

3 easy steps to get started



WELCOME

to Kaiser Permanente

EUGENE-SPRINGFIELD

go to kp.org/newmember today



All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.
500 NE Multnomah St., Suite 100, Portland, OR 97232.

Greetings

Subscriber name, we're glad to be your partner on this journey, and we look forward to a long and healthy relationship with you.

To help you make the most of your membership, we recently mailed you your Kaiser Permanente ID card along with simple steps to get started. If you've already taken those steps, then you're well on your way. If you haven't, now's a great time to get going.

This handbook will walk you through the most important steps to getting the most out of your membership. The sooner you choose a clinic, doctor, or team and sign up on our website, the more you'll get out of your new health plan.

Get started today by calling the New Member Welcome Desk at **1-888-491-1124**, or visiting **kp.org/newmember**.

Take advantage of all that life has to offer by being as healthy as you can be.

Welcome to Kaiser Permanente!



Ruth Williams-Brinkley
President, Northwest
Kaiser Foundation Health Plan and Hospitals



Imelda Dacones
President and Chief Executive Officer
Northwest Permanente, P.C.

Let's get started!

Making the most of your membership is easy.

Get started in 3 easy steps

Visit kp.org/newmember or call our New Member Welcome Desk at **1-888-491-1124**.

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Some web addresses, content, and services included in your welcome book may be available only in English. For help in your language, you may request language assistance at no cost to you by calling Member Services at **1-800-813-2000** (option 3). For TTY, call **711**.

Please refer to your Membership Agreement, Disclosure Form, or Evidence of Coverage (EOC) for more details on your plan or for specific limitations and exclusions.



1

Choose your doctor

Select from a wide range of great doctors

We know how important it is to find a doctor who matches your specific needs. Even if you don't need to see your doctor right away, having a doctor you connect with is an important part of taking care of your health.

To find a doctor who's right for you, browse our online doctor profiles on [kp.org](https://www.kp.org). You can learn about their education, credentials, specialties, and interest areas and find out if they're accepting new patients.

Choose the right doctor

If you already have a personal doctor (also called a primary care physician), check [kp.org](https://www.kp.org) to see if he or she is part of the Kaiser Permanente network.

Ready to select a new doctor? You can choose from a wide range of Kaiser Permanente and affiliated providers in the Eugene-Springfield area.

To learn more about your Kaiser Permanente and PeaceHealth primary care provider options, visit [kp.org/chooseyourdoctor](https://www.kp.org/chooseyourdoctor) or call the New Member Welcome Desk at **1-888-491-1124** (TTY **711**). Once you've decided on a doctor, we can help you schedule your first appointment with a Kaiser Permanente doctor or connect you to a PeaceHealth patient coordinator who can help with scheduling.

You can choose a personal doctor with any of these specialties:

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

Each covered family member may choose his or her own personal doctor.

See specialists, some without a referral

For many specialists, including optometry, ophthalmology, physical therapy, mental health, ob-gyn, and genetics, you don't need a referral. If you do, however, your doctor can refer you.

Choose by phone

Call the New Member Welcome Desk at **1-888-491-1124**. For TTY, call **711**. Once you've decided on a doctor, we can help you schedule your first appointment.

Choose online

Go to [kp.org/newmember](https://www.kp.org/newmember) to browse our doctor profiles, and find a doctor who matches your needs. Once you've chosen, call the New Member Welcome Desk at **1-888-491-1124** to schedule your first appointment. For TTY, call **711**.



2 Create your online account at kp.org¹

Start using our secure website to manage your health on your time

With **kp.org** you can securely access many time-saving tools and resources to help you stay on top of your health. Register today so you can use them as soon as you need them.

Manage your care at kp.org

Visit **kp.org** anytime, from anywhere, to:¹

- View most lab results
- Refill most prescriptions
- Email your doctor's office with nonurgent questions
- Schedule video visits with a clinician
- Schedule and cancel routine appointments
- Print vaccination records for school, sports, and camp
- Manage a family member's health care²
- View your benefits
- Pay bills

Even if you don't need care right away, we encourage you to register today and explore our tools so you can use them as soon as you need them.

➤ Creating a kp.org account is easy

Go to kp.org/newmember from a computer (not a mobile device) and follow the sign-on instructions. You'll need your medical/health record number, which you can find on your member ID card.

Get inspired at kp.org

Your **kp.org** membership also gives you access to many tools and tips for healthy living as well as recipes and articles on a wide range of health topics.

Download the Kaiser Permanente app

Once you've registered, you can download the Kaiser Permanente app to your smartphone.

1. From your smartphone, go to your preferred app site.
2. Search for the Kaiser Permanente app, then download it.
3. Use your **kp.org** user ID and password to activate the app, and you'll be ready to go!

¹These features are available when you get care at Kaiser Permanente facilities.

²Due to privacy laws, certain features may not be available when they are being accessed on behalf of a child 18 or younger, and your child's physician may be prevented from disclosing certain information to you without your child's consent.



3 Get prescriptions

We make it easy to fill your prescriptions

As a new member, you have several options for getting your prescriptions filled: using the Kaiser Permanente mail-order pharmacy, picking them up at one of our local network pharmacy locations, or picking them up at a Kaiser Permanente pharmacy.

Getting prescriptions by mail

For new prescriptions, please call us at **1-800-548-9809**, and we'll help you get started. You will need your health record number and your credit or debit card.

Once you've transitioned your prescriptions to Kaiser Permanente, just visit kp.org/refill to get most prescription refills mailed to you at no additional charge. Plus, you may even save on copays and get 3 months of refills for the price of 2. (Check your plan benefits.)

First, you'll need to create your online account at kp.org by visiting kp.org/registernow.

Fill prescriptions by phone

To start getting your current prescriptions by mail, call **1-888-572-7231**, Monday through Friday, 8 a.m. to 5:30 p.m., and we will help transfer them.

Picking up your prescriptions

Visit one of the network pharmacy locations below to fill or refill your prescriptions. To transfer your prescriptions to one of these pharmacies, please call them directly.

Albertsons Sav-On Pharmacy – Coburg

311 Coburg Rd., Eugene, OR 97401
541-342-7635

Albertsons Sav-On Pharmacy – Royal

4740 Royal Ave., Eugene, OR 97402
541-688-6569

Hirons Drug – 18th Ave.

185 E. 18th Ave., Eugene, OR 97401
541-342-4995

Hirons Drug – Franklin

1950 Franklin Blvd., Eugene, OR 97403
541-344-5268

Safeway Pharmacy – Pioneer Parkway

1891 Pioneer Pkwy. E., Springfield, OR 97477
541-747-6627

You can also pick up your prescriptions at any of the Kaiser Permanente pharmacies located in our medical offices. Visit kp.org/facilities for the most up-to-date list of pharmacy locations.



Getting the right care

No matter what life throws your way, you've got many ways to connect to convenient, high-quality care for you and your family.

Not feeling well? Call us 24/7. Need care now? Make a same-day appointment. Can't make the drive? Talk to a doctor by phone or video.



Appointments and 24/7 advice

Call us at **1-800-813-2000** (option 1), 24 hours a day, 7 days a week, to make an appointment or to speak with a care provider about what kind of care you need. For TTY, call **711**. We can also tell you if a location accepts walk-ins, offers after-hours care, or has same-day or next-day appointments. You can also schedule most in-person appointments online.¹



Phone appointments

Save time by scheduling a call with a Kaiser Permanente doctor.² Phone appointments may be available within one hour.^{1,3}



Video appointments

Meet with a doctor face-to-face by video – right from your computer, smartphone, or tablet.² Video appointments may be available within one hour.^{1,3}



In-person appointments

Visit your care team in person at a Kaiser Permanente or affiliated facility to receive care from a qualified provider.



Email your doctor

Message your doctor's office with nonurgent questions anytime – great for follow-up care after a routine appointment.¹

¹These features are available when you get care at Kaiser Permanente facilities.

²Medicare health plan members should check their **Evidence of Coverage (EOC)** for more details.

³Must be 18 or older to schedule. To find out if telephone or video visits are available to you and right for your condition, call the appointment number near the top of this page.

No matter what kind of care you need, we've got you covered

You've got access to a full range of care and services,¹ so it's important to understand your options. There are urgent needs that aren't emergencies and knowing the difference can save you time. Visit kp.org/newmember for more details on types of care. See pages 12-13 for location details.

Types of care you may need

-  **Routine care**
Routine care is for expected care needs, like a scheduled visit to your doctor for a recommended preventive screening. Examples include:
 - Adult and well-child checkups or physical exams
 - Follow-up visits
 - Pap test or immunization (shots)
-  **Urgent care**
An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. Examples include:
 - Minor injuries
 - Backaches
 - Earaches
 - Sore throats
 - Coughs
 - Upper-respiratory symptoms
 - Frequent urination or a burning sensation when urinating
-  **Emergency care**²
Emergency care is for medical or mental health conditions that require immediate medical attention to prevent serious jeopardy to your health. Emergency care is available 24 hours a day, 7 days a week, 365 days a year. Examples include:
 - Chest pain or pressure
 - Severe stomach pain that comes on suddenly
 - Decrease in or loss of consciousness
 - Severe shortness of breath

¹You must get covered services from plan providers except for authorized referrals, emergency care, and out-of-area urgent or dialysis care or as otherwise described in the **Evidence of Coverage (EOC)**. If you use providers that are not in our network, the plan may not pay for these services.

²If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your **EOC**.



Healthy extras

Resources for healthy living

Take advantage of our wide variety of resources to help keep you informed, inspired, and feeling your best.

- **Facility and provider directories**

These directories have detailed information about all the Kaiser Permanente and affiliated facilities and providers in your area. They can help you manage your care and coverage. Download a copy at kp.org/directory/nw.

- **Personal wellness coaching**

Get help reaching your personal health goals, sign up for health classes, get support on a variety of wellness topics, and work one-on-one with a wellness coach by phone at no additional cost. Find out more at kp.org/healthengagement.

- **Monthly newsletter**

When you sign up on kp.org, you'll automatically start getting our *Partners in Health* monthly newsletter by email. It has health tips, member stories, and updates on facilities and services.

- **Online wellness programs**

Our online healthy lifestyle programs create customized action plans tailored to your health needs and areas of interest. Start with a Total Health Assessment and go from there. Visit kp.org/healthylifestyles.

- **Alternative care and chiropractic**

Members get discounts on East Asian medicine, chiropractic care, massage, and other alternative therapies from providers belonging to The CHP Group network. Learn more at chpactiveandhealthy.com.

Getting care away from home

Plan ahead, travel well, and come home healthy. Visit kp.org/travel or call the Away from Home Travel Line at 951-268-3900¹ for travel support anytime, anywhere, 24 hours a day, 7 days a week.

The website and our travel team will help you:

- Learn how to refill an eligible prescription early or away from home
- Find care in a Kaiser Permanente region
- File a claim for reimbursement when you're back

Understanding your coverage and costs²

Understanding your costs and how your Kaiser Permanente plan helps you pay for them is easier when you have tools to guide you.

- Get a cost estimate for common services at kp.org/costestimates.
- Pay your medical bills at kp.org/paymedicalbills.
- Go paperless at kp.org/paperless and receive medical bills and other documents online.

You may also call our Member Services Department at **1-800-813-2000** and select option 3 or say "Benefits and Coverage."

¹This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code "001" for landlines and "+1" for mobile before the phone number. Long-distance charges may apply, and we cannot accept collect calls.

²Cost estimates available only for Kaiser Permanente providers.



Member information

Plan information

See your plan information:

Sample plan documents, your own Evidence of Coverage, and a glossary are included at kp.org/plandocuments.

We have posted information on kp.org/disclosures that will help you understand:

- The benefits and services covered in your benefits plan
- Plan restrictions
- How to obtain health care services and medications
- How to file a claim for payment (if needed)
- How to submit a complaint
- How to appeal an adverse decision
- How Kaiser Permanente evaluates new technology

Important terms

Coinsurance

A percentage of the charges that you pay for covered services. For example, a 20% coinsurance for a \$200 procedure means you pay \$40.

Copay

The set amount you pay for covered services. For example, a \$10 copay for an office visit.

Deductible

The amount you pay for most covered services each year before your health plan starts paying. Depending on your plan, you may pay copays or coinsurance for some services without having to reach your deductible.

Out-of-pocket maximum

The most you'll pay for most covered services each year. For a small number of services, you may need to keep paying copays or coinsurance after reaching your out-of-pocket maximum.*

*If you have an HSA-qualified deductible plan, once you reach your out-of-pocket maximum, you won't have to pay anything for covered services for the rest of the year. If you are enrolled through a group's self-funded EPO plan, your health benefits are self-insured by your employer, union, or Plan sponsor. Kaiser Permanente Insurance Company provides certain administrative services for the Plan and is not an insurer of the Plan or financially liable for health care benefits under the Plan.

Contact us

Kaiser Permanente Member Services Contact Center

Questions about your benefits and coverage or to request a copy of your Evidence of Coverage (EOC).

1-800-813-2000 (English)

1-800-324-8010 (language interpretation services)

711 (TTY)

Monday through Friday, 8 a.m. to 6 pm

Kaiser Permanente Appointments and Advice Line

1-800-813-2000 (option 1)

24 hours a day, 7 days a week

Kaiser Permanente New Member Welcome Desk

1-888-491-1124

Monday through Friday, 8 a.m. to 6 pm.

Kaiser Permanente New Member Pharmacy Services

1-888-572-7231

Monday through Friday, 8 a.m. to 6 pm

Stay connected to good health

 facebook.com/kpthrive

 kp.org/getstartedvideo

 [@kpnorthwest](https://twitter.com/kpnorthwest)

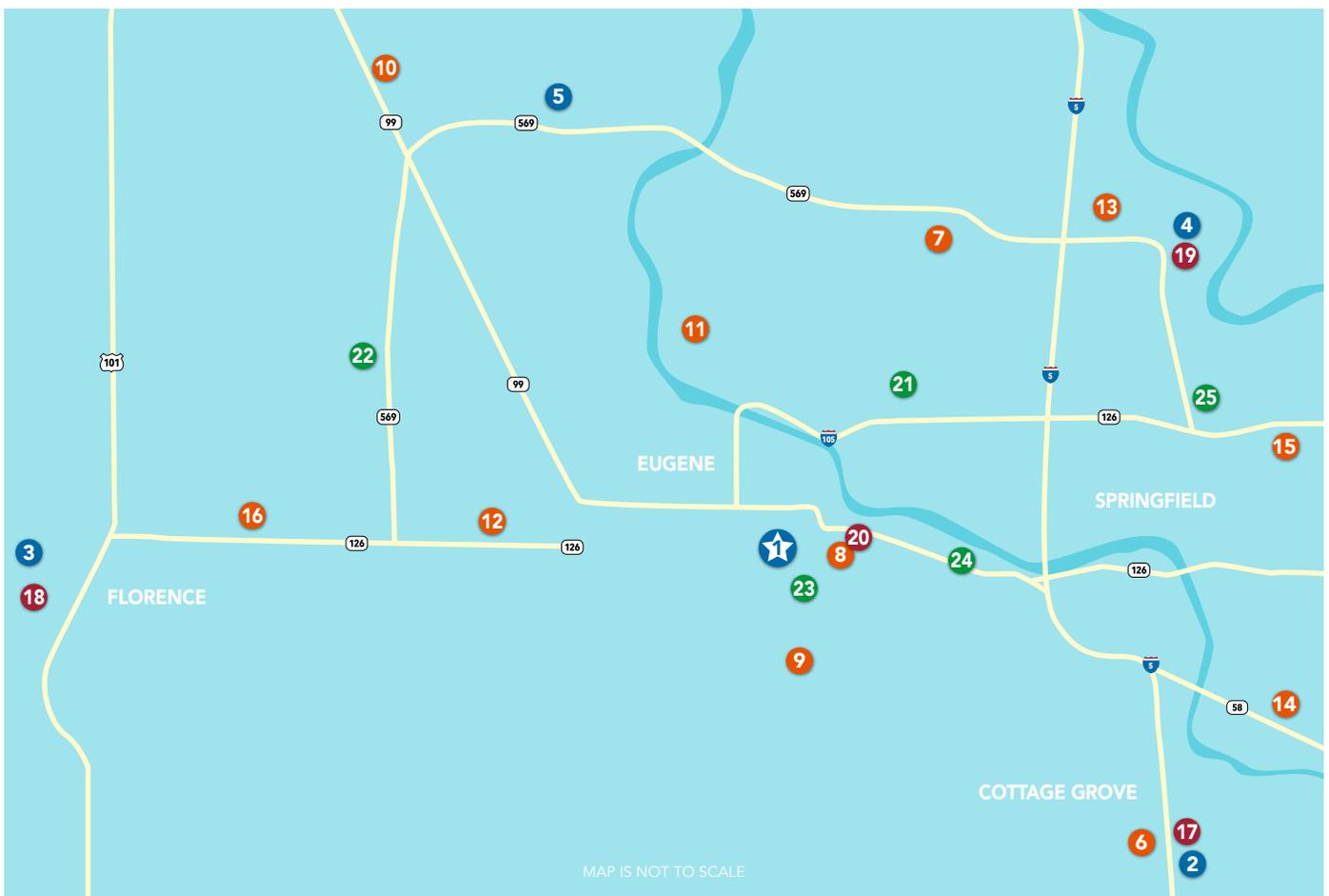
 [@kpnorthwest](https://www.instagram.com/kpnorthwest)



Where to get care in Eugene-Springfield

With many affiliated providers and facilities in the Eugene-Springfield area, we offer access to more options for care and services when and where you need them. We are proud to partner with many local providers, including PeaceHealth, Eugene Urgent Care, Slocum Center for Orthopedics & Sports Medicine, Pacific Women's Center, and more. You may need a referral for some specialties based on your benefit plan.

To search for a facility near you, visit kp.org/locations.



KEY

- ★ Kaiser Permanente facility
- Primary care
- Urgent care
- Hospital
- Pharmacy

● Primary and Routine Care

1. **Kaiser Permanente Downtown Eugene Medical Office**
100 W. 13th Ave., Eugene, OR 97401
2. **PeaceHealth Medical Group - Cottage Grove**
1515 Village Dr., Cottage Grove, OR 97424
3. **PeaceHealth Medical Group - Florence**
380 & 390 9th St., Florence, OR 97439
4. **PeaceHealth Medical Group - RiverBend Pavilion**
3377 RiverBend Dr., Springfield, OR 97477
5. **PeaceHealth Medical Group - Santa Clara**
2484 River Rd., Eugene, OR 97404

● Urgent Care

6. **Cottage Grove Medical Clinic**
1445 N. Gateway Blvd., Cottage Grove, OR 97424
7. **Eugene Urgent Care - Coburg**
1800 Coburg Rd., Eugene, OR 97401
8. **Eugene Urgent Care - Patterson**
598 E. 13th Ave., Eugene, OR 97401
9. **Eugene Urgent Care - Willamette**
2710 Willamette St., Eugene, OR 97405
10. **Junction City Medical Clinic**
355 W. 3rd Ave., Junction City, OR 97448
11. **PeaceHealth Urgent Care - Valley River**
1400 Valley River Dr., Ste. 110, Eugene, OR 97401
12. **PeaceHealth Urgent Care - West 11th**
3321 W. 11th Ave., Eugene, OR 97402
13. **PeaceHealth Urgent Care - Gateway**
860 Beltline Rd., Springfield, OR 97477
14. **Pleasant Hill Urgent Care**
35859 Hwy. 58, Pleasant Hill, OR 97455
15. **Thurston Urgent Care**
5781 Main St., Springfield, OR 97478
16. **Veneta Medical Clinic**
87983 Territorial Hwy., Veneta, OR 97487

● Hospitals and Emergency Care*

17. **PeaceHealth Cottage Grove Community Medical Center**
1515 Village Dr., Cottage Grove, OR 97424
18. **PeaceHealth Peace Harbor Medical Center**
400 9th St., Florence, OR 97439
19. **PeaceHealth Sacred Heart Medical Center at RiverBend**
3333 RiverBend Dr., Springfield, OR 97477
20. **PeaceHealth Sacred Heart Medical Center University District**
1255 Hilyard St., Eugene, OR 97401

● Pharmacy

Save time and money by using the Kaiser Permanente mail-order pharmacy to have prescriptions delivered to your home. Visit [kp.org/refill](https://www.kp.org/refill).

21. **Albertsons Sav-On Pharmacy - Coburg**
311 Coburg Rd., Eugene, OR 97401
22. **Albertsons Sav-On Pharmacy - Royal**
4740 Royal Ave., Eugene, OR 97402
23. **Hirons Drug - 18th Ave.**
185 E. 18th Ave., Eugene, OR 97401
24. **Hirons Drug - Franklin**
1950 Franklin Blvd., Eugene, OR 97403
25. **Safeway Pharmacy - Pioneer Parkway**
1891 Pioneer Pkwy. E., Springfield, OR 97477

*If you're experiencing a medical emergency, call **911** or go to the nearest emergency room.



Important health plan information for:
<Name>
<Address line 1>
<Address line 2>
<City, State ZIP>

<[ID CODE]>

Your guide to good health

Keep this book handy as a quick reference to getting the most out of your new plan



Choose your doctor



Create your online account at kp.org



Get prescriptions