

2016 Enrollment Book
Maryland, Virginia, and
Washington, D.C.

together in good health

see how easy healthy can be



KAISER PERMANENTE®  **thrive**

Making good health easier

Experience the Kaiser Permanente difference

The experience ...	Without Kaiser Permanente	With Kaiser Permanente*
 Choosing your doctor	All you know is that your doctor accepts your insurance.	You can search our doctor profiles on kp.org and choose the one who's right for you. You can even change your doctor anytime.
 Getting care in your language	Some health plans have few multilingual doctors.	We have multilingual doctors and staff, and we offer interpretation services by phone in 140+ languages.
 Choosing how you get care	Even for minor concerns, you usually make an appointment, drive to the doctor's office, and sit in the waiting room.	For minor concerns, you can request a phone appointment or email your doctor's office with routine questions.
 Calling for advice	When your child has a late-night fever, there's often no medical advice available.	Get video medical advice from a doctor 24/7. And specially trained Kaiser Permanente nurses can offer medical advice by phone, 24/7. ¹
 Making an appointment	Calling and waiting to schedule an appointment can take forever.	You can schedule routine appointments from your computer or mobile device – anytime, anywhere – including video appointments with your personal doctor (coming in 2016). ²
 Seeing your doctor	Your doctor may need to flip through your files, hunting for details and looking for answers you've already given.	Your doctor has your medical history and prescriptions right at his or her fingertips through your electronic health record.
 After seeing your doctor	Take lots of notes during your visit or trust your memory later.	You can go online to read a summary of your visit, view medicines prescribed, and read most lab test results.

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

¹Video advice with a doctor is for certain medical conditions for members 18 years and older. Available only when member is physically present in Maryland, Virginia, or Washington, D.C. Video medical advice for those 12 years and older available winter 2015.

²Video appointments with PCPs available only with Permanente physicians. Available only when member is physically present in Maryland, Virginia, or Washington, D.C.

What's inside this booklet

Check out everything that comes with your health plan, and you'll see why over 10 million people nationwide have chosen Kaiser Permanente. Get the great care and resources you need to live healthier – all together in one convenient package.



A healthy partnership

Choose your own personal doctor and work with a care team that puts you at the center of everything they do. See how easy healthy can be.



Right care, right time

Connect to care quickly and easily. Our advice nurses can help you 24/7. And you can schedule most routine appointments online or by phone.



Great care, great results

Get the care you need to get and stay healthy. Whether it's time for a preventive screening or you need care for a serious condition, we're here for you.



Healthy resources

Take advantage of a wide range of convenient tools to help you stay well – from health classes at our locations to personal support from a wellness coach.



Care the way you want it

Choose how, when, and where to get care for you and your family. You can get and manage your care online, by phone, at our facilities, and more.



Locations near you

With so many locations to choose from, you can easily find one that's convenient for you. Close to home? Near work or your child's school? It's up to you.



Once you join...

Visit kp.org/newmember to get started. It's easy to choose your doctor, register for kp.org, and transfer your prescriptions. If you have questions or need help making your first routine appointment, just give us a call.



Already a member?

Make sure you get the most out of your membership. If you haven't already, register on kp.org, where you can schedule appointments, read about coverage and costs, email your doctor's office, get most lab results, and more – all online for those who receive care in Kaiser Permanente facilities.

A healthy partnership

Good health is easier with the right support. Choose your own doctor and work with a care team that uses the latest technology to help give you the care that's right for you.

Choose your doctor – and change anytime

Getting you connected with a doctor who suits your individual needs is our top priority. When you have a doctor you connect with, it's easier to stay healthy.

Finding the right doctor

Browse our online doctor profiles at kp.org/doctor to see your options. You'll find information on a wide range of great doctors, including their education, credentials, and interests. Then choose the one who's right for you.

You can choose your doctor from:

- Adult medicine/internal medicine
- Family medicine
- Pediatrics/family medicine (for children up to 18)

Choose one doctor for your whole family or a different doctor for each family member. You can also change your doctor anytime.

Obstetrics and gynecology

If you're a woman age 18 or older, you will also choose your personal obstetrician/gynecologist – no referral needed.

Great doctors working together as a team

With Kaiser Permanente, you get the support of a team of doctors, nurses, and specialists focused on your good health. They're connected to each other – and to you – through your electronic health record, so you get personalized care every time.

Care focused on you

Your entire care team works together – often under one roof – sharing information to give you the care you need. And with access to your electronic health record, they know your medical history, test results, medications, and allergies. This helps them individualize your care for you.

Care for diverse and cultural needs

Great care isn't one-size-fits-all. That's why we have programs that tailor care for our many different members. We're one of the only care providers with an institute dedicated to culturally competent care, where we do research to help improve the health of our members. We've already improved outcomes among different ethnicities for conditions such as high blood pressure, diabetes, and colon cancer.

Because good communication is also key to getting quality care, we focus on hiring doctors, nurses, and staff who speak more than one language and come from different backgrounds. And our members have access to interpreter services in person, or by phone in more than 140 languages.

Great care, great results

Get the care you need to stay your healthiest. From preventive screenings to care for serious conditions, we've got you covered. And it's all backed by advanced medical technology and research.

Preventive care that keeps you healthy

We help you protect your health, even when you're healthy. To catch problems early, before they get serious, we offer preventive screenings, routine appointments, and more.

Through your electronic health record, your care team knows what you're due for and can help keep you up to date.

Leading the way in prevention, Kaiser Permanente of the Mid-Atlantic States

- ranks first in the nation for breast cancer screening
- is in the top ten in the nation for many childhood immunizations, many aspects of diabetes care, and care and management of cardiovascular conditions.*

Comprehensive care when you need it

Along with our commitment to prevention, we're here for you if you get sick. You get great doctors, state-of-the-art facilities, and the latest technology, all combined to help you get healthy quickly.

Managing ongoing conditions

If you have a condition such as diabetes or heart disease, we offer you a disease management program to help you get it under control. And we start managing your condition right away, with care supported by proven best practices and advanced technology.

Innovation working for you

We're always looking for new and better ways to prevent and treat health problems. With our commitment to medical research, we're able to offer the most advanced treatments and care.

Cutting-edge research and care

Kaiser Permanente research centers make up one of the largest nonacademic research programs in the country. We have about 2,000 studies happening at any given time. And our clinical trials program drives cutting-edge cancer research, which leads to better care for members.

Through our innovative electronic health record system, your care team stays up to date about the latest medical research and the safest, most effective treatments.

*2015 Healthcare Effectiveness Data and Information Set (HEDIS) published by the National Committee for Quality Assurance. For more information, visit ncca.org.

Care the way you want it

You're in control. How, when, and where do you want to receive care? How do you want to manage your health? Enjoy the ultimate in convenience, choosing what you need for the day and hour you need it. It's care that fits your life.

Choose how you get and manage your care



In person

You can make a routine appointment to see your doctor in person. And because most of our locations offer many services under one roof, you can see your doctor, get lab services and X-rays, and pick up your prescriptions—all in one trip.



By video

When you call for medical advice anytime, 24/7, you could also video chat with a doctor who is connected to your personal care team. In 2016, you'll also be able to make a video appointment with your primary care doctor, to take place during regular office hours. Both at no extra cost.¹



By phone

It's easy to schedule a telephone appointment for those times when you just need a quick follow-up with your doctor, or when you have a question about your health. And medical advice is always available by phone, 24/7.



By email

You can email your doctor's office with nonurgent questions and get a reply usually within 48 hours, often sooner.²



Online

Stay on top of your care 24/7. Once you've registered on kp.org, you can go online to choose your doctor, schedule routine appointments, view most lab test results, and much more.²



On the go

After registering on kp.org, you can go to your mobile device, download the Kaiser Permanente app, and start using our secure online features—anytime, anywhere. Learn more at kp.org/mobile.

Right care, right time

Connect to the right care for any situation. Have an urgent care need? Want health advice after hours? Need care when you're traveling away from home? Support is just a call or a click away.

The care you need, when you need it

Different health needs require different types of care. Whether you want to schedule a routine appointment or you need emergency care, we've got you covered.

What type of care do you need?

If you're not sure what kind of care you need, you can call our advice nurses anytime. They'll help you figure out what type of care is best for your symptom or condition, tell you where to go for care, and even schedule a routine appointment for you, if appropriate.

Urgent care

Urgent care services are located in many of our medical centers, and six are open 24/7 along with lab, X-ray, and pharmacy. You have the convenience of care you need under one roof.

New! Urgent care is coming to the Manassas Medical Center in fall 2015.

Expanded! Urgent care with an observation unit is now available 24/7 at the Woodbridge Medical Center, along with lab, pharmacy, and radiology.

Emergency care

If you ever need emergency care, you're covered – anywhere, anytime.*

Convenient appointments

It's easy to schedule or cancel routine appointments for care at our facilities. Just call, visit kp.org/myhealthmanager, or use our mobile app. Many locations offer same-day or next-day appointments.

Getting care away from home

Travel with the peace of mind of knowing you're covered for emergency and urgent care anywhere in the world. You can also get help planning your trip at kp.org/travel. You'll find important steps you can take before, during, and after your trip. And you can get travel resources including claim forms, in case you need to file a claim for reimbursement after you return home.

Managing your care online

As a Kaiser Permanente member, kp.org is your online gateway to great health. As a registered member, you can securely access many time-saving tools for managing the care you get at our facilities.

- View most lab results.
- Refill most prescriptions.
- Email your doctor's office with nonurgent questions.
- Schedule, change, and cancel routine appointments.
- Print vaccination records for school, sports, and camp.
- Manage a family member's health care.

Visit kp.org/experience to see how it works.

* An emergency medical condition is one that, in the absence of immediate medical attention, may result in 1) placing the health of the individual (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 parts.

Healthy resources

Good health goes beyond the doctor's office. Take a look at all the healthy tools and resources available online, by phone, and at our facilities – and choose the ones that are right for you.

Get the most out of your health plan



Online wellness tools

Visit kp.org/healthyliving for helpful articles, wellness information, health calculators, fitness videos, music channels, podcasts, and recipes from world-class chefs.



Healthy lifestyle programs

Connect to better health. Our online programs can help you lose weight, quit smoking, reduce stress, sleep better, and more – all at no cost.* Learn more at kp.org/healthylifestyles.



Health classes

Choose from classes held at our facilities, online classes, and community support groups for help improving your health. Most do not require a fee. Find classes near you at kp.org/classes.



Personal wellness coaching

Work one-on-one by phone with a personal wellness coach – at no extra cost. You can get help and inspiration for reaching a variety of health goals. Find out more at kp.org/wellnesscoach.



Special rates for members

Our members get reduced rates on a variety of products and services – like gym memberships, massage therapy, and more.* See your options at kp.org/choosehealthy.

*Services are offered by entities other than Kaiser Permanente and are not offered or guaranteed under any contract. Kaiser Permanente isn't liable for services provided by the entities. Services can be changed or discontinued at any time.

Locations near you

It's easy to get care at a location that's convenient for you. There are many Kaiser Permanente facilities in your area, offering a wide range of care and services to help you get healthy and stay that way.

Many services under one roof

Most of our facilities offer a wide variety of care and services, so you can take care of several health care needs in one visit. You can see your doctor or specialist, get a lab test or an X-ray, and pick up your medications – all without leaving the building.

Many locations also feature Vision Essential centers, urgent care, behavioral health services, physical therapy, and more.

Getting care anywhere

With so many locations to choose from, you're sure to find one near your home or work – whatever's convenient for you.

You can also see different doctors at different locations, either for yourself or your family. For example, you can choose a personal doctor close to work and an optometrist close to home, and your child can see a pediatrician near school.

Finding convenient locations

Choosing the right location is as easy as hopping online or pulling out your smartphone.

- Visit kp.org/kpfacilities to search by ZIP code, keyword, or the service you want.
- To search with your smartphone or tablet, just use our location finder on the Kaiser Permanente app.*
- **New! In Baltimore**, the City Plaza Medical Center is relocating to Little Italy on November 9, 2015. The new Kaiser Permanente Baltimore Harbor Medical Center will include more space, more doctors, new services (including mammography), and plenty of free parking.

*To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

 See the next page for a list of our locations in your area.

The right choice for a healthier you

Learn more about all that Kaiser Permanente has to offer. Visit kp.org/thrive or call our Member Service Contact Center.

800-777-7902 (TTY 711)

Monday-Friday, 7:30 a.m.-5:30 p.m.

kp.org

