

2021 Open Enrollment

Presentation for

**Department of Water  
& Power**

**Find your  
healthy place**

With care designed  
to help you thrive

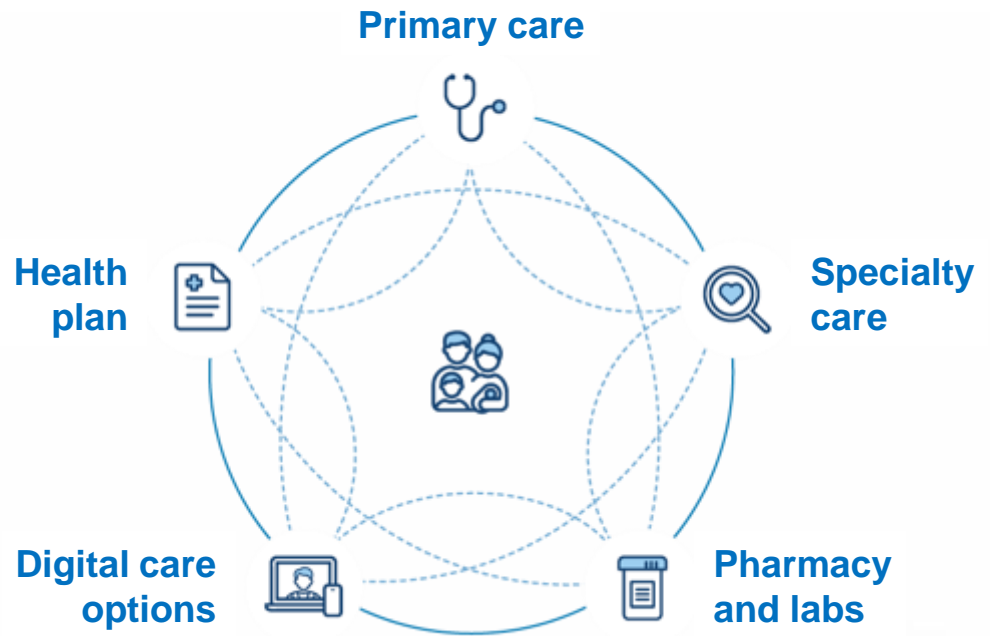


# It's easier to find your healthy place with connected care

We combine care and coverage:

- **Doctors**
- **Hospitals**
- **Health plan**

Care feels easier and faster and is centered around you.



# Why choose Kaiser Permanente?



## Quality care

- Stay healthy with leading preventive care
- One of the nation's largest multispecialty medical groups



## More digital options

- Phone or video appointments<sup>1</sup>
- Medical advice by email, phone, or online
- Connect anytime with the Kaiser Permanente app<sup>2</sup>



## Membership perks

- Acupuncture, chiropractic care, and massage therapy at reduced rates
- ClassPass reduced rates for fitness classes
- Calm meditation app at no cost for adult members

1. When appropriate and available. 2. To use the Kaiser Permanente app, you must be a member registered on kp.org.

## Quality care with you at the center

Your doctor will build a care plan based on your needs and work with your care team to deliver high-quality, personalized care.



**Preventive care to keep you healthy**



**Specialty care when you need it**



**Support for ongoing conditions**

**Get care in your language** — with multilingual doctors and phone interpretation in more than 150 languages.



## Convenient ways to get care

You have flexible options to get care beyond the doctor's office — and you can manage your care anytime with the Kaiser Permanente app or at kp.org.



### Getting care

- Talk with a Kaiser Permanente clinician by video or phone for the same high-quality care as an in-person visit.<sup>1</sup>
- Get 24/7 medical advice by phone or online.
- Email your doctor's office with nonurgent questions.<sup>2</sup>



### Managing care<sup>2</sup>

- Schedule or cancel routine appointments.
- Order most prescription refills.
- Check your medical records and pay bills.



More than 80% of care visits during the COVID-19 outbreak have been phone appointments or video visits.

1. When appropriate and available. 2. Available when you get care from Kaiser Permanente facilities.



## Care while traveling

- If you get hurt or sick while traveling, you're covered for emergency and urgent care anywhere in the world.
- Get urgent care at MinuteClinic in select CVS and Target stores when you're traveling outside a Kaiser Permanente area.
- We can also help you before you leave town by checking to see if you need a vaccination, refilling eligible prescriptions, and more. Just call us or go online:



24/7 Away from  
Home Travel Line:  
**951-268-3900\***



[kp.org/travel](https://kp.org/travel)



\*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 United States. 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.

## Specialty care you can trust

No matter what life throws your way, you can count on us. Get access to quality care from top doctors across a wide range of specialties. Here are a few areas where we lead the way.



### Cancer care

Hearing that you have a cancer diagnosis can be overwhelming. But no member — or doctor — goes it alone. A multidisciplinary team works with you and your family to determine the best approach to your treatment.

Learn more at [kp.org/cancercare](https://kp.org/cancercare).



### Cardiac care

No 2 hearts are alike. There are many types of heart disease, and different people need different types of care. You and your doctor will make decisions about your care together, and you'll have guidance and support at every step.

Learn more at [kp.org/cardiaccare](https://kp.org/cardiaccare).

## Expect great care when you're expecting

- **A dedicated prenatal care team** — Doctors and nurses help keep you and your baby healthy and empower you to make decisions. You can add a midwife to your team, too.
- **A personalized birth plan** — We'll help you have the safe, positive experience you want, starting with your first appointment.
- **Care and support every step of the way** — From virtual and in-person tours of our private birthing suites to classes\* and online resources to help answer the many questions of expecting parents.
- **Support that doesn't stop at delivery** — Breastfeeding consultation and other guidance to help your baby have a healthy start in life.



Learn more at [kp.org/maternity](https://kp.org/maternity).

\*Classes vary by location. Some classes may require a fee.



## Mental health services — care for the whole you

Your thoughts and feelings affect your overall well-being. We're committed to helping you achieve and maintain optimal health for your mind, body, and spirit.

- Get support for a wide range of conditions, like anxiety, depression, substance use disorder, and autism spectrum disorders.
- Find care with psychiatrists, psychologists, marriage and family therapists, and more.
- Make an appointment for therapy within Kaiser Permanente without a referral.
- Access a wide range of online self-care resources at any time to help you relieve stress, improve sleep, practice mindfulness, and more.



Learn more at [kp.org/mentalhealth](https://kp.org/mentalhealth).

## Added support to help you thrive<sup>1</sup>



ClassPass reduced rates on fitness classes



Self-care apps Calm and myStrength



Wellness Coaching by Phone



Online healthy lifestyle programs, videos, podcasts, recipes, and more



Reduced rates on specialty care services like acupuncture, chiropractic care, and massage therapy



On-site health education classes and support groups<sup>2</sup>



Seasonal farmers markets<sup>3</sup>

1. These services aren't covered under your health plan benefits and aren't 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. 2. Classes vary at each location and some may require a fee. 3. Not available in all areas.

## New perks for your total health

### CLASSPASS

#### ClassPass workouts

Get moving with fitness options that fit your schedule and lifestyle, including Pilates, dance, boxing, cardio, strength training, and yoga.

- **Reduced rates on fitness classes** — Take real-time online and in-person classes from top fitness studios
- **Online video workouts at no cost** — 4,000+ on-demand fitness classes



#### Calm app

Calm uses meditation and mindfulness to help lower stress, reduce anxiety, and improve sleep quality. Available at no cost to adult members.

- A new 10-minute Daily Calm meditation every day
- Guided meditations for anxiety, stress, gratitude, and more
- Sleep Stories (soothing bedtime tales for grown-ups)

# A better experience from the start

We guide you through each step of joining Kaiser Permanente, so you can start getting the care you need from day one.

## Personalized onboarding



A welcome call and member book to get you started

## 3 easy steps to a healthy change



Choose your new doctor



Transition your care and prescriptions seamlessly



Get care on your schedule



Learn more at [kp.org/newmember](https://kp.org/newmember).

## Want to learn more?

Choosing a health plan is a big decision — so we're here to answer any of your questions.



### Ask about the essentials

- Where to get care
- Specialty care services



### Or about our extra perks

- Video visits\* and other convenient ways to access care
- Apps, podcasts, and other self-care resources available to you at no cost
- How our doctors, hospitals, and health plan work together to make your life easier



Call **1-800-324-9208** (TTY 711), Monday through Friday, 7 a.m. to 6 p.m. Pacific time.

\*When appropriate and available.



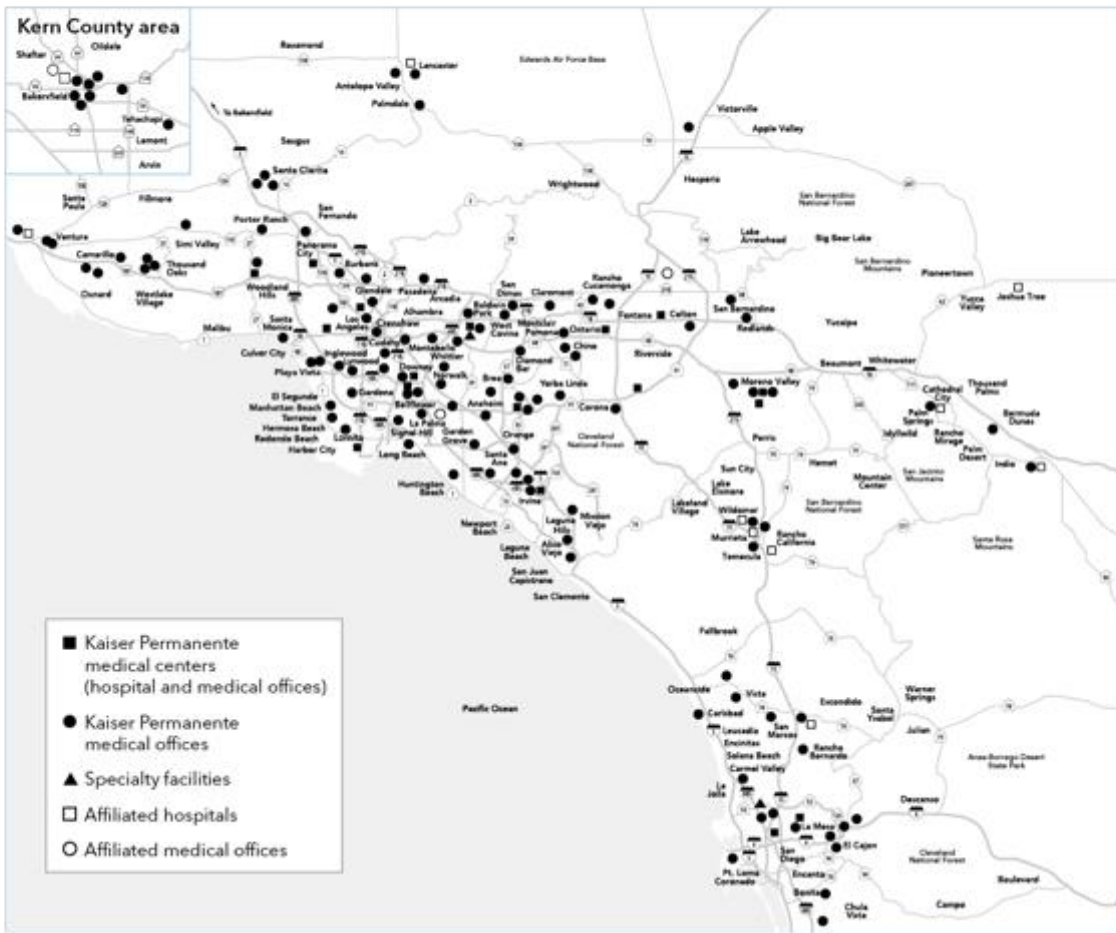
# Traditional HMO Plan 07/01/2021 – 06/30/22

This table shows an example of some of your group’s benefits.

<b>Yearly deductible</b>	None
<b>Maximum yearly out-of-pocket costs</b>	\$1,500 individual/\$3,000 family
<b>Covered service</b>	<b>You pay</b>
<b>Preventive care</b>	No charge
<b>Doctor’s office visit</b>	No charge
<b>Lab tests and radiology</b>	No charge
<b>Outpatient surgery</b>	No charge
<b>Hospitalization</b>	No charge
<b>Emergency care</b>	No charge
<b>Prescribed medications</b>	\$5 copay (generic medication) up to 100 day supply \$5 copay (brand-name medication) up to 100 day supply \$5 copay (specialty medication)* up to 30 day supply

\*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.

# Southern California



- 15 medical centers
- 125 medical offices
- 10 affiliated hospitals
- 4 affiliated medical offices

Map not to scale

## New locations in Southern California

### Scheduled to open soon

- Aliso Creek Medical Offices
- Claremont Mesa Medical Offices
- Covina Medical Offices
- Downey Medical Offices
- Hesperia Medical Offices

### Open now

- Playa Vista Medical Offices



Thank you

