedule a checkup online

At **kp.org**, you can schedule a routine physical with your Kaiser Permanente doctor, or email your doctor's office with routine health questions anytime. If you aren't registered on our website, visit **kp.org/register** today.

Questions?

Call Member Services at **800-777-7902 (TTY 711)**, Monday through Friday, 7:30 a.m. to 9 p.m. (except holidays). This number is also found on your Kaiser Permanente ID card.

Preventive or nonpreventive?

Take a look at these examples. Then check whether the service is preventive or not.

Example 1

You visit your doctor for a routine physical exam. You have no symptoms and feel generally healthy.

Preventive: You're getting a physical exam as recommended for your age and gender. It wasn't scheduled because of any symptoms or an ongoing health condition.

Example 2

You scheduled your annual health assessment, and during the appointment you receive an order for a cholesterol screening lab test. At the same time, an order is placed for a liver function test to monitor your liver health due to prescription drugs that you are taking.

Preventive and nonpreventive: While the cholesterol screening lab test is a preventive service, the liver function test is related to an existing condition and is not a preventive service even though it was ordered during the annual physical. You may have cost sharing for the liver function test.

Questions and answers

Here are some answers to common questions about preventive care.

Q: Where can I get a complete list of preventive care services?

A: See your *Evidence of Coverage, Summary Plan Description*, or other plan documents for a full list of preventive care services covered by your plan.

Q: Are prescription drugs considered preventive?

A: While most prescription drugs are not considered preventive care, there are certain prescription drugs prescribed to individuals at high risk for developing certain conditions that are covered as a preventive care service. These drugs are typically identified by the U.S. Preventive Services Task Force with an A or B grade recommendation.



KAISER PERMANENTE®

Caring for you in mind, body, and spirit



Behavioral health services that fit your needs and your life

Your mind, body, and spirit are all connected. And your thoughts, feelings, and actions affect your overall well-being. That's why to help you achieve and maintain optimal mental, physical, and emotional health, Kaiser Permanente offers:

Caring providers

Our behavioral health team is passionate about helping people. The team includes psychiatrists, psychologists, social workers, counselors, addiction medicine physicians, and more.

Primary care settings

You have a range of therapy and treatment choices. As your partners in care, we'll help you select options that are right for you, from self-care resources to medication management.

Outpatient services

Not all care requires a stay in a facility. We'll help you choose the outpatient options that best fit your needs.

Intensive outpatient programs

Some intensive care needs can be met on an outpatient basis. That's why we offer outpatient case management, chemical dependency programs, and other intensive programs for adults or adolescents.

Inpatient services

When you need inpatient care, we'll help you find the right facility¹ and program for you. We offer crisis evaluation and management, psychiatric hospitalization, and more.

Suicide prevention

Our behavioral health providers and primary care physicians are trained to screen patients for suicide risk. And because we coordinate care so closely among our providers, we can quickly identify individuals at risk and get them the care they need right away.

Beyond therapy, medication, and treatment

Access classes and tools that can help keep your mind, body, and spirit in healthy balance. Check out our online classes (some may require a fee) and communities, self-assessment tools, personalized plans, support groups, and podcasts.

Care at your convenience

Plan care around your life:

- See a therapist without a referral. To schedule your initial consultation, call **866-530-8778 (TTY 711)**.
- Schedule a video visit²
- Call your doctor's office
- Get care advice 24/7, **800-777-7904 (TTY 711)**
- Seek emergency care

Additional resources

For more ways to invest in your health, try talking to our wellness coaches or take advantage of apps like myStrength, Calm, and Ginger.

For more information on these or other services, visit kp.org/selfcare.

¹ Offered through our premier hospital partners. Kaiser Permanente premier hospitals are independently owned and operated hospitals and are not affiliated entities of Kaiser Permanente.

² If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors and health care providers from providing care across state lines. Laws differ by state.



More care options for traveling employees



As your employees are getting back to business trips and family vacations, the last thing they want to worry about on the journey is their health coverage. Now, it's easier than ever to get care if something unexpected happens while they're traveling.

Routine care

Members can always schedule in-person, phone, or video visits in states with Kaiser Permanente facilities.

Urgent care

Members can get urgent care anywhere in the world. And at many locations outside Kaiser Permanente states, they'll only pay their copay or coinsurance – no need to file a claim:

- Cigna PPO Network*
- MinuteClinic®, including pharmacies
- Concentra

In some places, members can also get 24/7 medical advice by phone or video from a Kaiser Permanente clinician. At all other locations, members can pay the full cost of care upfront and file a claim for reimbursement later.

Emergency care

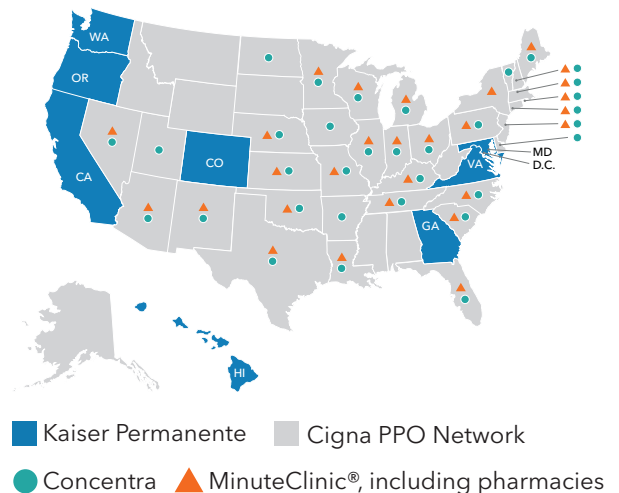
No matter where they are, members can simply go to the nearest hospital and file a claim with us for reimbursement. If it's a Kaiser Permanente location or Cigna provider, they'll only pay their normal copay or coinsurance – no need to file a claim later.

Travel support

Away from Home Travel Line – Your employees can call **951-268-3900** (TTY **711**) for travel support anytime, anywhere.

kp.org/travel – Members can get answers to questions they may have before, during, or after their trip.

Find a facility

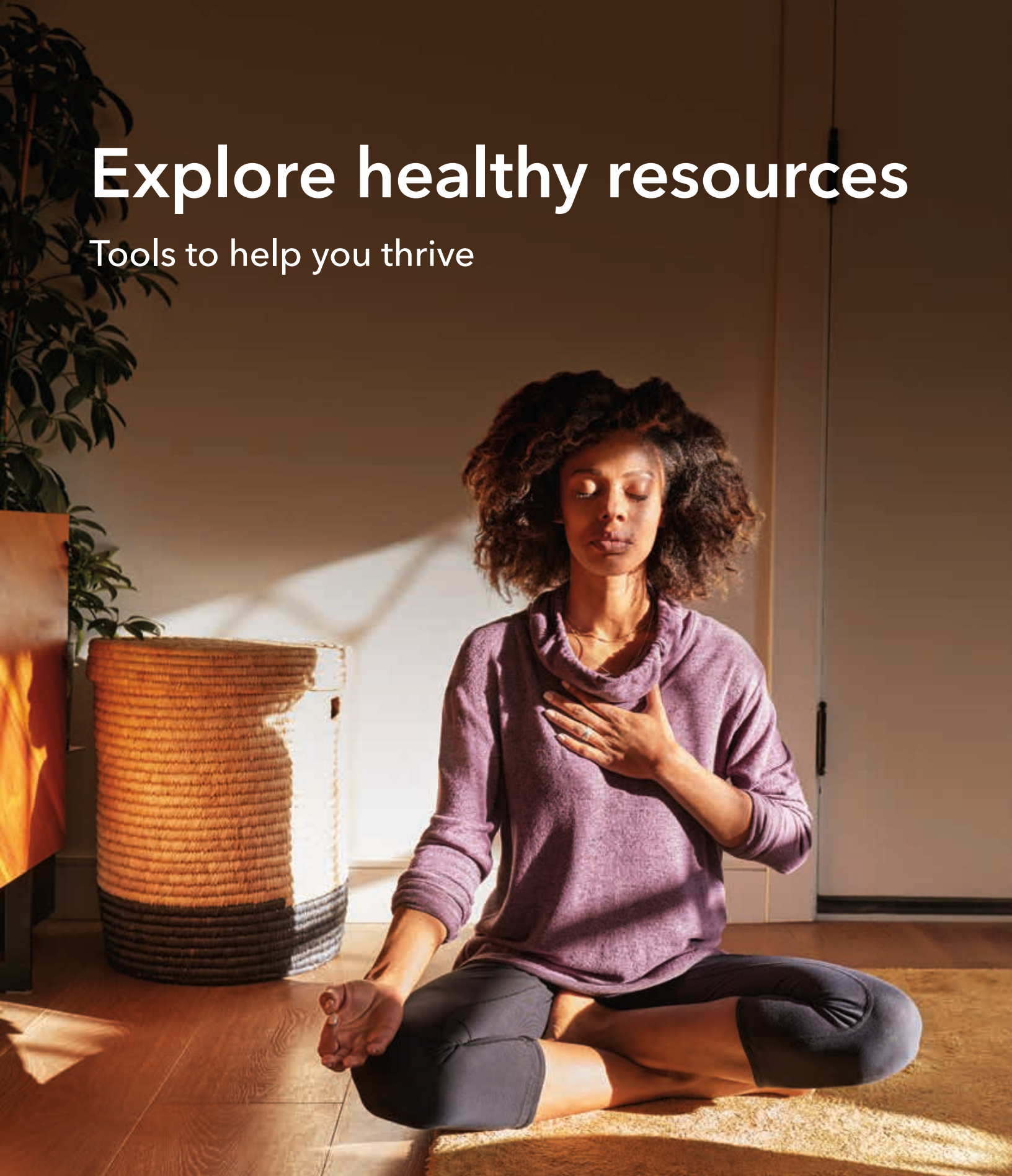


*The Cigna PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration.

Cigna is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna PPO Network is available through Cigna's contractual relationship with the Kaiser Permanente health plans. The Cigna PPO Network is provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

Explore healthy resources

Tools to help you thrive



Manage your care online

See how easy it is to stay on top of your care. When you register at **kp.org**, you get the most out of your membership – and can manage your health anytime, anywhere.¹



Take charge of your care

Your connection to great health and great care is only a click away on **kp.org**. When you register for an online account, you can access many time-saving tools and tips for healthy living. Visit **kp.org** anytime, anywhere, to:

- View most lab test results
- Refill most prescriptions
- Choose your doctor based on what's important to you, and change anytime
- Email your Kaiser Permanente doctor's office with nonurgent questions
- Schedule and cancel routine appointments
- Print vaccination records for school, sports, and camp
- Manage a family member's health²



Register now – it's easy

You can register online at **kp.org** or on the Kaiser Permanente mobile app. Just follow the sign-on instructions. You'll need your health/medical record number, which you can find on your Kaiser Permanente ID card.

kp.org/register

kp.org/registreseahora (en español)



Download the Kaiser Permanente app

You can also use the Kaiser Permanente mobile app to register for an online account, message your doctor's office with nonurgent questions, find doctors and locations, view upcoming appointments, and more.

kp.org/mobile

kp.org/movil (en español)



Making the switch to great care is easy

Are you new to Kaiser Permanente? Thinking about joining? It's simple to get started with your new plan – and we're here to walk you through it. Get started with Kaiser Permanente at **kp.org/easyswitch**.

1. These features are available when you get care from Kaiser Permanente facilities. 2. Online features change when children reach age 12. Teens are entitled to additional privacy protection under state laws. When your child turns 12 years old, you will still be able to manage care for your teen, with modified access to certain features. 3. This value-added service is an extra service provided by entities other than Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (KFHP-MAS), and is neither offered nor guaranteed under any KFHP-MAS contract. This entity may change or discontinue offering this service at any time. KFHP-MAS disclaims any liability for the service provided by this entity. 4. 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. 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.

Get wellness support

Take advantage of these convenient perks – from personal health coaching to reduced rates on alternative medical therapies.



Live healthier with helpful resources³

With our wellness resources, you'll get tools, tips, and information to help you create positive changes in your life. Our complimentary resources can help you:

- Lose weight
- Eat healthier
- Quit smoking
- Reduce stress
- Manage ongoing conditions like diabetes or depression

kp.org/health-wellness

kp.org/salud-bienestar (en español)



Connect to a wellness coach

If you need more support, we offer Wellness Coaching by Phone at no cost. You'll work one-on-one with your personal coach to make a plan to help you reach your health goals.

kp.org/wellnesscoach



Join health classes

With all kinds of health classes and support groups offered at our facilities, there's something for everyone. Classes vary at each location, and some may require a fee.

kp.org/classes

kp.org/classes (en español)



Enjoy reduced rates

Get reduced rates on a variety of health-related products and services through The ChooseHealthy® program.⁴ These include:

- Active&Fit Direct – members pay \$25 per month (plus a one-time \$25 enrollment fee) for access to a national network of more than 10,000 fitness centers
- Up to 25% off a contracted provider's regular rates for:
 - Acupuncture
 - Chiropractic care
 - Massage therapy

kp.org/choosehealthy



Take time for self-care

Manage stress, improve your mood, sleep better, and more with the help of wellness apps, available at no cost to adult members.

kp.org/selfcareapps

Colorado state law requires that an access plan be available that describes Kaiser Foundation Health Plan of Colorado's network of provider services. To obtain a copy, please call Member Services or visit kp.org.

Services covered under your health plan are provided and/or arranged by 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., 1300 SW 27th St., Renton, WA 98057

Learn more about your health

More information is just a click away. Use these interactive tools and reference guides to find answers to your health questions and help you make decisions about your care.

Drug encyclopedia	Look up detailed descriptions of thousands of drugs, including possible side effects. kp.org/medications kp.org/medicamentos (en español)
Health encyclopedia	Explore more than 40,000 pages of in-depth information on health conditions, related symptoms, and treatment options. kp.org/health kp.org/salud (en español)
Health guides	Stay informed on popular health subjects or discover something new through our healthy living guides, available in English and Spanish. kp.org/livehealthy kp.org/vidasaludable (en español)
Interactive tools and calculators	Take an interactive quiz or enter your information into one of our calculators to learn more about your health. kp.org/calculators
Medical test directory	Learn more about your options for common tests and procedures, along with their risks and benefits. kp.org/healthdecisions
Natural Medicines Comprehensive Database®	Find answers to your questions about dietary supplements, vitamins, minerals, and other natural products. kp.org/naturalmedicines kp.org/medicinasnaturales (en español)
Recipes	Get inspired to prepare delicious, healthy dishes. Browse recipes by category – like vegetarian dishes, soups, or desserts – or by what’s in season. kp.org/foodforhealth
Symptom checker	Use our interactive visual aid to gauge your symptoms. Click on the body part that’s troubling you and learn what to do next. kp.org/symptoms kp.org/sintomas (en español)
Videos and podcasts	Look, listen, and learn about your health and well-being. Watch videos or download health-related, guided meditation podcasts. kp.org/video kp.org/audio

Manage your health online anytime



At **kp.org**, it's simple to connect to great health and great care. Check out all the time-saving tools and resources you get as a member.

Sign on to **kp.org** anytime to:¹

- View most lab test results
- Refill most prescriptions
- Email your doctor's office with nonurgent questions
- Schedule and cancel routine appointments
- Print vaccination records for school, sports, and camp
- Check your plan's benefits, view claims, or estimate costs²
- Manage a family member's health care³
- Check out Chat with KP, our new click-to-chat service available to members at no extra cost. Use Chat with KP to chat virtually with one of our licensed care providers via **kp.org** or the Kaiser Permanente app, Monday through Friday, 8 a.m. to 5 p.m., excluding holidays.

Register to get started—it's easy

If you haven't already, register today to access all these convenient features. Just go to **kp.org/registernow** from a computer or mobile device and follow the sign-on instructions.

- You'll need your medical/health record number, which you can find on your Kaiser Permanente ID card.
- See detailed instructions on the back of this page.

Download the Kaiser Permanente app

After you've registered, you can download our **Kaiser Permanente app** to your mobile device to use these tools on the go. Just use your **kp.org** user ID and password to activate the app, and you'll be all set.

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¹These features are available when you get care at Kaiser Permanente facilities.

²These tools are not yet available on smartphones and tablets.

³Due to privacy laws, certain features may not be available if they're being accessed on behalf of a child younger than 18. Your child's physician may also be prevented from giving you certain information without your child's consent.



REGISTRATION PROCESS

Go to **kp.org/registernow** and click the button **Create my account** to begin a 6-step process. Each step has on-screen instructions, and the process is summarized below. After each step, click **Continue**.

- 1 Membership Info**
First, fill out the on-screen form with your background information.
- 2 Terms and Conditions**
Check the box to agree to our Terms and Conditions.
- 3 Account Details**
Enter your account details and select preferences that best fit your needs.
- 4 Confirm Identity**
Follow the prompts to confirm your identity.
- 5 Secret Questions**
Choose your secret questions to help us keep your account secure.
- 6 Create Password**
Finally, choose a password.



SUCCESS

You have completed the registration process.

NOTE:

Please save your User ID and Password.
You will need to enter this information each time you log into your **kp.org** account.



SIGN IN

As soon as you have your password, you can sign in and start using all the great members-only features of **kp.org**.



Questions? We're here to help.

Call Member Services at **800-777-7902 (TTY 711)**,
Monday through Friday, 7:30 a.m. to 9 p.m.

Services covered under your health plan are provided and/or arranged by Kaiser Permanente health plans: Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, DC, 2101 E. Jefferson St., Rockville, MD 20852. Services for self-insured plans are administered by Kaiser Permanente Insurance Company, One Kaiser Plaza, Oakland, CA 94612.



Expect great care when you're expecting

Maternity care at Kaiser Permanente

More than 116,000 babies¹ were born at Kaiser Permanente last year. That's a lot of glowing moms-to-be, nervous partners, and adorable new arrivals. But we also make sure having your baby with us is unique and special for you and your growing family.

Personalized care from a dedicated team

Your prenatal care team is there to help keep you and your baby healthy, empower and support you throughout your pregnancy, and help you have the birth experience you want. Your first step is choosing a doctor:

Obstetricians are doctors who care for pregnant women and deliver babies. Most of our ob-gyns are board certified—that means they've had extra training to become highly skilled in their field.

Support for a healthy pregnancy

We're here for you before, during, and after the birth of your baby.

Visit kp.org/classes to explore classes and programs for expecting parents—including:²

- Preparing for childbirth
- Prenatal yoga
- Breastfeeding
- Newborn care

Go to kp.org/maternity for in-depth resources for every stage of pregnancy, labor and delivery, and your baby's first few weeks at home. Come back often for articles, checklists, videos, virtual tours, and more.

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Planning for a positive delivery day experience

Giving birth is hard work—but you get an amazing reward at the end. Making a birth plan lets you tell us how you envision your day, so we can do our best to honor your wishes and help you have a safe, positive experience.

- Download a birth plan at kp.org/birthplan.
- Fill it out and share it with your prenatal care provider.
- We'll add it to your electronic health record so your care team can review it on delivery day.

Breastfeeding your baby for a healthy start in life

Experts recommend feeding your baby nothing but breast milk for the first 6 months. Learning to breastfeed can be difficult and frustrating—many new moms struggle at first.

If you choose to nurse your baby, you'll get plenty of support from us. Board-certified lactation consultants are available to give you one-on-one support—both in the hospital and after you go home.

If you and your baby need specialized care

Learning that your pregnancy is high risk can be scary—but many of our high-risk moms-to-be have healthy pregnancies and healthy babies. Any specialty prenatal care you may need will be built into your maternity care plan.

If you're high risk, you'll see a perinatologist who specializes in complicated pregnancies. And if your baby needs extra TLC, our highly trained neonatal intensive care teams provide specialized care for newborns with unique needs.

¹ In all Kaiser Permanente regions.

² Classes vary by location and some may require a fee.



Connect with a wellness coach today

Say hello to better health

Ready to start moving in a healthier direction?

Changing your habits can be hard, but working with a wellness coach can help you make it happen. You'll get one-on-one guidance and support from one dedicated coach who can help you set goals, stick to them, and, most importantly, see results.

What do you want to work on?

Wellness coaching can get you started on a healthy path – and give you tools, resources, and encouragement to help you see it through. It can help you:

- Achieve a healthy weight
- Become more active
- Stop using tobacco
- Reduce stress
- Eat healthier

Make the first move

Call **1-866-862-4295**, Monday through Friday, to make an appointment. Coaching is offered in English and Spanish,¹ no referral is needed, and there's no charge for Kaiser Permanente members.² For more information, visit kp.org/coaching.

¹Spanish-speaking wellness coaches are not available in Hawaii.

²Information about the coaching services you receive will be included in your electronic health record and accessible by your Kaiser Permanente care team (not available for Kaiser Foundation Health Plan of 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

How wellness coaching works

Our wellness coaches are health educators with expertise in preventive health care and behavior-change counseling. They don't tell you what to do – they use your goals to create a customized action plan and help you discover techniques that work for you.

For more information about ChooseHealthy® offerings:

Call **1-877-335-2746**, Monday through Friday from 5 a.m. to 6 p.m. Pacific time.

Visit **kp.org/choosehealthy**.



1. Please note: 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. 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 programs described above are provided by ChooseHealthy, Inc., and American Specialty Health Fitness, Inc., both subsidiaries of American Specialty Health Incorporated (ASH). ChooseHealthy and Active&Fit Direct are trademarks of ASH and used with permission herein. Other names and logos may be trademarks of their respective owners. Not all services may be available in all areas, and the program may be changed (including monthly and enrollment fees and/or the introductory period) or discontinued at any time.

2. Prices shown do not include applicable taxes and are subject to change.

The ChooseHealthy products and services are provided by entities other than Kaiser Foundation Health Plan, Inc., Kaiser Foundation Hospitals, and their respective subsidiaries, and the Permanente Medical Groups (collectively “Kaiser Permanente”), and Kaiser Permanente disclaims any liability for the ChooseHealthy products and services.

Some Kaiser Permanente members may have coverage through their health plan for some of the same services available through ChooseHealthy. Check your Kaiser Permanente *Evidence of Coverage* or *Membership Agreement* for details or call Kaiser Permanente’s Member Service Contact Center before accessing the discounted services. If a problem arises with the discounted services, you may take advantage of the Kaiser Permanente grievance process by calling the Member Service Contact Center.

In California: **1-800-464-4000** or **711** TTY

In Mid-Atlantic States: **301-468-6000** or **711** TTY

In Georgia: **404-261-2590** or **711** TTY

In Denver/Boulder: **303-338-3800** or **711** TTY

In Mountain Colorado area: **1-844-837-6884** or **711** TTY

In Northern Colorado area: **1-844-201-5824** or **711** TTY

In Southern Colorado area: **1-888-681-7878** or **711** TTY

In Washington: **1-888-901-4636** or **711** TTY

Support your health with complementary care

Get lower prices on many specialty health and fitness services



Find more ways to stay healthy – and save

There are many approaches to supporting good health. In addition to your doctor's care, Kaiser Permanente members can access a variety of complementary and alternative care resources to help you get active and stay healthy.

With the ChooseHealthy® Program,¹ you'll get preferred rates for many specialty health and fitness services, including:

- Acupuncture
- Chiropractic care
- Fitness center access
- Massage therapy

You also get access to online wellness information, activity tracking and other tools, and a health and wellness library – at no additional cost.



Find an acupuncturist, chiropractor, or massage therapist

Get 25% off contracted providers' standard fees when you make an appointment through ChooseHealthy. You don't need a referral from your doctor, and you can see a contracted provider as many times as you want. Here's how:

1. Choose a contracted provider at **kp.org/choosehealthy**. Select your area, then click the "ChooseHealthy" link. To search the provider directory, click the "Find a Provider" tab at the upper left. Or call ChooseHealthy at **1-877-335-2746** to check your options.
2. To make an appointment, just contact the ChooseHealthy contracted provider you'd like to see. Be sure to bring your Kaiser Permanente ID card to your appointment.



Join Active&Fit Direct™ – and get moving

The Active&Fit Direct program offers access to fitness center memberships for just \$25 a month, plus a \$25 enrollment fee.² Choose from more than 10,000 participating fitness centers and instructor-led classes nationwide and start exercising today. Here's how:

1. Find a participating fitness center near you at **kp.org/choosehealthy**. Select your area, click the "ChooseHealthy" link, then click "Learn More" in the Active and Fit Center.
2. Click "Enroll Now" to create an account, pay your applicable fees, and join. Your credit card will be charged monthly by Active&Fit Direct and you can cancel any time after the first 3 months at **kp.org/choosehealthy**.



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 find a fitness center or exercise studio, stay active at home with digital workouts, and more for as low as **\$25 a month*** (see reverse for details)
- Save 25% or more 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 gives you access to **16,000+ fitness centers and exercise studios**, **4,000+ digital workout videos**, the option to enroll your spouse/domestic partner,** and more, so you can get fit at the gym or at home. No long-term contract!

Learn more: kp.org/choosehealthy.

*Plus an enrollment fee and applicable taxes. Fees will vary based on fitness center selection.

**Add a spouse/domestic partner to a primary membership for additional monthly fees. Spouses/domestic partners must be 18 years or older. Fees will vary based on fitness center 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 Active&Fit Direct program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health. The ChooseHealthy program is provided by American Specialty Health Group, Inc. and ASH Technologies, Inc. (dba ASH Technologies of Delaware, Inc. in the state of Pennsylvania); all are subsidiaries of American Specialty Health Incorporated (ASH), a national provider of fitness, health education, musculoskeletal provider networks, and health management programs. Not all services may be available in all areas, and the program may be changed (including monthly and enrollment fees and/or the introductory period) or discontinued at any time.

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Expect great care when you're expecting

Maternity care at Kaiser Permanente

More than 100,000 babies were born at Kaiser Permanente last year. That's a lot of glowing moms-to-be, nervous partners, and adorable new arrivals. But we also make sure having your baby with us is unique and special for you and your growing family.

Personalized care from a dedicated team

Your prenatal care team is there to help keep you and your baby healthy, empower and support you throughout your pregnancy, and help you have the birth experience you want. Your first step is choosing a doctor or midwife:

Obstetricians are doctors who care for pregnant women and deliver babies. 94% of our ob-gyns are board certified – that means they've had extra training to become highly skilled in their field.

Midwives are registered nurses who provide holistic, family-centered care during pregnancy, delivery, and recovery.¹

Support for a healthy pregnancy

We're here for you before, during, and after the birth of your baby.

Visit kp.org/classes to explore classes and programs for expecting parents – including:²

- Preparing for childbirth
- Prenatal yoga
- Breastfeeding
- Newborn care

Go to kp.org/maternity for in-depth resources for every stage of pregnancy, labor and delivery, and your baby's first few weeks at home. Come back often for articles, checklists, videos, virtual tours of our maternity wards, and more.

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Planning for a positive delivery day experience

Giving birth is hard work – but you get an amazing reward at the end. Making a birth plan lets you tell us how you envision your day, so we can do our best to honor your wishes and help you have a safe, positive experience.

- Download a birth plan at kp.org/birthplan.
- Fill it out and share it with your prenatal care provider.
- We'll add it to your electronic health record so your care team can review it on delivery day.

Breastfeeding your baby for a healthy start in life

Experts recommend feeding your baby nothing but breast milk for the first 6 months. Learning to breastfeed can be difficult and frustrating – many new moms struggle at first.

If you choose to nurse your baby, you'll get plenty of support from us. Board-certified lactation consultants are available to give you one-on-one support – both in the hospital and after you go home.

If you and your baby need specialized care

Learning that your pregnancy is high-risk can be scary – but many of our high-risk moms-to-be have healthy pregnancies and healthy babies. Any specialty prenatal care you may need will be built into your maternity care plan.

If you're high-risk, you'll see a perinatologist who specializes in complicated pregnancies. And if your baby needs extra TLC, our highly trained neonatal intensive care teams provide specialized care for newborns with unique needs.

¹Midwives are not available at all Kaiser Permanente facilities.

²Classes vary by location and some may require a fee.

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



GETTING THE CARE YOU NEED WHEN YOU NEED IT.

We're here to help you get the right care,
so you can get healthy and stay that way.

When you're sick or injured, you may have an urgent care need—one that requires prompt medical attention, but is not an emergency medical condition.¹

Many of our Southern California facilities provide urgent care. Locations are listed below.² For hours, call the appointment and advice line at the facility you plan to visit.

If you're not sure what kind of care you need, our advice nurses can direct you to the most appropriate place for treatment, and provide advice, when medically necessary.

Our advice nurses are available 24 hours a day, 7 days a week. To contact one during weekdays, call the number for your Kaiser Permanente facility. For after-hours advice, call **1-888-KPONCALL (1-888-576-6225)**, or **711** (TTY for the deaf, hard of hearing, or speech impaired).

URGENT CARE LOCATION (by city)

ADVICE / APPOINTMENTS

Stockdale Medical Offices

3501 Stockdale Highway
Bakersfield, CA 93309

Adults: walk-in available

Pediatrics: by appointment only

661-328-9831 or
1-877-524-7373 (from outlying
communities)

Baldwin Park Medical Center

1011 Baldwin Park Blvd.
Baldwin Park, CA 91706

Adults and Pediatrics

1-800-780-1277

Bellflower Medical Offices

9400 Rosecrans Ave.
Bellflower, CA 90706

Pediatrics only: 3rd Floor (weekdays)

1-800-823-4040

Downey Medical Center

Orchard Medical Offices
9449 E. Imperial Highway
Downey, CA 90242

Adults: 1st Floor

Pediatrics: (weekends and holidays)

1-800-823-4040



URGENT CARE LOCATION (by city)	ADVICE / APPOINTMENTS
Fontana Medical Center 9961 Sierra Ave. Fontana, CA 92335 Adults: Medical Office Building 1 1st Floor Pediatrics: Medical Office Building 1 2nd Floor	1-888-750-0036
Garden Grove Medical Offices 12100 Euclid St. Garden Grove, CA 92840	1-888-988-2800 (walk-in available)
South Bay Medical Center 25825 S. Vermont Ave. Harbor City, CA 90710 Adults: Normandie North Medical Office Building, 3rd Floor Pediatrics: Normandie North Medical Office Building, 2nd Floor	1-800-780-1230
Executive Urgent Care of Indian Wells³ 74-785 Highway 111, Suite 100 Indian Wells, CA 92210	760-346-3932
La Mesa Medical Offices 8080 Parkway Drive La Mesa, CA 91942 Adults (Pediatrics not available)	1-800-290-5000
Lancaster Medical Offices 43112 N. 15th St. W. South Building Lancaster, CA 93534 Adults and Pediatrics	1-877-554-4404
East Los Angeles Medical Offices 5119 Pomona Blvd. Los Angeles, CA 90022	1-800-954-8000 (by appointment only)
Los Angeles Medical Center 1526 N. Edgemont St. Los Angeles, CA 90027 Adults: 1526 N. Edgemont St. 1st Floor Pediatrics: 4700 W. Sunset Blvd. 4th Floor	1-800-954-8000 (walk-in available)
West Los Angeles Medical Center 6041 Cadillac Ave. Los Angeles, CA 90034 Adults: Medical Offices, 1st Floor Lobby (walk-in only) Pediatrics: Venice Medical Offices 5971 Venice Blvd. 1st Floor	1-800-954-8000



URGENT CARE LOCATION (by city)	ADVICE / APPOINTMENTS
Mission Viejo Medical Offices 23781 Maquina Ave. Mission Viejo, CA 92691	1-888-988-2800 (walk-in available)
Ontario Medical Center 2295 S. Vineyard Ave. Medical Office Building A, 1st Floor Ontario, CA 91761	1-888-750-0036
Oxnard 2200 East Gonzales Road Medical Offices 2200 E. Gonzales Road Oxnard, CA 93036	1-888-515-3500
Healthcare Express Urgent Care³ 42575 Washington St. Palm Desert, CA 92211	760-360-1475
Palm Desert Urgent Care Center³ 73345 Highway 111, Suite 101 Palm Desert, CA 92260	760-340-5800
VIP Urgent Care Center³ 72-630 Fred Waring Drive, Suite 101 Palm Desert, CA 92260	760-674-1923
VIP Urgent Care Center³ 100 S. Sunrise Way, Suite A Palm Springs, CA 92262	760-969-5999
Panorama City Medical Center 13652 Willard St. South 1 Medical Offices Panorama City, CA 91402	1-888-778-5000
Pasadena Medical Offices 3280 E. Foothill Blvd. Pasadena, CA 91107	1-800-954-8000 (walk-in available)
Riverside Medical Center 10800 Magnolia Ave. Park Sierra Medical Offices, 1st Floor Riverside, CA 92505	1-866-984-7483 (no appointment necessary)
Otay Mesa Outpatient Medical Center 4650 Palm Ave. San Diego, CA 92154 Adults and Pediatrics	1-800-290-5000
Vandever Medical Offices 4405 Vandever Ave. San Diego, CA 92120 Adults and Pediatrics	1-800-290-5000



¹If you have an emergency medical condition, call **911** or go to the nearest hospital.

An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a reasonable person would have believed that the absence of immediate medical attention would result in any of the following: (1) placing the person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; (2) serious impairment to bodily functions; or (3) serious dysfunction of any bodily organ or part.

A mental health condition is an emergency medical condition when it meets the requirements of the paragraph above or, for members who are not enrolled in Kaiser Permanente Senior Advantage, when the condition manifests itself by acute symptoms of sufficient severity such that either of the following is true: The person is an immediate danger to himself or herself or to others, or the person is immediately unable to provide for, or use, food, shelter, or clothing, due to the mental disorder.

²Please visit kp.org/facilities for the latest information on our facilities.

³Affiliated plan facility

URGENT CARE LOCATION (by city)	ADVICE / APPOINTMENTS
San Marcos Outpatient Medical Center 400 Craven Road San Marcos, CA 92078	1-800-290-5000
Harbor–MacArthur Medical Offices 3401 S. Harbor Blvd. Santa Ana, CA 92704	1-888-988-2800 (walk-in available)
Santa Clarita Medical Offices 27107 Tournay Road Santa Clarita, CA 91355	1-888-778-5000
Thousand Oaks 365 East Hillcrest Drive Medical Offices 365 E. Hillcrest Drive Thousand Oaks, CA 91360	1-888-515-3500
High Desert/Victorville Medical Offices 14011 Park Ave. Victorville, CA 92392	1-888-750-0036 (walk-in available)
Wildomar Medical Offices 36450 Inland Valley Drive Wildomar, CA 92595	1-866-984-7483
Woodland Hills Medical Center 5601 De Soto Ave. Medical Office Tower, Entrance 4 Woodland Hills, CA 91367	1-888-515-3500
Adults and Pediatrics	
Avalon Urgent Care Center³ 58471 29 Palms Highway, Suite 303 Yucca Valley, CA 92284	760-365-0851

THE DOCTOR WILL SEE YOU NOW.

See physicians and providers for non-urgent and urgent symptoms by video visit—wherever you need.



Register at **kp.org** today to schedule a video visit. Add or download the Kaiser Permanente (KP) app to get started.



WHY USE A KAISER PERMANENTE VIDEO VISIT?



STAY CONNECTED

Many video services require you to provide all your health information. But at Kaiser Permanente, you and all of your caregivers are connected through your electronic medical record, including your personal physician, specialists, and even emergency physicians. They know you and your health history, so they can provide personalized care no matter how you choose to see them—in person or by video visit.



PAY \$0

Most other video services charge a fee for the doctor's time, but at Kaiser Permanente, there's usually no copay, coinsurance, or deductible. Plus, there's no need to pay a sitter, take time off work, or pay for gas, parking, or cab or train fares.



SAVE TIME

Why travel across town? Have your appointment anywhere you can connect with a mobile device—from home, the office, the gym, or the classroom. Get care on your terms—you're in control.



GET CARE NOW— NO APPOINTMENT NEEDED

With our Get Care Now on-demand service, no appointment is needed for Urgent Care. You can see the next-available clinician today by video. Connect to this virtual care service 24/7.



GET CARE FOR JUST ABOUT ANYTHING

Video visits are available for most situations and conditions, including:

- Cough/cold/flu/sore throat/allergies/sinus conditions
- Pink-eye
- Nausea/vomiting/diarrhea (no abdominal pain)
- Minor injuries/aches and pains
- Skin conditions
- Sleep or mood problems
- Follow-up care for chronic conditions
- Urinary issues
- Seen by your doctor within past 2 weeks and your condition has not improved
- Medication questions



COORDINATED CARE

During your video visit, the physicians can order your prescriptions, labs, and radiology imaging. They can also arrange any needed follow-up care or referrals after your video visit. The doctors can remind you about and arrange for your preventive health checks—all when you receive care in Kaiser Permanente facilities.



GET HELP IN YOUR LANGUAGE

During your video visit, you can request a language or American Sign Language interpreter to help assist you during your appointment.



GET STARTED WITH VIDEO VISITS

Through **kp.org** or by using the KP app, you can schedule a video visit online with a specific provider, or join a Get Care Now video visit with an Urgent Care physician.

If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors and health care providers from providing care across state lines. Laws differ by state. If you have an HSA-qualified deductible plan, you may need to pay the full charge for scheduled phone appointments and video visits until you reach your deductible. Once you reach your deductible, you won't pay anything for scheduled phone appointments and video visits.

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
2101 E. Jefferson St., Rockville, MD 20852 2022MC0615 MAS 8/5/22-12/31/23

Your costs during preventive care visits

Preventive care visits can help you stay healthy. Depending on your plan, most of these visits are covered at no cost. But if you have symptoms of a health condition, you may need diagnostic or treatment services. If that happens, you may get a bill for those additional services.



Preventive care

The purpose of a preventive care visit is to help keep you healthy and uncover possible health problems early.

Examples

- Blood pressure screening for all adults
- Colorectal cancer screening for adults over 50
- Type 2 diabetes screening for adults with high blood pressure
- Immunizations for children from birth to 18 years

What you'll pay

For most members, preventive care visits are covered at no cost.

Learn more

For a full list of preventive care services, visit kp.org/prevention.



Diagnostic or treatment services

Any care or service that's used to diagnose or treat a health problem is not considered preventive. These services are given in response to symptoms of a health condition.

Examples

- Some prescription drugs, which may be used to treat or manage a condition you already have
- Lab tests or X-rays
- Procedures, like removing a mole or getting stitches

What you'll pay

Diagnostic or treatment services may result in a bill – which may include a copay, coinsurance, or deductible.

Learn more

For questions about a medical bill, visit kp.org/mybenefits or call **1-800-464-4000**, 24/7 (closed holidays) or **711** (TTY). We also offer payment plans and financial assistance for members who qualify.

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** for addresses)
- **Online:** Use the online form on our website at **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.
16th 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 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.

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** [haga clic en “Español”] para obtener las direcciones).
- **En línea:** Use el formulario en línea en nuestro sitio web en **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.
16th 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 (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 (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 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

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.
16th 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 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 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** để biết địa chỉ)
- **Trực tuyến:** Sử dụng mẫu đơn trực tuyến trên trang mạng của chúng tôi tại **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.
16th 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 Cổng 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, 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.

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 مجاناً 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 թարգմանչի ծառայություններ, Ձեր լեզվով թարգմանված կամ այլընտրանքային ձևաչափով պատրաստված նյութեր: Պարզապես զանգահարեք 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 شبانه روز 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 صورتهای دیگر درخواست کنید. کفایت در 24 ساعت شبانه روز 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: Muajkw pab txhais lus pub dawb rau koj, 24 teev ib hnub twg, 7 hnub ib lim tiam twg. Koj thov tau cov kev pab txhais lus, muab cov ntaub ntawv txhais ua koj hom lus, los yog ua lwm hom. Tsuas hu rau **1-800-464-4000**, 24 teev ib hnub twg, 7 hnub ib lim tiam twg (cov hnub 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។ អ្នកអាចស្នើសុំសេវាអ្នកបកប្រែសំភារៈដែលបានបកប្រែទៅជាភាសាខ្មែរ 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: ການຊ່ວຍເຫຼືອດ້ານພາສາມີໄທ້ໂດຍບໍ່ເສັງຄ່າ ແກ່ທ່ານ, ຕະຫຼອດ 24 ຊົ່ວໂມງ, 7 ວັນຕໍ່ອາທິດ. ທ່ານ ສາມາດຮ້ອງຂໍຮັບບໍລິການນາຍພາສາ, ໃຫ້ແປເອກະ ສານເປັນພາສາຂອງທ່ານ, ຫຼື ໃນຮູບແບບອື່ນ. ພຽງ ແຕ່ໂທຫາພວກເຮົາທີ່ **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 bibaa' dji' ahéé'iikeed tsosts'id yiskáají damoo ná'ádleejji. Atah halne'é áká'adoolwołígíí jókí, t'áadoo le'é t'áá hóhazaadjí hadilyaa'go, éí doodaii' nááná lá ał'aa'ádaat'chígíí bee hádadilyaa'go. Kojí hodiilnih **1-800-464-4000**, naadiin doo bibaa' dji' ahéé'iikeed tsosts'id yiskáají damoo ná'ádleejji (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 ਹੈ। 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 ਸਿਰਫ਼ ਸਾਨੂੰ **1-800-464-4000** ਤੇ, ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ (ਛੁੱਟੀਆਂ ਵਾਲੇ ਦਿਨ ਬੰਦ ਰਹਿੰਦਾ ਹੈ) ਫ਼ੋਨ ਕਰੋ। TTY ਦਾ ਉਪਯੋਗ ਕਰਨ ਵਾਲੇ **711** 'ਤੇ ਫ਼ੋਨ 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 ทุกวันตลอดชั่วโมงทำการของเราคุณสามารถขอให้ล่ามช่วยตอบคำถามของคุณที่เกี่ยวกับความคุ้มครองการดูแลสุขภาพของเราและคุณยังสามารถขอให้มีการแปลเอกสารเป็นภาษาที่คุณใช้ได้โดยไม่มีการคิดค่าบริการเพียงโทรหาเราที่หมายเลข **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**.