A photograph of two women sitting on a swing set in a park. The woman on the left is wearing a dark blue polka-dot shirt and black pants, and is smiling at the woman on the right. The woman on the right is wearing a blue top and dark pants, and is also smiling. They are surrounded by green grass and trees in the background.

2024 Open Enrollment

Care for all that is you

Los Angeles Department of Water and Power



# Why choose Kaiser Permanente?



## High-quality, personalized care

- From routine checkups to complex treatments
- For your health goals, whether it's building strength or reducing stress
- To help you feel your best, mentally and physically



## Convenient access

- With 24/7 care by phone or video<sup>1</sup>
- On one app that makes care easy to manage
- At facilities that offer more services in one stop



## Membership extras, including<sup>2</sup>

- Popular self-care apps available at no cost
- Acupuncture, chiropractic care, and massage therapy at reduced rates
- Classes, services, and programs for total health<sup>3</sup>

1. When appropriate and available. 2. 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. 3. Some classes may require a fee.

# Care that's personalized

Your doctor is your best health advocate. They learn what matters most to you and work with you to build a care plan that fits your health needs, personal preferences, and values.

## Care teams that feel reflective of who you are

- Access many clinicians who speak more than one language
- Utilize interpretive services for more than 150 languages
- Browse doctor profiles and change your personal doctor anytime

Learn more about our doctors at [kp.org/doctors](https://kp.org/doctors).

## Connected by your electronic health record



Your health history lives on your electronic health record.



It helps connect your care through each visit, including with specialists.



Your records are available to you and your care team 24/7.



It helps ensure you don't miss checkups and tests.

# Care that's convenient

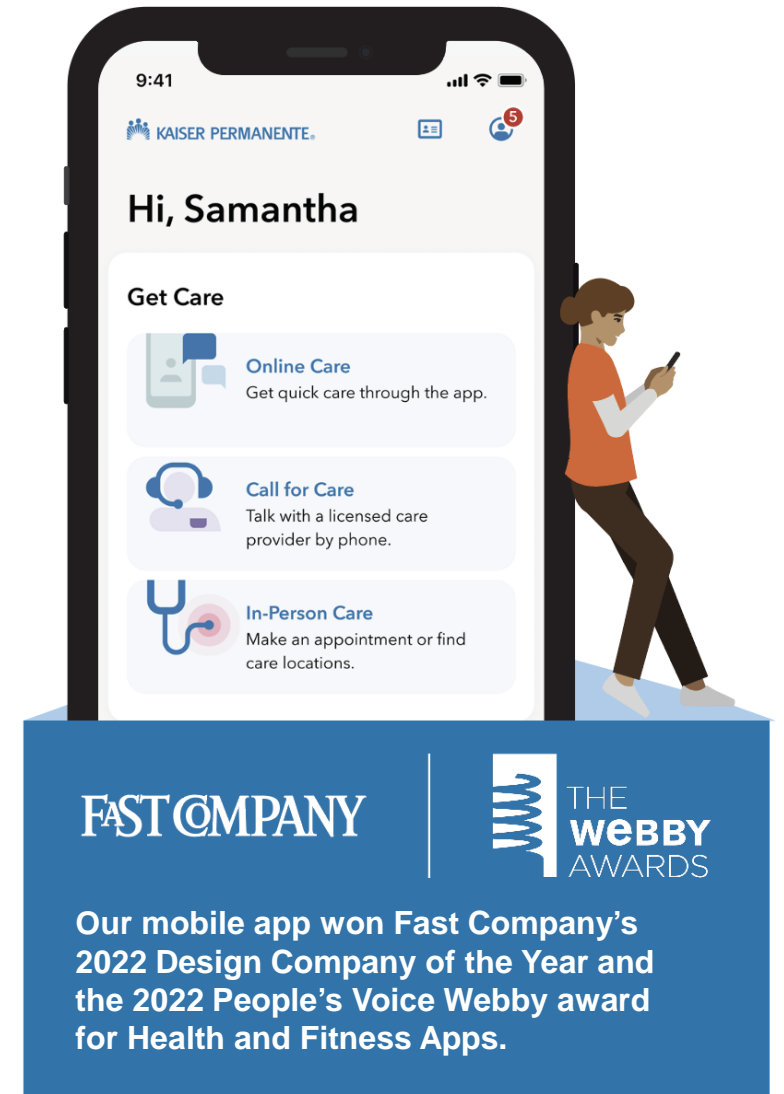
We make it easy to get high-quality care when and where you want it. No matter how you connect, you'll always talk with a medical professional who can see your health history and pick up where you left off.

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

## Your health at your fingertips

- Get 24/7 care by phone or video\*
- Email your care team
- Schedule appointments
- View lab results and doctor's notes
- Refill prescriptions
- Check in for appointments
- Pay bills and view statements

\*When appropriate and available.



9:41

KAISER PERMANENTE.

Hi, Samantha

Get Care

Online Care  
Get quick care through the app.

Call for Care  
Talk with a licensed care provider by phone.

In-Person Care  
Make an appointment or find care locations.

FAST COMPANY

THE WEBBY AWARDS

Our mobile app won Fast Company's 2022 Design Company of the Year and the 2022 People's Voice Webby award for Health and Fitness Apps.



# Convenient care while traveling

Planning to travel? Have a child going away to college? We can help you stay on top of your health while you're away. We'll work with you before you leave to see if you need to get vaccinated, refill prescriptions, and more.

And you're covered for urgent and emergency care anywhere in the world.



You can always get 24/7 care by email, phone, and video across the nation.\*

Visit [kp.org/travel](https://kp.org/travel) to learn more.

\*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.

# Care that's world class

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

We're a national leader in screening rates and research, and we're among the top-rated health plans in every state we serve.<sup>1,2,3</sup>



## Kaiser Permanente members are:



**33%**

more likely to survive heart disease<sup>4</sup>



**52%**

more likely to survive colorectal cancer<sup>5</sup>



**20%**

less likely to experience premature death due to cancer<sup>6</sup>

1. Kaiser Permanente 2022 HEDIS® scores. 2. 2021 Annual Report, Kaiser Permanente, [about.kaiserpermanente.org/who-we-are/annual-reports/2021-annual-report](https://www.kaiserpermanente.org/who-we-are/annual-reports/2021-annual-report). 3. 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). 4. Elizabeth A. McGlynn, PhD, et al., "Measuring Premature Mortality Among Kaiser Permanente Members Compared to the Community," July 20, 2022. 5. 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. 6. See note 4.



## Resources for mental health

Kaiser Permanente provides a wide range of support to help you take care of your mental and emotional health.

- Get help with conditions like anxiety, depression, addiction, 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.
- Use 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).

# More on self-care apps



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

- 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)



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 in-person classes from top fitness studios
- **Online video workouts at no additional cost** — 4,000+ on-demand fitness classes

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.





# Resources for everyday wellness

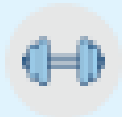
Take advantage of classes, services, and programs to help you achieve your health and fitness goals.<sup>1</sup> Visit [kp.org/health-wellness](https://kp.org/health-wellness) to learn more.



Acupuncture, massage therapy, and chiropractic care



Wellness Coaching by Phone



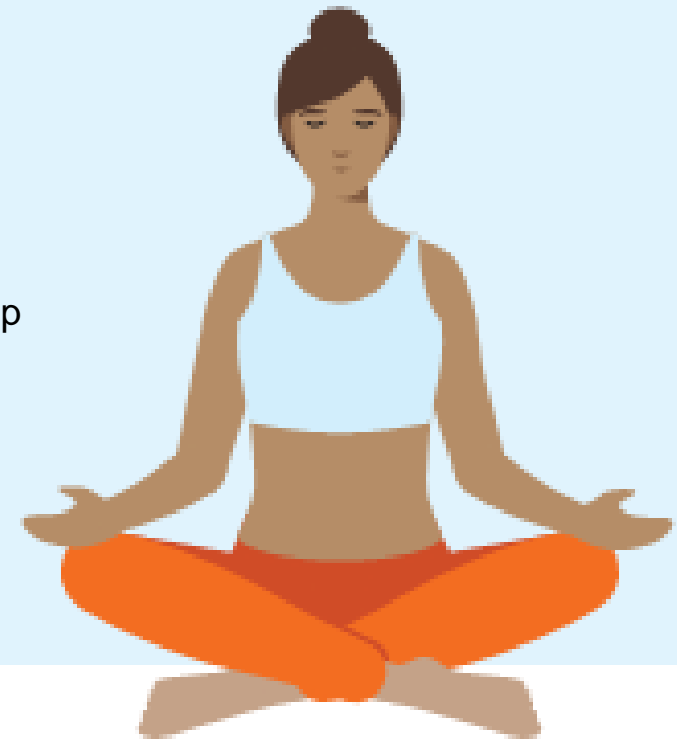
Reduced rates on gym memberships



Online fitness with the ClassPass app



Healthy lifestyle programs and classes<sup>2</sup>



<sup>1</sup>. 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. <sup>2</sup>. Classes vary at each location and some may require a fee.

# Care that's right for you



## Personalized onboarding

- A welcome call to answer your questions
- A member guide to get you started



## 3 easy steps to a healthy change

1. Choose your new doctor
2. Transition your care and prescriptions seamlessly
3. Get care on your schedule

Visit [kp.org/newmember](https://kp.org/newmember) to learn more.



# Complete care to help you live a fuller, healthier life

Want to learn more?



Visit [kp.org/allthatisyou](https://kp.org/allthatisyou)



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

Plan benefits and the latest  
information on locations near you

# Kaiser Permanente Traditional HMO Plan

(07/01/24—06/30/25)

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 services</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>	<b>Generic medication:</b> \$5 for up to a 100-day supply <b>Brand-name medication:</b> \$5 for up to a 100-day supply <b>Specialty medication:</b> \$5 for up to a 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*.



# Updates in California

Across California, we have 541 medical facilities and 17,410 doctors available to our members. And we're producing recognized results for our members.

## Care delivery

### Among the highest-rated health plans in California — 7 years in a row<sup>1</sup>

Of the 24 commercial health plans in California rated by the National Committee for Quality Assurance, our plans are among the top-rated in the state for the seventh year in a row.

1. National Committee for Quality Assurance, 2015–2023. 2. Health Care Quality Report Card, 2022–23, California Office of the Patient Advocate. 2022–23 edition results are based on 2021 performance data. View the complete report at [reportcard.opa.ca.gov](https://reportcard.opa.ca.gov). 3. Kaiser Permanente 2022 HEDIS® scores.

## Quality of care

### Best in state for behavioral and mental health care<sup>2</sup>

Kaiser Permanente has the only plans to get perfect scores for clinical quality on the California Office of the Patient Advocate's Health Care Quality Report Card. In the 2022–23 edition of the HMO quality report card, we're also the only plan to earn a perfect 5 stars for:

- Behavioral and mental health care
- Appropriate use of tests, treatments, and procedures

## Quality of care

### Leading California in 74 effectiveness-of-care measures<sup>3</sup>

In 2022, Kaiser Permanente led the state as the top performer in 74 HEDIS® (Healthcare Effectiveness Data and Information Set) effectiveness-of-care measures — the most of any health plan.

# Thank you

