

Lead with care

KP 101 Member Care & Resources
By: Olga Rodriguez-Macias, Territory Manager II

1. Manage care anytime anywhere with kp.org app
2. Access to Care
3. Care Away From Home
4. Total Well-being Tools and Resources
5. One Pass Select Affinity
6. Wrap –Up Questions

AGENDA

KP.org app to manage your care

Combined care and coverage is everything

When all your needs are handled under one plan, you get:

- **Seamless in-person and virtual care**
- **Support for your mental health and wellness**
- **24/7 access to care wherever you are**
- **High-quality preventive, primary, and specialty care**



Seamless in-person and virtual care

Use the Kaiser Permanente app to manage your care wherever you are.



Get 24/7 virtual care.



Email your care team with nonurgent questions anytime.



View most lab results and doctor's notes.



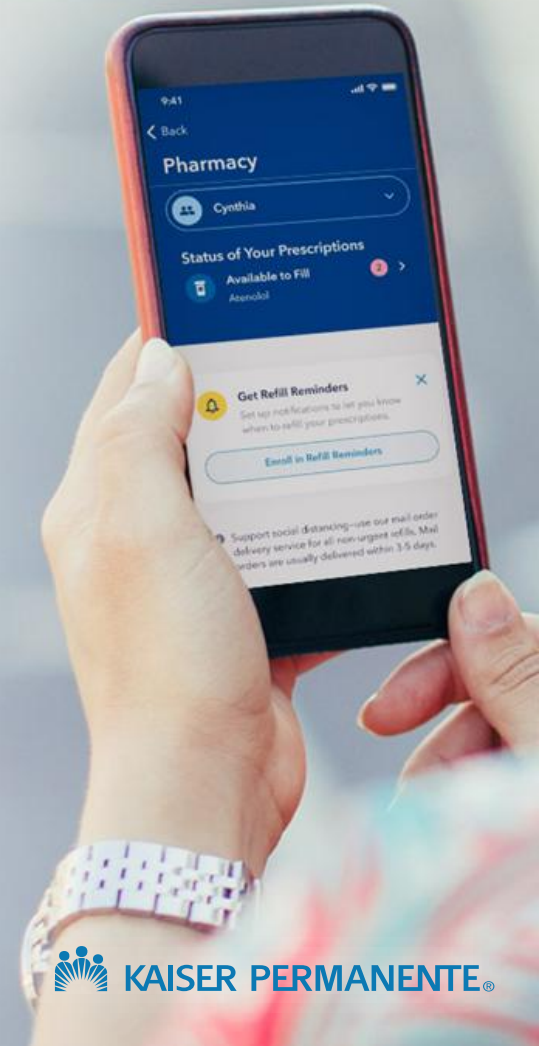
Refill most prescriptions.



Schedule and check in for appointments.



Pay bills and view statements.



We guide you every step of the way

Your electronic health record is available to you and your care team 24/7. Your care team guides you through appointments and referrals, and lets you know when to schedule checkups and tests.

Health care that moves with you



In-person care close to home

- A national network of locations, doctors, and specialists
- Timely primary care appointments and lab results



Mail-order pharmacy

- One-tap refills and automated reminders
- Same-day pickup and delivery for most prescriptions^{1,2}



Care while traveling

- Coverage for urgent and emergency care anywhere in the world
- 24/7 care by phone or online across the U.S.³

1. Not all prescriptions can be mailed, restrictions may apply. Please check with your local pharmacy. 2. Same-day and next-day prescription delivery services may be available for an additional fee. These services aren't covered under your health plan benefits and may be limited to specific prescription drugs, pharmacies, and areas. Order cutoff times and delivery days may vary by pharmacy location. Kaiser Permanente isn't responsible for delivery delays by mail carriers. Kaiser Permanente may discontinue same-day and next-day prescription delivery services at any time without notice and other restrictions may apply. Medi-Cal and Medicaid beneficiaries should ask their pharmacy for more information about prescription delivery. 3. When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state.



Access to Care

Get care now

24/7 virtual care — a fast, flexible way to talk with a clinician.
Great for care when and where members need it most.

1. Answer questions about symptoms

To get started, members can sign in to kp.org or the Kaiser Permanente app and answer a few questions to help us learn about their symptoms.


2. Choose how to get care


We'll recommend how members can get care quickly — either by phone, video, or both. Where available, members can also see estimated wait times to help them choose the best option for their needs.

3. Talk with a clinician

Clinicians are available to deliver care to the members based on their needs. During the visit, the clinician will update the member's health record to help coordinate follow-up care.



 no cost to members
on most plans

 all devices

 clinical care

 KAISER PERMANENTE.

Target Clinics in Southern California

Target Clinic Hours:

Mon - Fri: 9 a.m. to 1:30 p.m. and 2:30 p.m. to 7:00p.m.

Sat - Sun: 11 a.m. to 2 p.m. and 2:30 p.m. to 4:00 p.m.

Services

Kaiser Permanente members and other Target guests can get more than 85 different services at the clinics, including:

- Care for chronic illnesses, such as diabetes and high blood pressure
- Child and adolescent care (starting at 2 weeks old)
- Treatment for minor illnesses, such as cold and flu
- Women's health services

[Visit: https://kptargetclinic.org/](https://kptargetclinic.org/)



Increase access to care with new Target Clinics in Southern California

Target Clinic hours & locations

Mon-Fri, 9 a.m. to 7 p.m.; Sat-Sun, 11 a.m. to 4 p.m.;
 Closed for lunch, Mon-Fri, 1:30 to 2:30 p.m.; Sat-Sun, 2 to 2:30 p.m.

Los Angeles County

Burbank
 1800 W. Empire Ave.
 Burbank, CA 91504

Compton
 1621 S. Alameda St.
 Compton, CA 90220

Culver City
 10820 Jefferson Blvd.
 Culver City, CA 90230

Eagle Rock
 2626 Colorado Blvd.
 Los Angeles, CA 90041

Hawthorne
 2700 W. 120th St.
 Hawthorne, CA 90250

Inglewood
 3471 W. Century Blvd.
 Inglewood, CA 90301

Northridge
 8999 Balboa Blvd.
 Northridge, CA 91325

Norwalk
 10600 Firestone Blvd.
 Norwalk, CA 90650

Pico Rivera
 8800 Whittier Blvd.
 Pico Rivera, CA 90660

Redondo Beach
 1601 Kingsdale Ave.
 Redondo Beach, CA 90278

Rosemead
 3600 Rosemead Blvd.
 Rosemead, CA 91770

Santa Clarita East
 19105 Golden Valley Rd.
 Santa Clarita, CA 91387

West Covina South
 2370 S. Azusa Ave.
 West Covina, CA 91792

Westlake Village
 30740 Russell Ranch Rd.
 Westlake Village, CA 91362

Kern County

Bakersfield NW
 9100 Rosedale Hwy.
 Bakersfield, CA 93312

Orange County

Irvine North
 13200 Jamboree Rd.
 Irvine, CA 92602

San Clemente
 990 Avenida Vista Hermosa
 San Clemente, CA 92673

West Fullerton
 1893 W. Malvern Ave.
 Fullerton, CA 92833

Riverside County

Hemet
 3527 W. Florida Ave.
 Hemet, CA 92545

Lake Elsinore
 18287 Collier Ave.
 Lake Elsinore, CA 92530

Menifee
 30340 Haun Rd.
 Menifee, CA 92584

Norco
 1290 Hamner Ave.
 Norco, CA 92860

Palm Desert
 72549 Highway 111
 Palm Desert, CA 92260

Riverside Arlington
 3333 Arlington Ave.
 Riverside, CA 92506

San Bernardino County

Apple Valley
 19201 Bear Valley Rd.
 Apple Valley, CA 92308

Fontana North
 15272 Summit Ave.
 Fontana, CA 92336

Montclair
 9052 Central Ave.
 Montclair, CA 91763

Redlands
 27320 W. Lugonia Ave.
 Redlands, CA 92374

San Diego County

Chula Vista
 1240 Broadway
 Chula Vista, CA 91911

Encinitas
 1010 N. El Camino Real
 Encinitas, CA 92024

San Diego Mission Valley
 1288 Camino Del Rio N.
 San Diego, CA 92108

Santee
 9846 Mission Gorge Rd.
 Santee, CA 92071

Vista
 1751 University Dr.
 Vista, CA 92083



CARE PROVIDED BY



35

Locations currently open

World-class maternity care

Expect great care when you're expecting



A dedicated prenatal care team



A personalized birth plan



Care and support every step of the way



Support that doesn't stop at delivery

Tailoring care — because one size does not fit all

Our services are designed to cater to your unique needs.



Specialty care

- Fertility specialists
- Early intervention for high-risk pregnancies
- Perinatology (care focused on mother and fetus health)
- Smoking cessation programs
- Certified nurse midwives
- Proactive depression screening
- Level III NICU facilities
- Breastfeeding consultants



Tailoring care — because one size does not fit all

For in-depth resources for every stage of pregnancy, labor and delivery, and your baby's first few weeks at home.

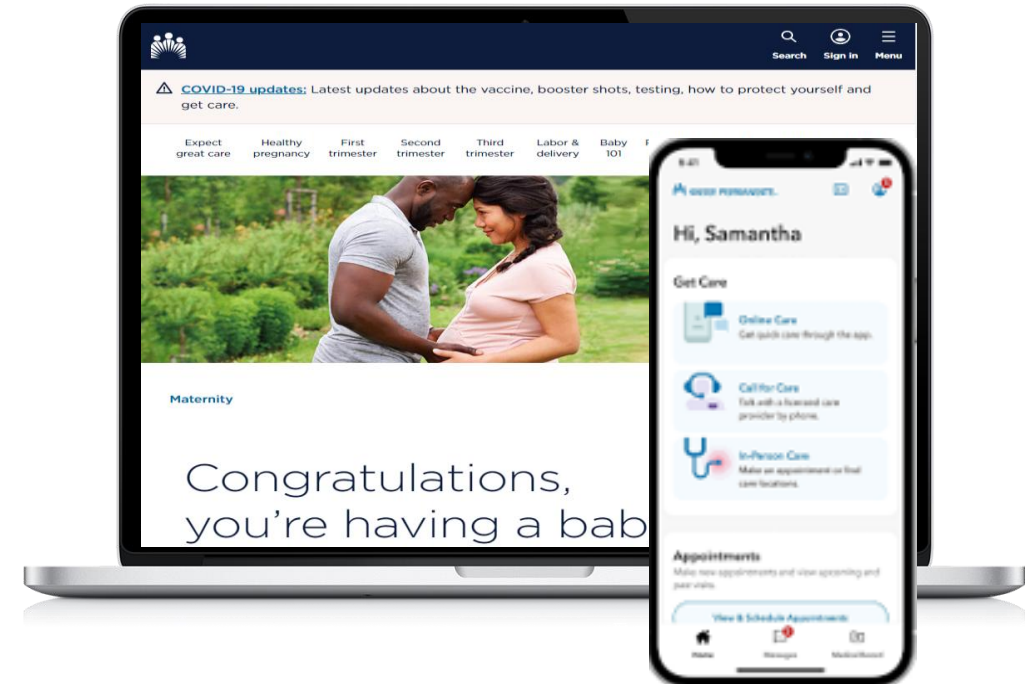


Digital support

Maternity Website: kp.org/maternity

- Articles
- Checklists
- Videos
- Virtual tours of Labor & Delivery
- Fertility Calculator in Pre-pregnancy section

Kaiser Permanente Mobile App



Support for your mind and body



For your mental and emotional health

- Access to licensed therapists, self-care apps,¹ and wellness coaching
- 24/7 emotional support



For your physical fitness and lifestyle

- In-person and online health classes²
- Wellness coaching by phone

1. 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. 2. Some classes may require a fee.

Mental Health

Mental health conditions are common — and people do get better. We make it easy for you to get help wherever you want to begin. From personalized care to self-care tools, we'll help connect you to the support you need.

Primary care

Get 24/7 medical advice by phone – Call **1-833-574-2273 (TTY 711)** for medical advice and care guidance 24 hours a day, 7 days a week.

Talk to your primary care doctor – Your doctor can assess your needs and connect you with the right care. Call **1-833-574-2273 (TTY 711)** or visit kp.org/appointments to schedule an in-person, phone,¹ or video¹ visit.

Specialty care

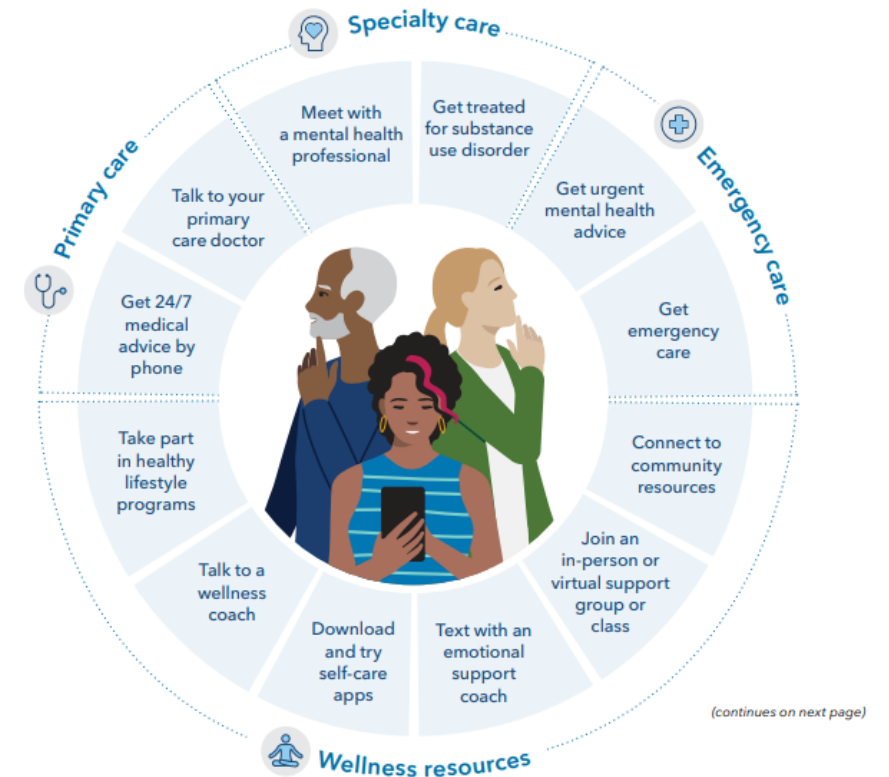
Meet with a mental health professional – Work with a clinician to create a care plan tailored to your individual needs. Call **1-833-KP-WITH-U; 1-833-579-4848 (TTY 711)** to make an appointment. No referral needed.

Get treated for substance use disorder – If you or someone you love is struggling with alcohol or drugs, we can help. Talk to your doctor or visit kp.org/addiction.

Emergency care

Urgent mental health advice – Call **1-800-900-3277 (TTY 711)** 24 hours a day, 7 days a week, to speak to our crisis team.

Emergency care – If you're having a medical or mental health emergency, call **911** or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents.



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Support for emotional wellness

Try our on-demand self-care apps today at no additional cost.

Employees can use our no-cost health and wellness apps anytime, anywhere.



Calm is the number one app for meditation and sleep. You can choose from hundreds of programs and activities, including:

- Guided meditations
- Sleep Stories
- Mindful movement videos



Headspace offers 1-on-1 emotional support coaching and self-care activities to help with many common challenges.

- Coaches are available by text 24/7
- You can use Headspace's text-based coaching services at no cost, no referral needed



62%

of Kaiser Permanente members who use self-care apps stay engaged for 3 months or more.*

*Mordecai et al., *NEJM Catalyst*, January 2021.

kp.org/selfcareapps



no cost to members



all devices



wellness resources

Mental Health & Wellness Resources



Virtual Classes

You can register online by selecting the multi-registration site link below. All virtual classes are available at no cost to the KP community (members, non-members, employees, and physicians). All classes are delivered in Pacific Time (PDT). Visit <https://webinars.on24.com/fehbp/Classes> to register.



Self-Care Resources

informational videos and supportive resources providing self-care tools to enhance the quality of your daily life. Visit the Mental Health & Wellness website: <https://kp.li/3JImS1I> to find more information.



Wellness coaching

Convenient, ongoing support from a specially trained health professional

Many areas of focus

Wellness coaches can help members with stress, sleep, smoking cessation, and more. They're not mental health care providers, but they can set up an action plan to keep your employees motivated toward their health goals.

Convenient scheduling

Phone sessions are available 5 days a week and typically last 20 minutes.

Dedicated support

The same coach will get to know you over multiple sessions — providing tailored guidance at whatever time and frequency works best.

kp.org/coaching



One Pass Select Affinity

A subscription-based fitness and well-being network that supports a healthier lifestyle

Provided by **Optum**



What's in it for members?

Fitness networks

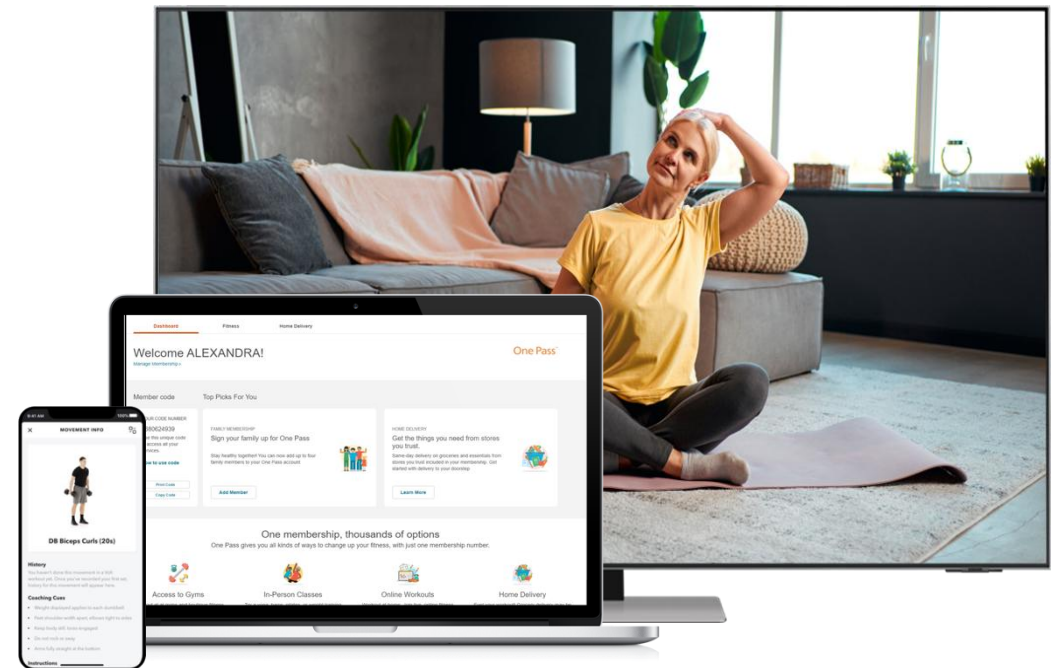
19,000+ gym locations and boutique studios with unlimited access to all locations within selected tier

Digital solutions

24,000+ on-demand and livestreaming fitness classes through web, app, and TV — plus AI workout builder tool

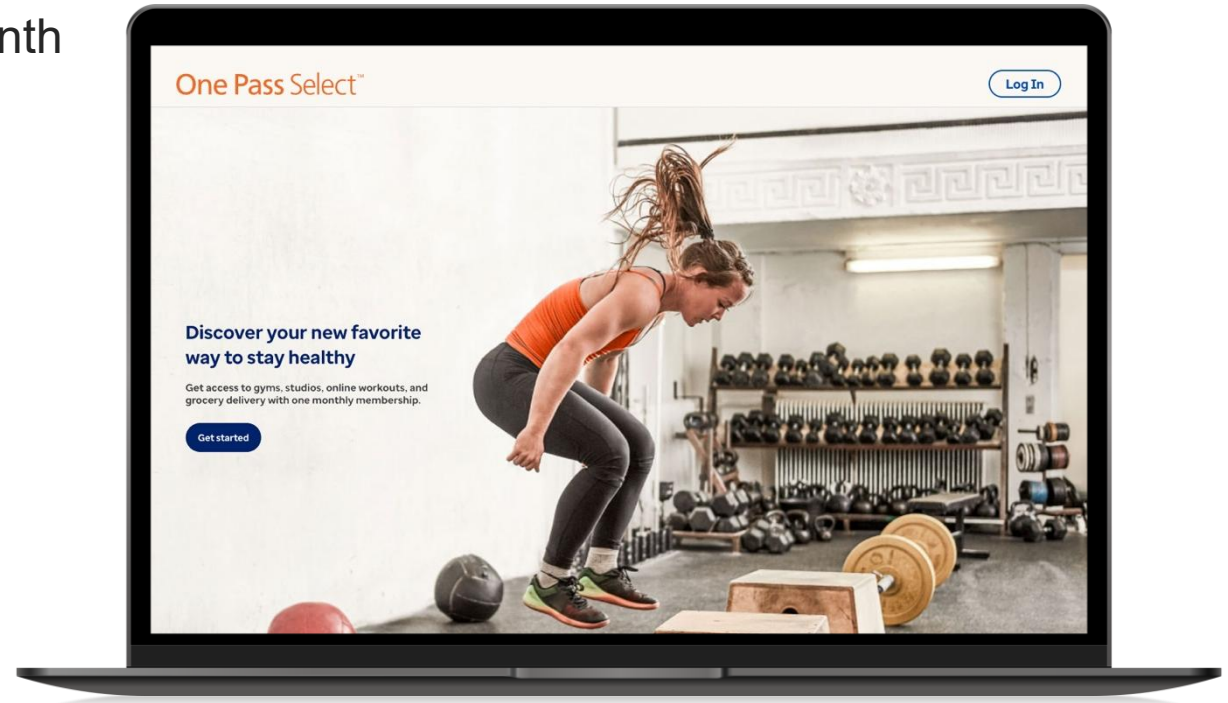
Healthy meal delivery

Groceries and household essentials delivered directly to your employees' doors



Flexible membership options

- ✓ No long-term contracts; pay month-to-month
- ✓ Cancel anytime (30-day notice)
- ✓ Flexibility to change tiers monthly
- ✓ Browse locations in each tier before deciding to purchase
- ✓ Add unlimited friends and family (ages 18+)



Employees choose the plan that fits their needs

Category	Digital	Classic	Standard	Premium	Elite
Monthly member fee	\$10	\$34	\$69	\$109	\$249
One-time member enrollment fee	\$10	\$29	\$29	\$29	\$29
Gym network size	24,000+	12,000+	14,000+	15,000+	19,000
• Multilocation access		✓	✓	✓	✓
Digital classes	✓	✓	✓	✓	✓
• On-demand	✓	✓	✓	✓	✓
• Livestreamed	✓	✓	✓	✓	✓
• Workout builder	✓	✓	✓	✓	✓
Family membership		✓	✓	✓	✓
Upgrade/downgrade monthly		✓	✓	✓	✓
Cancel within 30 days	✓	✓	✓	✓	✓
Pay with sponsor rewards	✓	✓	✓	✓	✓
Average member savings vs. retail	\$15/month	20%	20–25%	20–25%	20–50%

Access to the One Pass Select Affinity gym network

Digital (24K+)

Classic (12K+)

Standard (14K+)

Premium (15K+)

Elite (19K)



Reduced rates on home delivery



- ✓ Free delivery from your employees' chosen store
- ✓ Free shipping with no order minimum
- ✓ Video streaming from Paramount+ with over 40K TV episodes, hit movies, and live sports
- ✓ Member savings on fuel at 14K locations through Exxon, Mobil, Walmart, and Murphy stations
- ✓ Additional limited-time offerings
- ✓ \$98 annual value



- ✓ \$0 dollar delivery on orders over \$35
- ✓ National and local retailers: Bed Bath & Beyond, Costco, CVS, Harris Teeter, HEB, Meijer, Office Depot, Petco, Sephora, Target, and more
- ✓ Exclusive reduced rates
- ✓ \$99 annual value

It's easy to use...

First go to kp.org/exercise and scroll to the One Pass Select Affinity section and select “Learn more about One Pass Select Affinity”



One Pass Select Affinity^{2,3}

Being healthy involves new activities, exploring new food, and getting stronger. No matter where you are on your fitness journey, One Pass Select Affinity from Optum can help you reach your health goals.⁴ From strength training and swimming to yoga classes and grocery delivery, you can get what you need for whole-body health in one easy plan.

One Pass Select Affinity includes:

- Access to gyms and fitness locations nationwide
- Live, digital fitness classes and on-demand workouts
- Personalized workout builders to try new exercises
- Grocery and home essentials delivery to make healthy eating easy

[Learn more about One Pass Select Affinity](#)

Center for Healthy Living

More than just information, our interactive group workshops help you take small steps toward changing everyday habits so you can lead your healthiest life.

Online Workshops:

- Breastfeeding with Success
- Freedom from Tobacco
- Healthy Balance
- Heart Failure: Living Well Each Day
- Life Care Planning
- Living Well with Diabetes
- Sleep Well, Live Well
- Taking Care of Your Heart



For more information, visit kp.org/centerforhealthyliving.

Health classes and programs



Learn what you can do to improve your health.

Visit kp.org/classes

- The programs and services we offer underscore our dedication to the promotion of health and the prevention of disease, not just treatment.

Our Program offers

- Health Classes and Resources
- Health Nutrition and Counseling
- Patient Education Videos
- Online Health tools
- Wellness Coaching by phone



no cost to members



wellness resources

Activate Your Healthy Mind—Healthy Body

Kaiser Permanente is offering no-cost webinars for employers and their employees



A new year brings new inspiration! Join us for an empowering experience where you'll learn practical ways to strengthen and stretch right at your desk, take care of your heart, and build a positive relationship with your body.

Workday Warrior: Desk Strengthen & Stretch Monday, January 26, 2026

Noon to 1 PM Pacific Time

Even on the busiest of days, you can still enjoy the benefits of strengthening exercises. Learn exercises that you can do at your desk or in your workspace to stretch your muscles, build strength, and reduce pain.

Celebrate You: Body Positivity for Every Body Monday, March 16, 2026

Noon to 1 PM Pacific Time

Go beyond diets and calorie counting. Discover how to build sustainable habits and cultivate a positive relationship with your body. Realistic strategies can help you feel balanced, confident and at ease in your own body.

Love Your Heart Monday, February 16, 2026

Noon to 1 PM Pacific Time

The heart is your body's hardest-working muscle. Uncover the risk factors that impact heart health and can lead to heart disease. Explore Mediterranean and plant-based meal plans and consider simple ways to keep your heart strong.

[REGISTER TODAY](#)



Join us for an exciting and informative journey towards well-being with our no-cost webinar series. Each session is designed to provide you with valuable insights, practical tips, and actionable steps on a variety of health topics. Explore the topics below and choose the sessions that interest you—or join them all for the full experience!

All webinars will be held from Noon to 1 PM Pacific Time.

Workday Warrior: Desk Strengthen & Stretch Monday, January 26, 2026

Love Your Heart Monday, February 16, 2026

Celebrate You: Body Positivity for Every Body Monday, March 16, 2026

Cultivating Compassion Monday, April 20, 2026

Connecting with Creativity to Improve Your Mental Wellbeing Monday, May 18, 2026

Anti-Inflammatory Lifestyle for a Healthy Body & Brain Monday, June 15, 2026

Snack Attack! Monday, July 20, 2026

Back to School, Back to Basics Monday, August 17, 2026

Functional Fitness: Active at Every Age Monday, September 21, 2026

Care for the Caregiver Monday, October 19, 2026

The Healthy Holiday Mix: Sleep, Exercise, Love & Food Monday, November 16, 2026

Cozy Up: Discover the Magic of Hygge Monday, December 14, 2026



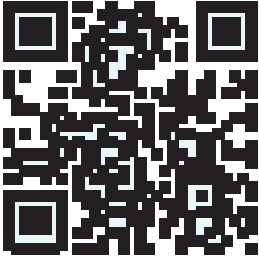
[REGISTER TODAY](#)

Kaiser Permanente Community Support Hub



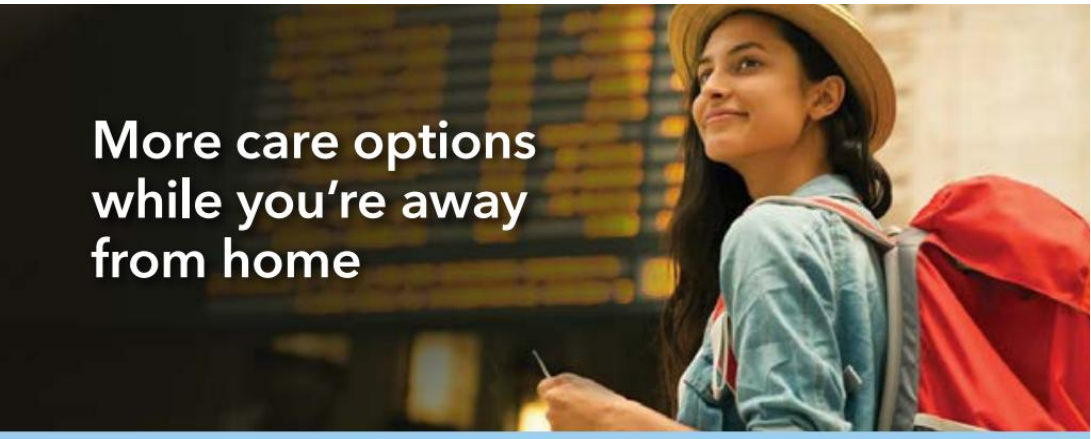
Find community resources near you

If you need help with your daily needs, we're here for you. The Community Support Hub includes a community resource directory that can help you find services for healthy food, housing, child care, financial assistance, transportation, and more.



To get started, visit kp.org/communityresources or scan the QR code. To speak to a resource specialist, call 1-800-443-6328 (TTY 711), Monday through Friday, 8 a.m. to 5 p.m.

Care Away From Home

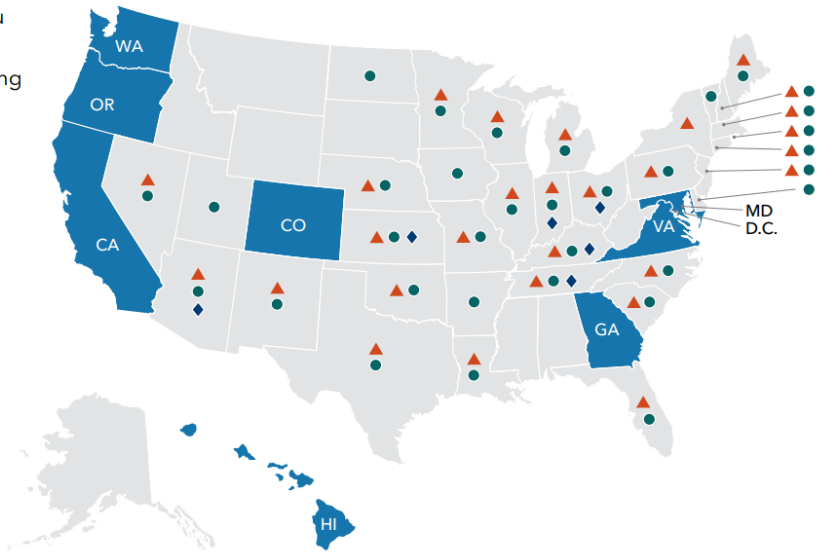


More care options while you're away from home

Find care near you

At home or on the go you can get care where and when you need it. Traveling Kaiser Permanente members have access to nonurgent, urgent, and emergency care across the U.S.

- Kaiser Permanente
- Cigna PPO Network
- Concentra Urgent Care
- ▲ MinuteClinic, including pharmacies
- ◆ The Little Clinic, including pharmacies



Nonurgent care

Use your **kp.org** account or the Kaiser Permanente app across the U.S. to:

- Get 24/7 care and advice from Kaiser Permanente clinicians by phone or online
- Access care by phone,¹ video,¹ or e-visit – usually at no cost²
- Email nonurgent questions to your doctor's office

Urgent care³

You can get urgent care anywhere in the world. At many locations outside Kaiser Permanente states, you'll only pay your copay or coinsurance for care or prescriptions⁴ related to your urgent care visit – no need to file a claim later:

- Cigna PPO Network⁵
- MinuteClinic, including pharmacies⁶
- Concentra Urgent Care⁶
- The Little Clinic, including pharmacies⁶

At all other locations, you must pay the full cost of care upfront and file a claim for reimbursement later.

Emergency care⁷

No matter where you are, you can simply go to the nearest hospital emergency room. If it's a Kaiser Permanente location or Cigna PPO provider, you'll only pay your normal copay or coinsurance.

Support while you're away



Need help finding care or learning what's covered while you're away? Call the Away from Home Travel Line at **951-268-3900 (TTY 711)**⁸ or visit **kp.org/travel**.

1. When appropriate and available, if you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state. 2. If you have an HSA-qualified deductible plan, you may need to pay the full charges 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. 3. An 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. 4. GA commercial members are required to pay upfront and seek reimbursement for prescriptions. If employee is in a state that has Kaiser Permanente providers, but outside one of our service areas, the member pays upfront for services and prescriptions and will need to file a claim for reimbursement. Maintenance medications (e.g., blood pressure, cholesterol), high cost or specialty medications are not included in this benefit, and the member will need to file a claim for reimbursement. Reimbursement is subject to the pharmacy benefit as described in the member's Evidence of Coverage or other coverage documents. 5. The Cigna PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. 6. MinuteClinic, Concentra Urgent Care, and The Little Clinic payment experiences vary by plan. 7. If you believe you have an emergency medical condition, call 911 or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your Evidence of Coverage or other coverage documents. 8. This number can be dialed 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 can't 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. The Cigna PPO Network is not available to HMO and EPO members enrolled in coverage issued by Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc.

Care away from home

kp.org/travel

The new features now allow members to

1. **Generate a new medical record number (MRN) for their visiting region online** (so members can get the MRN, and start their care, instantly — without having to call our travel line first)
2. **Link digital accounts** (so members can view all their visiting region accounts in one convenient spot)
3. **Switch between accounts seamlessly** (so members can easily toggle between accounts, instead of having to manually sign in and out of accounts)

The new features are all available online at kp.org, as well as on the KP mobile app.

Note: The new features were released in all regions, except for the Washington region. ○ We expect these digital features to become available for Washington members in 2022



no cost to members



all devices



health care tools



**Thank you for
your time.**

Questions?



KAISER PERMANENTE®