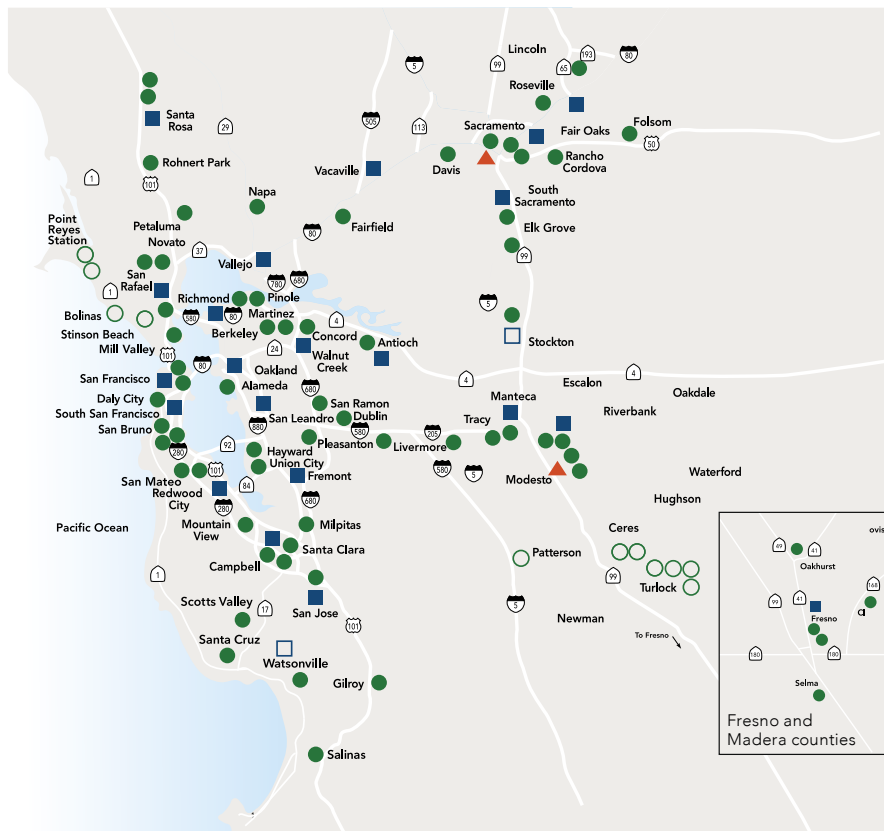


Northern California

REGIONAL OVERVIEW

In Northern California, we provide high-quality health care for approximately 4.6 million members at more than 222 locations. Members in Northern California receive services from more than 9,970 doctors from The Permanente Medical Group.



Central Valley
Diablo
East Bay
Fresno
Golden Gate
Greater Southern Alameda
Napa/Solano
Roseville
Sacramento
San Mateo
Santa Rosa
South Bay
South Sacramento

- Kaiser Permanente medical centers (hospital and medical offices)
- Affiliated plan hospital
- Kaiser Permanente medical offices
- Affiliated medical offices
- ▲ Specialty facilities – sports medicine

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MEDICAL GROUPS

The Permanente Medical Group: More than 9,970 physicians, including primary and specialty care.

The Permanente Medical Group's innovative, personalized, and technologically advanced approach to health care is raising the bar in making high-quality health care more connected, more convenient, and more accessible. Our collaborative and coordinated approach to medical care enables physicians in every specialty to work together – applying sophisticated technology and high levels of medical expertise to benefit your employees.

While our doctors care for most of our members, those enrolled in our point-of-service (POS),¹ preferred provider organization (PPO), and out-of-area indemnity (OOA) plans may receive care from either a PHCS Network² provider through a contracted arrangement or from licensed providers nationwide.

PHARMACIES

We own and operate more than 154 pharmacies in Northern California. In areas without a Kaiser Permanente pharmacy, we contract with outside pharmacies to provide prescription drug services. Members also have the option of refilling most prescriptions online, over the phone, or through our mobile app.

MEDICAL FACILITIES

Medical offices

We own and operate 201 medical offices in Northern California.

Medical centers and hospitals

There are 21 Kaiser Permanente-owned and -operated medical centers in Northern California. POS and PPO members have access to PHCS Network hospitals in California.

For medically necessary specialty care, our primary care doctors can refer members to Kaiser Permanente specialists.

Kaiser Foundation Health Plan, Inc., Northern California
1950 Franklin St.
Oakland, CA 94612
510-987-1000

Kaiser Permanente Member Services
800-464-4000 English
800-788-0616 Spanish
800-757-7585 Chinese dialects
24/7 for most services, except major holidays

KPIC Member Service Call Center
800-788-0710

TTY: 711
Monday through Friday, 7 a.m. to 7 p.m., except major holidays

Billing and eligibility
800-731-4661, option 4

Top-rated health plans in California – 10 years in a row

Of the 25 commercial health plans in California rated by the National Committee for Quality Assurance, ours are the top-rated plans in the state for the 10th year in a row.³

Contact your Kaiser Permanente representative for more information.

1. The HMO tier of the point-of-service (POS) plan is underwritten by Kaiser Foundation Health Plan, Inc. (KFHP). Kaiser Permanente Insurance Company (KPIC) underwrites the participating and nonparticipating provider tiers of the POS plan, the PPO plan, and out-of-area indemnity plan. KPIC is a subsidiary of Kaiser Foundation Health Plan, Inc. 2. KPIC has contracted with Private Healthcare Systems (PHCS) to provide access to hospitals and physicians with a commitment to keeping out-of-pocket costs low through contracted rates. An online directory of participating providers can be found by visiting multiplan.com/kaiser. 3. NCQA's Private Health Insurance Plan Ratings 2025–2026, National Committee for Quality Assurance, 2025: Kaiser Foundation Health Plan, Inc., of Northern California – HMO (rated 5 out of 5); Kaiser Foundation Health Plan, Inc., of Southern California – HMO (rated 5 out of 5). NCQA's Private Health Insurance Plan Ratings 2015–2025, National Committee for Quality Assurance. (No ratings were issued in 2020.)

Information may have changed since publication.