Care for all that is you
Experience health care designed with you in mind

Care for …

Routine checkups, complex treatments, and late-night questions
Building strength, reducing stress, and raising a family
New goals, old habits, and ongoing mental wellness
No matter what your priority is, ours is providing excellent care — for the you who’s feeling great, the you who needs support, and every you in between.
Built to make your life easier

Combined care and coverage means your Kaiser Permanente doctors, hospitals, and health plan benefits are all connected and committed to providing you with exceptional care tailored to your needs.

It’s easier access to top specialists and the latest treatments.  It’s predictable costs and less paperwork.  It’s the right care, when you need it.

Find out how we can help you stay healthy and keep doing what you love.
kp.org/allthatisyou
Care that’s personalized
For the you who deserves to be understood

Kaiser Permanente doctors have one priority: your health. Your electronic health record connects your care team with your health history, so your doctor can plan the right care for your needs. They learn your lifestyle, risks, and goals to understand what matters most to you and be your best health advocate.

Explore care that fits your life.
kp.org/connectedtocare

We guide you through every step of your care

Your health history lives on your electronic health record.

Your doctor guides you through appointments and referrals.

Your health record is available to you and your care team 24/7.

Your care team lets you know when to schedule checkups and tests.
Care that’s convenient
For the you with a busy schedule

Visit kp.org or use our app to make a routine same-day or next-day appointment in person, or talk to a clinician 24/7 by phone or video.¹ No matter how you connect, you’ll always talk with a medical professional who can see your health history and pick up where you left off.

Do more in one visit

Many of our facilities have pharmacies and labs in the same building, so you can see your doctor, get your tests, and pick up your prescriptions all in one stop.

Your health at your fingertips

• Get 24/7 virtual care
• Email your care team
• View most lab results and doctor’s notes
• Refill most prescriptions
• Check in for appointments
• Pay bills and view statements

See how the Kaiser Permanente app puts you in control. kp.org/mobile

You’re covered while traveling

If you’re planning to travel, we can help you manage your vaccinations, refill prescriptions, and more. And once you’re on the go, you’re covered for urgent and emergency care anywhere in the world – even at non-Kaiser Permanente facilities.
Care that’s **world class**

For the you who expects the best

No matter your needs — mental health, maternity, cancer care, heart health, and beyond — you have access to expert doctors, cutting-edge technology, and the latest evidence-based care.

Learn how our doctors and specialists work for you.

[kp.org/specialtycare](http://kp.org/specialtycare)

We’re a national leader in screening rates and research, and we’re among the top-rated health plans in every state we serve.²,³,⁴

Kaiser Permanente members are:

- **33%** more likely to survive heart disease⁶
- **52%** more likely to survive colorectal cancer⁶
- **20%** less likely to experience premature death due to cancer⁷

All 39 of our hospitals have been recognized by U.S. News & World Report as high performing in one or more types of care.
Care that’s all encompassing
For the you who wants to explore all your health options

Kaiser Permanente members can get help with depression, anxiety, addiction, and mental or emotional health – without a referral. You also have access to self-care apps to help your overall mental wellness.8,9

Calm
The number one app for sleep and meditation

Ginger
Text one-on-one with an emotional support coach anytime, anywhere10

myStrength
Build a personalized plan to strengthen your emotional health

Find out more about mental health care. kp.org/mentalhealth

Resources for everyday wellness
Take advantage of classes, services, and programs to help you achieve your health and fitness goals.11

- Acupuncture, massage therapy, and chiropractic care
- Reduced rates on gym memberships
- Healthy lifestyle programs
- Wellness coaching
- Online fitness with the ClassPass app
Care that’s *dependable*

*For the you who wants a doctor you trust*

Your health is a lifelong journey, and we want you to have the right doctor to go the distance. We hire doctors and staff who speak more than one language and deliver care that’s sensitive to your culture, ethnicity, and lifestyle. And you can choose or change your doctor anytime.

From finding the right doctor to transitioning care, we’ll help you with every step.

[kp.org/newmember](http://kp.org/newmember)

> Dr. Weniger was relatable, kind, and thorough. By the end of my visit, I knew I made the right choice in Kaiser Permanente.

— Aimee, new member
Complete care to help you live a fuller, healthier life

With Kaiser Permanente, you have a trusted partner who considers your health a priority and makes it easier to get the care you need. That’s why members stay with Kaiser Permanente nearly 3 times as long as other health plans.¹²

Want to learn more?

Visit kp.org/allthatissyou to shop plans and get help with your health care questions.

Call 1-800-514-0985 (TTY 711), Monday through Friday, 7 a.m. to 6 p.m. Pacific time to talk to an enrollment specialist.

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

• 1-800-464-4000 (English and more than 150 languages using interpreter services)
• 1-800-788-0616 (Spanish)
• 1-800-757-7585 (Chinese dialects)
• 711 (TTY)
1. When appropriate and available. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state.

2. Kaiser Permanente 2022 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 2022 and is used with the permission of NCQA. Quality Compass 2022 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality. 3. 2021 Annual Report, Kaiser Permanente, about.kaiserpermanente.org/who-we-are/annual-reports/2021-annual-report. 4. NCQA’s Private Health Insurance Plan Ratings 2022–2023, National Committee for Quality Assurance, 2022: Kaiser Foundation Health Plan of Colorado – HMO (rated 4 out of 5); Kaiser Foundation Health Plan of Georgia, Inc. – HMO (rated 4 out of 5); Kaiser Foundation Health Plan, Inc., of Hawaii – HMO (rated 4 out of 5); Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. – HMO (rated 5 out of 5); Kaiser Foundation Health Plan, Inc., of Northern California – HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan of the Northwest – HMO (rated 4 out of 5); Kaiser Foundation Health Plan, Inc., of Southern California – HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan of Washington – HMO (rated 4 out of 5). 5. Robert Pearl and Brian Wayling, “The Telehealth Era Is Just Beginning,” Harvard Business Review, May–June 2022. 6. Theodore R. Levin, MD, et al., “Effects of Organized Colorectal Cancer Screening on Cancer Incidence and Mortality in a Large, Community-Based Population,” Gastroenterology, November 2018. 7. Elizabeth A. McGlynn, PhD, et al., “Measuring Premature Mortality Among Kaiser Permanente Members Compared to the Community,” July 20, 2022. 8. The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your Evidence of Coverage or other plan documents. The apps and services may be discontinued at any time. 9. Calm and myStrength can be used by members 13 and over. The Ginger app and services are not available to any members under 18 years old. 10. Eligible Kaiser Permanente members can text with a coach using the Ginger app for 90 days per year. After the 90 days, members can continue to access the other services available on the Ginger app for the remainder of the year at no cost. 11. The services described above are not covered under your health plan benefits and are not subject to the terms set forth in your Evidence of Coverage or other plan documents. These services may be discontinued at any time without notice. 12. Kaiser Permanente internal data, 2019; “12 Trends Influencing the Future of Workplace Benefits,” Aflac, 2018; U.S. Bureau of Labor Statistics, 2018.
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. You can also request auxiliary aids and devices at our facilities. Just call us at 1-800-464-4000, 24 hours a day, 7 days a week (closed holidays). TTY users call 711.
Thai: มีบริการช่วยเหลือด้านภาษาฟรีตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์ คุณสามารถขอใช้บริการต่าง ๆ เมื่อต้องการได้ คุณสามารถขอเอกสารแปลหรือในรูปแบบอื่นได้ คุณสามารถขออุปกรณ์และเครื่องมือช่วยเหลือได้ที่ศูนย์บริการให้ความช่วยเหลือของเรา โดยโทรหา เร็ว ๆ นี้ 1-800-464-4000 ตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์ (ยกเว้นวันหยุดราชการ) ผู้ใช้ TTY ให้โทร 711

Ukrainian: Послуги перекладача надаються безкоштовно, цілодобово, 7 днів на тиждень. Ви можете зробити запит на послуги усного перекладача, отримання матеріалів у перекладі мовою, якою володієте, або в альтернативних форматах. Також ви можете зробити запит на отримання допоміжних засобів і пристроїв у закладах нашої мережі компаній. Просто зв'яжіться з нами за номером 1-800-464-4000. Ми працюємо цілодобово, 7 днів на тиждень (крім святкових днів). Номер для користувачів телетайпа: 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 cũng có thể yêu cầu các phương tiện trợ giúp và thiết bị trợ trợ tại các cơ sở của chúng tôi. 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.
**Nondiscrimination Notice**

Discrimination is against the law. Kaiser Permanente follows State and Federal civil rights laws.

Kaiser Permanente does not unlawfully discriminate, exclude people, or treat them differently because of age, race, ethnic group identification, color, national origin, cultural background, ancestry, religion, sex, gender, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, medical condition, source of payment, genetic information, citizenship, primary language, or immigration status.

Kaiser Permanente provides the following services:

- No-cost aids and services to people with disabilities to help them communicate better with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (braille, large print, audio, accessible electronic formats, and other formats)

- 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 our Member Service Contact Center at **1-800-464-4000 (TTY 711)**, 24 hours a day, 7 days a week (except closed holidays). If you cannot hear or speak well, please call 711.

Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, or another format, call our Member Service Contact Center and ask for the format you need.

**How to file a grievance with Kaiser Permanente**

You can file a discrimination grievance with Kaiser Permanente if you believe we have failed to provide these services or unlawfully discriminated in another way. Please refer to your *Evidence of Coverage or Certificate of Insurance* for details. You may also speak with a Member Services representative about the options that apply to you. Please call Member Services if you need help filing a grievance.

You may submit a discrimination 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
You may also contact the Kaiser Permanente Civil Rights Coordinators directly at the addresses below:

- **Attn**: Kaiser Permanente Civil Rights Coordinator
  - Member Relations Grievance Operations
  - P.O. Box 939001
  - San Diego CA 92193

**How to file a grievance with the California Department of Health Care Services Office of Civil Rights (For Medi-Cal Beneficiaries Only)**

You can also file a civil rights complaint with the California Department of Health Care Services Office of Civil Rights in writing, by phone or by email:

- **By phone**: Call DHCS Office of Civil Rights at **916-440-7370** (TTY 711)
- **By mail**: Fill out a complaint form or send a letter to:
  - Deputy Director, Office of Civil Rights
  - Department of Health Care Services
  - Office of Civil Rights
  - P.O. Box 997413, MS 0009
  - Sacramento, CA 95899-7413
  
  Complaint forms are available at: [http://www.dhcs.ca.gov/Pages/Language_Access.aspx](http://www.dhcs.ca.gov/Pages/Language_Access.aspx)

- **Online**: Send an email to CivilRights@dhcs.ca.gov

**How to file a grievance with the U.S. Department of Health and Human Services Office of Civil Rights**

You can file a discrimination complaint with the U.S. Department of Health and Human Services Office for Civil Rights. You can file your complaint in writing, by phone, or online:

- **By phone**: Call **1-800-368-1019** (TTY 711 or 1-800-537-7697)
- **By mail**: Fill out a complaint form or send a letter to:
  - U.S. Department of Health and Human Services
  - 200 Independence Avenue, SW
  - Room 509F, HHH Building
  - Washington, D.C.  20201
  

- **Online**: Visit the Office of Civil Rights Complaint Portal at: [https://ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)