

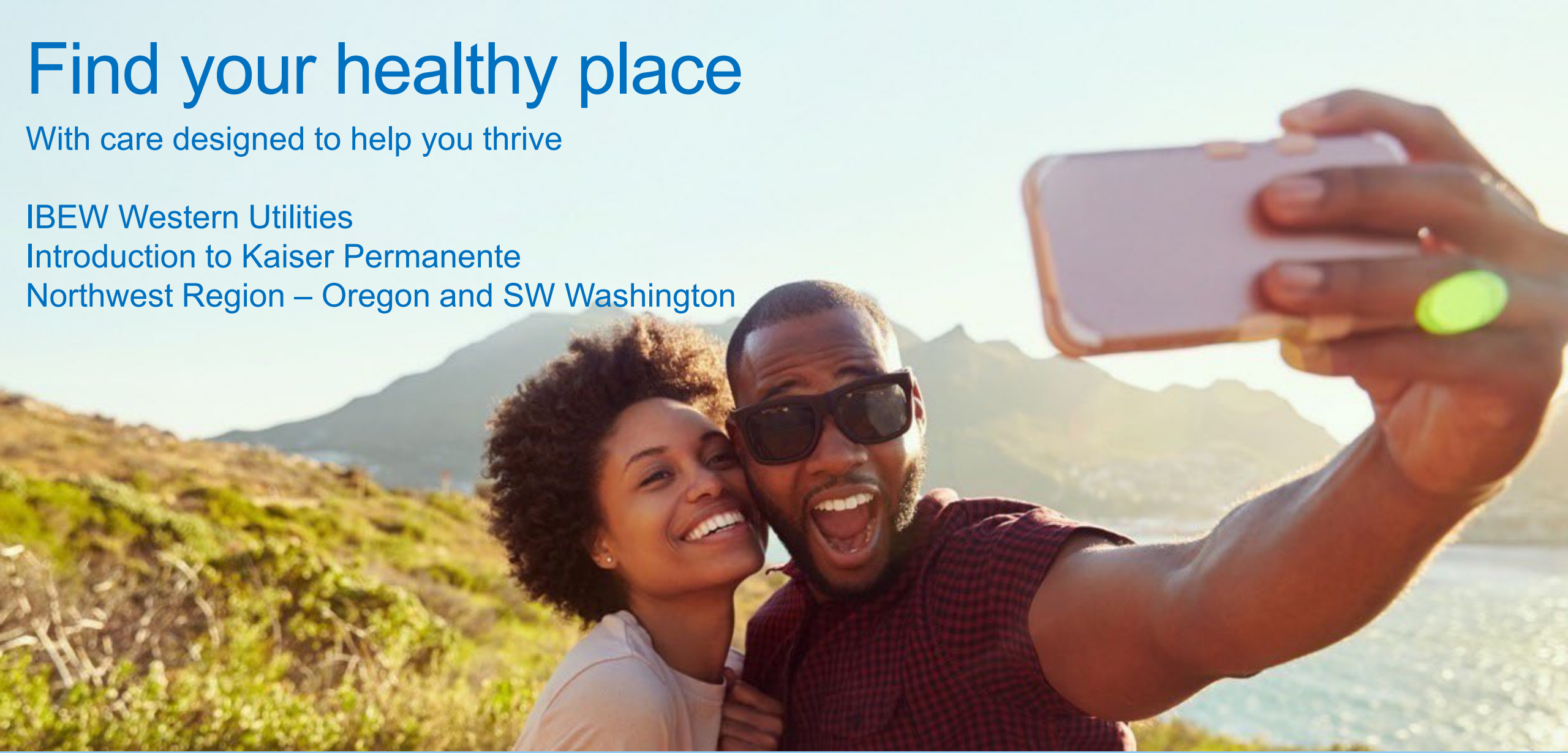
Find your healthy place

With care designed to help you thrive

IBEW Western Utilities

Introduction to Kaiser Permanente

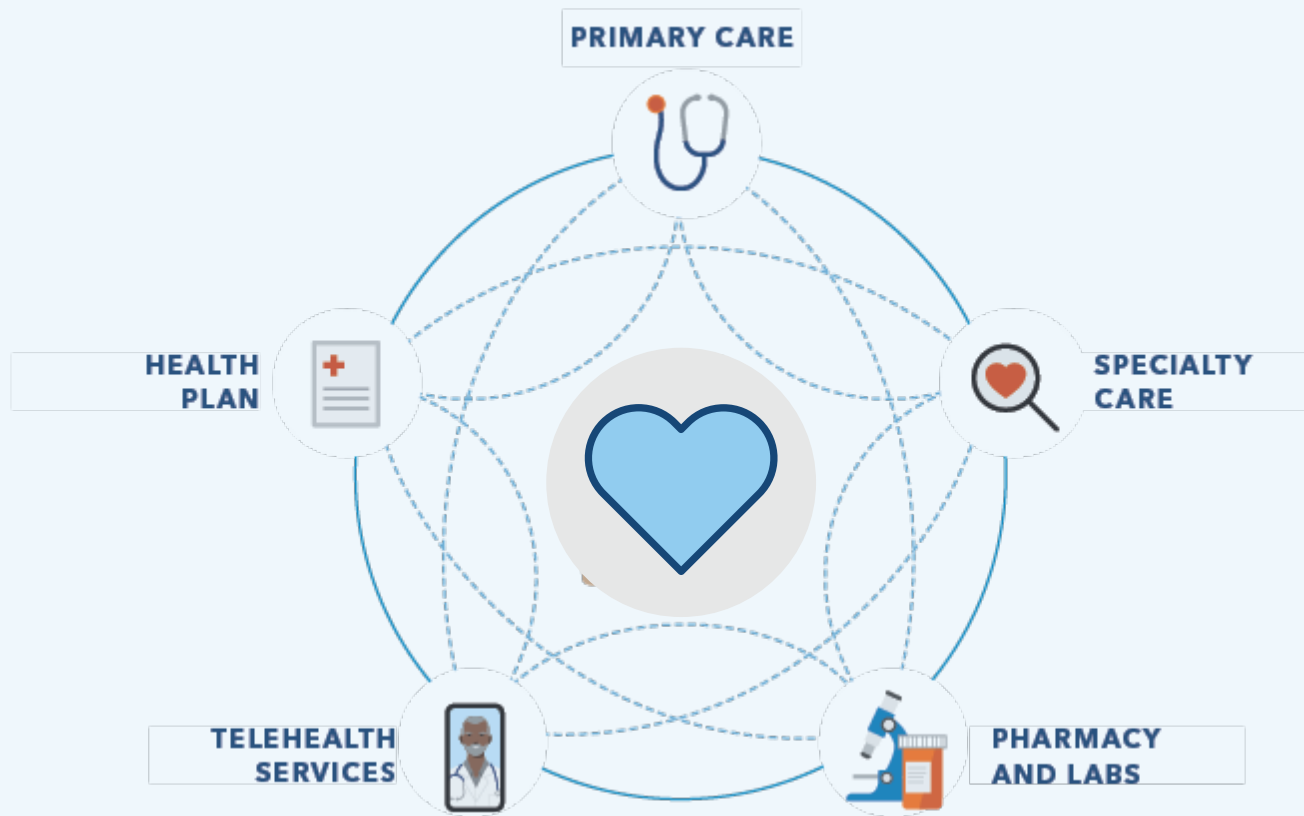
Northwest Region – Oregon and SW Washington



What makes you feel happy and healthy?

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

Take a virtual tour
at kp.org/vr



We combine care and coverage:

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

Care can feel easier and faster
and when it is centered around
you.

One of the nation's largest health plans

Kaiser Permanente has a mission to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.

95M

VIRTUAL CONNECTIONS

between members and their care teams in 2020¹



12.5M

MEMBERS

covered for care needs in mind and body



39M

PRESCRIPTION DELIVERIES

to members' homes in 2020, usually within 3 to 5 business days



34

EFFECTIVENESS-OF-CARE MEASURES

we led the nation in — the most of any health plan in 2020²



763

HOSPITALS AND MEDICAL OFFICES

with many services often under one roof, so you can get everything done quickly



9

AREAS

to get Kaiser Permanente care in person — California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, and Washington, D.C.



1. Source: Kaiser Permanente Telehealth Insights Dashboard. 2. Kaiser Permanente 2020 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business.

Northwest

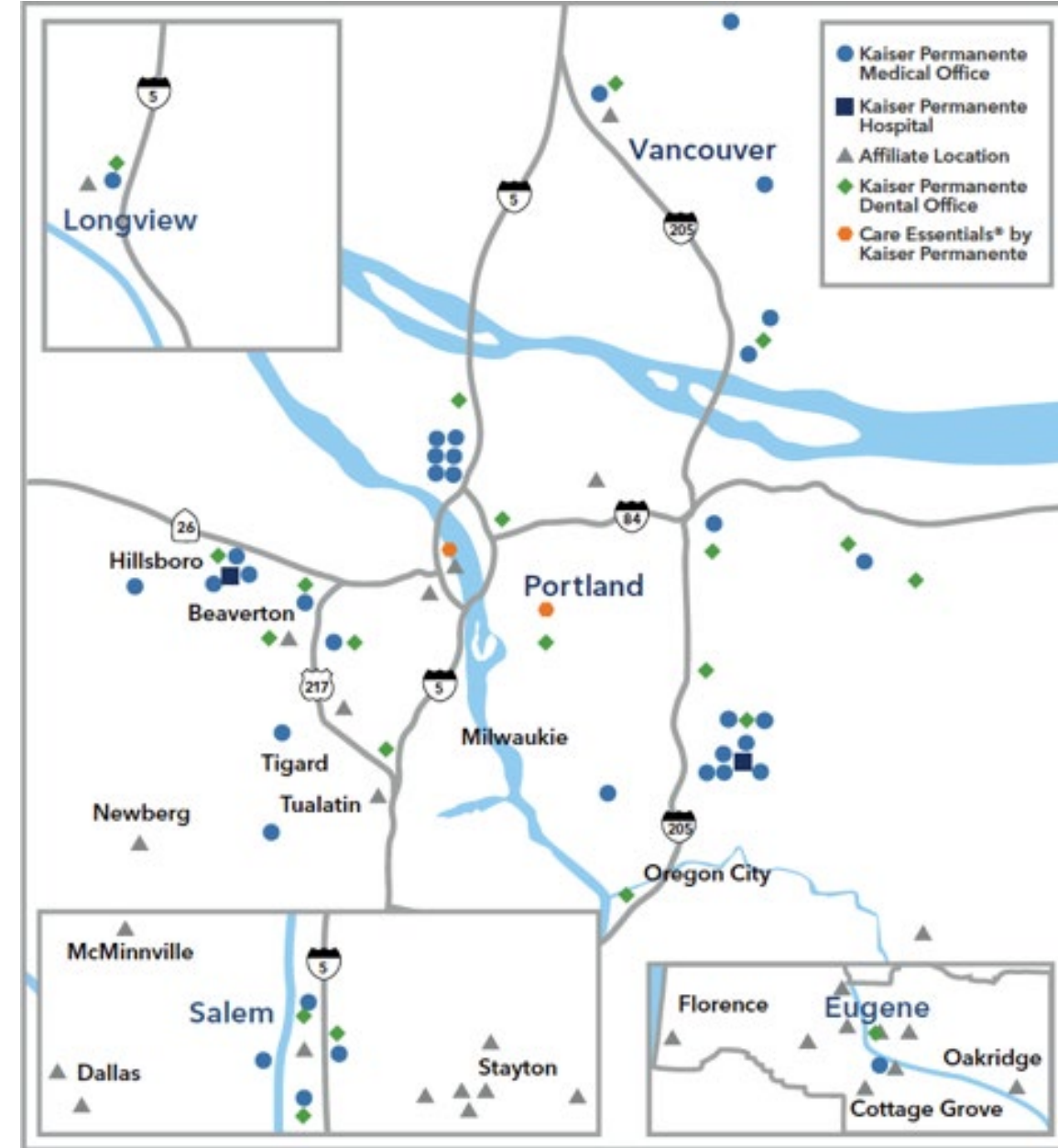
Care near you

- 35 medical offices
- 21 dental clinics
- 6 urgent care clinics
- 6 Vision Essentials by Kaiser Permanente clinics
- 2 hospitals
- 2 Care Essentials by Kaiser Permanente clinics
- Affiliated hospitals and medical offices

Serving Oregon and southwest Washington

- Healthgrades Top 100 Hospitals
- NCQA's Best Health Plans
- Diversity Inc Top 50 Hall of Fame
- Highest in customer loyalty 10 years in a row

Facility information current as of July 2020.
Visit kp.org/locations to find your nearest facility.



Map not to scale

Why choose Kaiser Permanente?



Quality care

- Health care centered around you
- Leading preventive care to help you stay healthy
- One of the nation's largest multispecialty medical groups



More digital options

- Video or phone appointments¹
- Care advice by email, phone, or online
- Kaiser Permanente app to connect to care anytime²



Membership extras

- 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



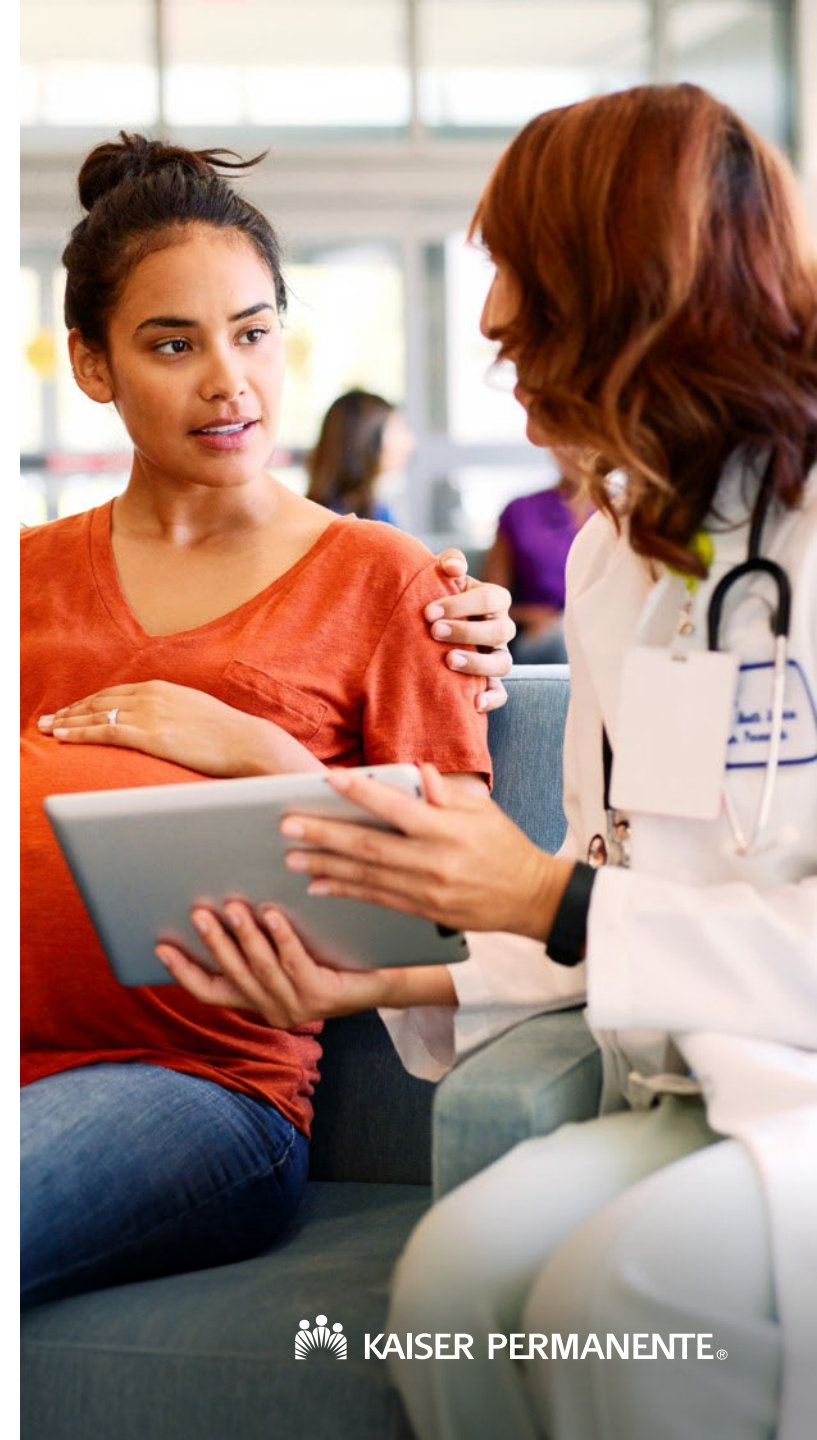
Specialty care when you need it



Support for ongoing conditions

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

We've helped deliver millions of COVID-19 vaccines to our members, communities, and underserved areas. Visit kp.org/covidvaccine to search vaccine appointments.



The last time you needed care,
what did you have to do to get it?

Convenient ways to get what you need

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

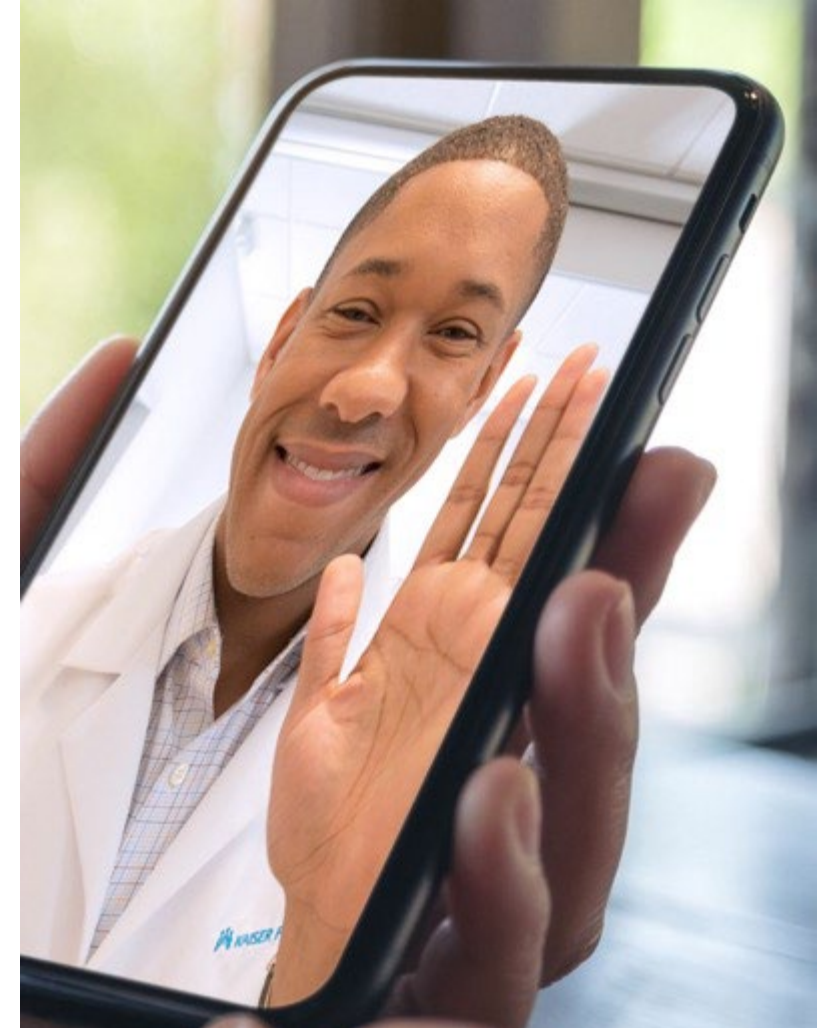
- Talk with a Kaiser Permanente clinician by video or phone for the same high-quality care as an in-person visit.¹
- Get 24/7 care advice by phone or online.
- Email your doctor's office with nonurgent questions.²



Managing your health²

- Schedule or cancel routine appointments.
- Fill most prescriptions for home delivery or same-day pickup.
- Check your health records and pay bills.

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



Telehealth services aren't an add-on — they've helped us deliver personalized care for years.



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 a MinuteClinic (in select CVS and Target stores) or Concentra urgent care center 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***
or [kp.org/travel](https://www.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.

If you have a serious health need,
do you know how to find the right doctor?



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.
- Use 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.

Added support to help you thrive at kp.org¹



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, massage therapy, and gym memberships



On-site health education classes and support groups²



Seasonal farmers markets³

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. myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.

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 to answer your questions
- A member guide 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





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
- How our doctors, hospitals, and health plan work together to make your life easier



Or about our extra features

- Video visits* and other convenient ways to get care
- Apps, podcasts, and other self-care resources available to you at no additional cost

Call **1-800-514-0985** (TTY **711**), Monday through Friday, 7 a.m. to 6 p.m. Pacific time.

*When appropriate and available.

Additional Benefits



Thank you