Find your healthy place
With care designed to help you thrive

kp.org/thrive
Benefit Summary

603910 UNITE HERE HEALTH_Hospitality Plan

Principal Benefits for

Kaiser Permanente Traditional HMO Plan (5/1/21—12/31/21)
Health Plan believes this coverage is a “grandfathered health plan” under the Patient Protection and Affordable Care Act. If you have questions about grandfathered health plans, please call our Member Service Contact Center.

Accumulation Period
The Accumulation Period for this plan is January 1 through December 31.

Out-of-Pocket Maximum(s) and Deductible(s)
For Services that apply to the Plan Out-of-Pocket Maximum, you will not pay any more Cost Share for the rest of the Accumulation Period once you have reached the amounts listed below.

<table>
<thead>
<tr>
<th>Amounts Per Accumulation Period</th>
<th>Self-Only Coverage</th>
<th>Family Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(a Family of one Member)</td>
<td>Each Member in a Family of two or more Members</td>
</tr>
<tr>
<td>Plan Out-of-Pocket Maximum</td>
<td>$1,500</td>
<td>$1,500</td>
</tr>
<tr>
<td>Plan Deductible</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Drug Deductible</td>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

Professional Services (Plan Provider office visits)
Most Primary Care Visits and most Non-Physician Specialist Visits ........................................ $15 per visit
Most Physician Specialist Visits ................................................................. $15 per visit
Routine physical maintenance exams, including well-woman exams ........................................ No charge
Well-child preventive exams (through age 23 months) ......................................................... No charge
Family planning counseling and consultations ......................................................................... No charge
Scheduled prenatal care exams ............................................................................................... No charge
Routine eye exams with a Plan Optometrist ............................................................................. No charge
Urgent care consultations, evaluations, and treatment ............................................................... $15 per visit
Most physical, occupational, and speech therapy ...................................................................... $15 per visit

Outpatient Services
Outpatient surgery and certain other outpatient procedures .................................................. $15 per procedure
Allergy antigens (including administration) .............................................................................. $3 per visit
Most immunizations (including the vaccine) ................................................................................ No charge
Most X-rays and laboratory tests .............................................................................................. No charge

Hospitalization Services
Room and board, surgery, anesthesia, X-rays, laboratory tests, and drugs .............................. $100 per admission

Emergency Health Coverage
Emergency Department visits ................................................................................................ $50 per visit
Note: If you are admitted directly to the hospital as an inpatient for covered Services, you will pay the inpatient Cost Share instead of the Emergency Department Cost Share (see “Hospitalization Services” for inpatient Cost Share)

Ambulance Services
Ambulance Services .............................................................................................................. $50 per trip

Prescription Drug Coverage
Covered outpatient items in accord with our drug formulary guidelines:
Most generic items at a Plan Pharmacy or through our mail-order service ............................... $10 for up to a 100-day supply
Most brand-name items at a Plan Pharmacy or through our mail-order service ....................... $10 for up to a 100-day supply
Most specialty items at a Plan Pharmacy ................................................................................. $10 for up to a 30-day supply
DME items as described in the EOC ......................................................................................... 20% Coinsurance

Mental Health Services
Inpatient psychiatric hospitalization ....................................................................................... $100 per admission
Individual outpatient mental health evaluation and treatment ............................................... $15 per visit
Group outpatient mental health treatment .............................................................................. $7 per visit

Substance Use Disorder Treatment
Inpatient detoxification ........................................................................................................ $100 per admission
Individual outpatient substance use disorder evaluation and treatment ............................ $15 per visit
Group outpatient substance use disorder treatment ............................................................. $5 per visit

Home Health Services
Home health care (up to 100 visits per Accumulation Period) ............................................... No charge
<table>
<thead>
<tr>
<th>Other</th>
<th>You Pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skilled nursing facility care (up to 100 days per benefit period)</td>
<td>No charge</td>
</tr>
<tr>
<td>Prosthetic and orthotic devices as described in the <em>EOC</em></td>
<td>No charge</td>
</tr>
<tr>
<td>Services to diagnose or treat infertility and artificial insemination (such as outpatient procedures or laboratory tests) as described in the <em>EOC</em> to treat any other condition</td>
<td>Not covered</td>
</tr>
<tr>
<td>Assisted reproductive technology (&quot;ART&quot;) Services</td>
<td></td>
</tr>
<tr>
<td>Hospice care</td>
<td>No charge</td>
</tr>
<tr>
<td>Pediatric Dental</td>
<td>Out-of-Pocket Maximum of $350 child/$700 family</td>
</tr>
<tr>
<td>Pediatric Optical</td>
<td>Annual refraction exams and Orthodontia for those who qualify</td>
</tr>
<tr>
<td></td>
<td>Pair of frames &amp; lenses or contact lenses</td>
</tr>
</tbody>
</table>

This is a summary of the most frequently asked-about benefits. This chart does not explain benefits, Cost Share, out-of-pocket maximums, exclusions, or limitations, nor does it list all benefits and Cost Share amounts. For a complete explanation, please refer to the *EOC*. Please note that we provide all benefits required by law (for example, diabetes testing supplies).
Connected care makes your life easier

We combine care and coverage – which makes us different than your other health care options. Your doctors, hospitals, and health plan work together to make getting the right care more convenient. Your care meets you where you are, because it’s centered around you.
Go where you feel like your best self

We can help you get to your healthy place – no matter where it is. Care at Kaiser Permanente feels easier and faster, with the help of connected caregivers, more ways to get care at home or on the go, and support for your total health. Welcome to care that fits your life.

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Quality care with you at the center .............................................................5
Great care, great results ..............................................................................6
Convenient ways to get care ........................................................................7
Healthy resources .......................................................................................8
Care when and where you need it ..............................................................9

To sign up, contact your employer or call us at 1-800-464-4000 (TTY 711). We’re available 24 hours a day, 7 days a week (closed holidays). Visit kp.org/thrive to see how we make your care experience better.
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 in no time.

Ready to get started? Visit kp.org/newmember.

Choose a doctor who’s right for you
Our online doctor profiles let you browse the many excellent doctors and convenient locations in your area, even before you enroll. So you can join knowing you’ve found a doctor who fits your needs. You’re also free to change at any time, for any reason.

Transition your care seamlessly
Easily move prescriptions and find a location that’s close to your home, work, or school. Many services are often under one roof, making it easy to see your doctor, get a lab test, and pick up prescriptions – all in one trip.

Get care on your schedule
Need to schedule an appointment? Have a nonurgent question you’d like to email to your doctor’s office? Want your prescription refill mailed to your home? After you enroll, register for an online account at kp.org or get our mobile app. Then join the millions of members who easily manage their health online – whenever, wherever.

Want to talk? We’re here to help.
You don’t have to choose a health plan alone. A Kaiser Permanente enrollment specialist can answer your questions – like where to get care or what extra perks are included. Call 1-800-324-9208 (TTY 711), Monday through Friday, 7 a.m. to 6 p.m. Pacific time.
Quality care with you at the center

Our physician-led care teams work together to keep you healthy by delivering high-quality, personalized care.

Great care from great doctors

Our doctors come from top medical schools, and many of them teach at world-renowned universities. No matter which personal doctor you choose, you’ll be in highly skilled, experienced hands – and your health is their main concern.

As your biggest health advocate, your doctor will coordinate your care journey, and you’ll work closely together to make decisions about your health.

Better care with a connected team

Your doctor, nurses, and other specialists are connected to each other, and to you, through your electronic health record. So they know important things about you and your health – like when you’re due for a screening and what medications you’re taking. That way, you get personalized care that’s right for you.

Personalized care for all members

Care at Kaiser Permanente isn’t one-size-fits-all. We believe your story, background, and values are as important as your health history. To help deliver care that’s sensitive to your culture, ethnicity, and lifestyle, we:

• Strive to hire doctors and staff who speak more than one language
• Offer telephone interpretation services in more than 150 languages
• Train our care teams on how to connect with and care for people of diverse backgrounds
• Improved health outcomes among diverse populations for conditions like high blood pressure, diabetes, and colon cancer

Get an idea of what you’ll pay before you come in for care with a personalized cost estimate based on your plan details.
Great care, great results

From preventive screenings that keep you healthy to world-class care if you get sick, we’ve got you covered.

Preventive care to keep you healthy

Preventive care is key to how we practice medicine. It can help you avoid some health issues and catch others before they become serious.

Your electronic health record plays a vital role. It tracks your preventive care services and sends reminders when you’re due for your next screening. We’ll let you know when to come in so you’re free to focus on living your life.

Support for ongoing conditions

If you have a condition like diabetes or heart disease, you’re automatically enrolled in a disease management program for personal coaching and support. With a well-rounded approach backed by proven best practices and advanced technology, we’ll help you get the care you need to continue living life to the fullest.

Specialty care when you need it

We’re also here for you if you get sick or need specialty care. With one of the largest multispecialty medical groups in the country, we can conveniently connect you with the right specialist. And you don’t need referrals for certain specialties, like obstetrics-gynecology, psychiatry, and drug dependency services.

From high-quality maternity care to treatment for cancer, heart problems, and more, you get great doctors, the latest technology, and evidence-based care – all combined to help you recover quickly.

A leader in clinical quality

In 2019, Kaiser Permanente led the nation as the top performer in 26 effectiveness-of-care measures – the most of any health plan. These measures include:

- Prevention and screening
- Cardiovascular care
- Comprehensive diabetes care
- Mental health
- Maternity care

Hear care stories from real Kaiser Permanente members at kp.org/carestories.
Convenient ways to get care

Get care where, when, and how you want it. With more options to choose from, it’s easier to stay on top of your health.

Choose how you get care

**Video**
Want a convenient, secure way to see a doctor wherever you are? Meet face-to-face online.³⁴ Ask your doctor if video visits are available to you.

**Phone**
Have a condition that doesn’t require an in-person exam? Save yourself a trip to the office by scheduling a call with a Kaiser Permanente clinician.³⁴

**In person**
Visit your doctor for routine care, preventive services, care when you’re not feeling well, and more. You may also be able to schedule same-day appointments.

Other ways to get care in the moment

**E-visit**
Fill out a short questionnaire about your symptoms online and get personalized self-care advice from a Kaiser Permanente provider.

**24/7 care and advice by phone**
Call us for advice when you need it most. We’ll help you find out what care is right for you, schedule appointments, and more.

**Email**
Message your doctor’s office anytime with nonurgent health questions.⁴ You’ll get a response usually within 2 business days, if not sooner.

**App**
Download the Kaiser Permanente app to manage routine appointments, refill most prescriptions for mail-order delivery, see most test results, and more.⁴⁵ You can also keep up with your care at kp.org.
## Healthy resources

Good health goes beyond the doctor’s office. Explore some of the convenient resources available to members and choose the ones that fit your life.  

### Get the most out of your membership perks

<table>
<thead>
<tr>
<th>Resource</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Special rates for members</strong></td>
<td>Enjoy reduced rates on services that can help you stay healthy — like gym memberships, acupuncture, massage therapy, and chiropractic care.</td>
</tr>
<tr>
<td><strong>Self-care apps</strong></td>
<td>Navigate mental and emotional challenges and help improve your sleep, mood, relationships, and more with the help of wellness apps, available at no cost to adult members. Visit <a href="http://kp.org/selfcareapps">kp.org/selfcareapps</a>.</td>
</tr>
<tr>
<td><strong>Healthy lifestyle programs</strong></td>
<td>Connect to better health with online programs to help you lose weight, quit smoking, reduce stress, and more — all at no cost. Learn more at <a href="http://kp.org/healthylifestyles">kp.org/healthylifestyles</a>.</td>
</tr>
<tr>
<td><strong>Personal wellness coaching</strong></td>
<td>Get help reaching your health goals. Work one-on-one with a wellness coach by phone at no cost. Find out more at <a href="http://kp.org/wellnesscoach">kp.org/wellnesscoach</a>.</td>
</tr>
<tr>
<td><strong>Online wellness tools</strong></td>
<td>Visit <a href="http://kp.org/healthyliving">kp.org/healthyliving</a> for wellness information, health calculators, fitness videos, podcasts, and recipes from world-class chefs.</td>
</tr>
<tr>
<td><strong>Health classes</strong></td>
<td>Sign up for health classes and support groups at many of our facilities. See what’s available near you at <a href="http://kp.org/classes">kp.org/classes</a> — some may require a fee.</td>
</tr>
<tr>
<td><strong>Seasonal farmers markets</strong></td>
<td>Shop for local produce, fresh flowers, and more at farmers markets at many of our facilities. Learn more and find healthy recipes at <a href="http://kp.org/foodforhealth">kp.org/foodforhealth</a>.</td>
</tr>
</tbody>
</table>
Care when and where you need it

It’s easy for you and your family to get the care you need when you need it. There are many Kaiser Permanente facilities in your area, offering convenient hours and a wide range of care and services.

**Convenient care near you**

With multiple locations to choose from, it’s easy to find one near home or work. You can see your doctor, visit the pharmacy, and get a lab test under one roof at most of our facilities. We offer same-day, next-day, after-hours, and weekend services at many of our locations, along with ob-gyn, pediatrics, and other specialty departments. You can also see different doctors at different locations – whatever works best for you.

**Getting care anytime, anywhere**

**Urgent care**

Many facilities offer services for nonemergency, urgent medical needs that require immediate attention – open 7 days a week.

**Emergency care**

If you ever need emergency care, you’re covered. You can always get care at any Kaiser Permanente or non–Kaiser Permanente hospital emergency department.

**Care away from home**

If you get hurt or sick while traveling, we’ll help you get care. We can also help you before you leave town by checking to see if you need a vaccination, refilling prescriptions, and more. Just call our 24/7 Away from Home Travel Line at 951-268-3900 or visit kp.org/travel.

See the following pages for location maps and a list of new medical facility openings in your area.
What’s new in Northern California

Care Essentials in downtown San Francisco
Our innovative new offering centered on convenience will be located at the Salesforce Transit Center with extended hours for our busy downtown commuters. Services include same-day appointments, pharmacy, lab tests, vaccines, injections, and treatment of minor illnesses and injuries. Scheduled to open late 2020.

Mental health and wellness locations
We’re committed to your total health and focused on expanding our mental health offerings in 2020.
- Fresno Spruce Medical Offices – adult and family medicine, mental health services, pharmacy, lab, and X-ray services (scheduled to open fall 2020)
- Oakland Clay Street Mental Health & Wellness (now open)
- San Francisco Ellis Street Mental Health & Wellness (scheduled to open summer 2020)
- Watsonville Mental Health & Wellness (scheduled to open summer 2020)
- Modesto Enterprise Mental Health & Wellness (scheduled to open fall 2020)
- Scotts Valley Mental Health & Wellness (scheduled to open fall 2020)

New medical offices
With more convenient locations and doctors to choose from, it’s easier to get the care you need.
- Fresno Cedar Avenue Medical Offices – adult medicine (now open)
- Alameda Medical Offices expansion – radiology and mammography (scheduled to open summer 2020)
What’s new in Southern California

Clairemont Mesa Medical Offices
Relocation of this facility includes primary and specialty care, allergy, dermatology, family medicine residency program, family medicine, internal medicine, laboratory, nurse clinic, pediatric endocrinology/diabetes clinic, pediatric John Richards Learning Center, pediatrics, pharmacy, radiology/diagnostic imaging, and Vision Essentials (optometry/optical center). Scheduled to open summer 2020.

Playa Vista Medical Offices
Relocation of this facility includes adult primary care, Center for Healthy Living, complete care nurse clinic, laboratory, mammography, behavioral health, obstetrics-gynecology, occupational health, pediatrics, pharmacy, and radiology. Scheduled to open July 2020.

Aliso Creek Medical Offices
Relocation of this facility includes primary and specialty care. Scheduled to open early 2021.

Hesperia Medical Offices
New medical office with primary and specialty care. Scheduled to open early 2021.

Downey Medical Center
Expansion of existing hospital tower and its services. Scheduled to open spring 2021.

Covina Medical Offices
New facility with adult primary care, mental health, speech therapy, nurse clinic, obstetrics-gynecology, pediatrics, pharmacy, and radiology. Scheduled to open late 2021.
Nondiscrimination Notice

Kaiser Permanente does not discriminate on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, source of payment, genetic information, citizenship, primary language, or immigration status.

Language assistance services are available from our Member Services Contact Center 24 hours a day, seven days a week (except closed holidays). Interpreter services, including sign language, are available at no cost to you during all hours of operation. Auxiliary aids and services for individuals with disabilities are available at no cost to you during all hours of operation. We can also provide you, your family, and friends with any special assistance needed to access our facilities and services. You may request materials translated in your language, and may also request these materials in large text or in other formats to accommodate your needs at no cost to you. For more information, call 1-800-464-4000 (TTY users call 711).

A grievance is any expression of dissatisfaction expressed by you or your authorized representative through the grievance process. For example, if you believe that we have discriminated against you, you can file a grievance. Please refer to your Evidence of Coverage or Certificate of Insurance or speak with a Member Services representative for the dispute-resolution options that apply to you. This is especially important if you are a Medicare, Medi-Cal, MRMIP, Medi-Cal Access, FEHBP, or CalPERS member because you have different dispute-resolution options available.

You may submit a grievance in the following ways:

- By completing a Complaint or Benefit Claim/Request form at a Member Services office located at a Plan Facility (please refer to Your Guidebook or the facility directory on our website at kp.org for addresses)
- By mailing your written grievance to a Member Services office at a Plan Facility (please refer to Your Guidebook or the facility directory on our website at kp.org for addresses)
- By calling our Member Service Contact Center toll free at 1-800-464-4000 (TTY users call 711)
- By completing the grievance form on our website at kp.org

Please call our Member Service Contact Center if you need help submitting a grievance.

The Kaiser Permanente Civil Rights Coordinator will be notified of all grievances related to discrimination on the basis of race, color, national origin, sex, age, or disability. You may also contact the Kaiser Permanente Civil Rights Coordinator directly at One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1–800–368–1019, 800–537–7697 (TDD). Complaint forms are available at hhs.gov/ocr/office/file/index.html.
Aviso de no discriminación

Kaiser Permanente no discrimina a ninguna persona por su edad, raza, etnia, color, país de origen, antecedentes culturales, ascendencia, religión, sexo, identidad de género, expresión de género, orientación sexual, estado civil, discapacidad física o mental, fuente de pago, información genética, ciudadanía, lengua materna o estado migratorio.

La Central de Llamadas de Servicio a los Miembros brinda servicios de asistencia con el idioma las 24 horas del día, los siete días de la semana (excepto los días festivos). Se ofrecen servicios de interpretación sin costo alguno para usted durante el horario de atención, incluido el lenguaje de señas. Se ofrecen aparatos y servicios auxiliares para personas con discapacidades sin costo alguno durante el horario de atención. También podemos ofrecerle a usted, a sus familiares y amigos cualquier ayuda especial que necesiten para acceder a nuestros centros de atención y servicios. Puede solicitar los materiales traducidos a su idioma, y también los puede solicitar con letra grande o en otros formatos que se adapten a sus necesidades sin costo para usted. Para obtener más información, llame al 1-800-788-0616 (los usuarios de la línea TTY deben llamar al 711).

Una queja es una expresión de inconformidad que manifiesta usted o su representante autorizado a través del proceso de quejas. Por ejemplo, si usted cree que ha sufrido discriminación de nuestra parte, puede presentar una queja. Consulte su Evidencia de Cobertura (Evidence of Coverage) o Certificado de Seguro (Certificate of Insurance), o comuníquese con un representante de Servicio a los Miembros para conocer las opciones de resolución de disputas que le corresponden. Esto tiene especial importancia si es miembro de Medicare, Medi-Cal, el Programa de Seguro Médico para Riesgos Mayores (Major Risk Medical Insurance Program MRMIP), Medi-Cal Access, el Programa de Beneficios Médicos para los Empleados Federales (Federal Employees Health Benefits Program, FEHBP) o CalPERS, ya que dispone de otras opciones para resolver disputas.

Puede presentar una queja de las siguientes maneras:

• Completando un formulario de queja o de reclamación/solicitud de beneficios en una oficina de Servicio a los Miembros ubicada en un centro del plan (consulte las direcciones en Su Guía o en el directorio de centros de atención en nuestro sitio web en kp.org/espanol)

• Enviando por correo su queja por escrito a una oficina de Servicio a los Miembros en un centro del plan (consulte las direcciones en Su Guía o en el directorio de centros de atención en nuestro sitio web en kp.org/espanol)

• Llamando a la línea telefónica gratuita de la Central de Llamadas de Servicio a los Miembros al 1-800-788-0616 (los usuarios de la línea TTY deben llamar al 711)

• Completando el formulario de queja en nuestro sitio web en kp.org/espanol

Llame a nuestra Central de Llamadas de Servicio a los Miembros si necesita ayuda para presentar una queja.

Se le informará al coordinador de derechos civiles de Kaiser Permanente (Civil Rights Coordinator) de todas las quejas relacionadas con la discriminación por motivos de raza, color, país de origen, género, edad o discapacidad. También puede comunicarse directamente con el coordinador de derechos civiles de Kaiser Permanente en One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612.

無歧視公告

Kaiser Permanente禁止以年齡、人種、族裔、膚色、原國籍、文化背景、血統、宗教、性別、性別認同、性別表達、性取向、婚姻狀況、生理或心理殘障、付款來源、遺傳資訊、公民身份、主要語言或移民身份為由而歧視任何人。

會員服務聯絡中心每週七天每天24小時提供語言協助服務（節假日除外）。本機構在全部營業時間內免費為您提供口譯，包括手語服務，以及殘障人士輔助器材和服務。我們還可為您和您的親友提供使用本機構設施與服務所需要的所有特別協助。您還可免費索取翻譯成您的語言的資料，以及符合您需求的大號字體或其他格式的版本。若需更多資訊，請致電 1-800-757-7585（TTY專線使用者請撥711）。

申訴指任何您或您的授權代表透過申訴程序來表達不滿的做法。例如，如果您認為自己受到歧視，即可提出申訴。若需瞭解適用於自己的爭議解決選項，請參閱《承保範圍說明書》（Evidence of Coverage）或《保險證明書》（Certificate of Insurance），或諮詢會員服務代表。如果您是Medicare、Medi-Cal、高風險醫療保險計劃（Major Risk Medical Insurance Program, MRMIP）、Medi-Cal Access、聯邦僱員健康保險計劃（Federal Employees Health Benefits Program, FEHBP）或CalPERS會員，採取上述行動尤其重要，因為您可能有不同的爭議解決選項。

您可透過以下方式提出申訴：

• 在健康保險計劃服務設施的會員服務處填寫《投訴或福利索賠申請表》（地址見《健康服務指南》或我們網站 kp.org上的服務設施名錄）
• 將書面申訴信郵寄到健康保險計劃服務設施的會員服務處（地址見《健康服務指南》或我們網站 kp.org上的服務設施名錄）
• 致電我們的會員服務聯絡中心，免費電話號碼是 1-800-757-7585（TTY專線請撥711）
• 在我們的網站上填寫申訴表，網址是 kp.org

如果您在提交申訴時需要協助，請致電我們的會員服務聯絡中心。

涉及人種、膚色、原國籍、性別、年齡或殘障歧視的一切申訴都將通知 Kaiser Permanente的民權事務協調員。您也可與Kaiser Permanente的民權事務協調員直接聯絡，地址：
One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612。

Thống Báo Không Kỳ Thi

Kaiser Permanente không phân biệt đối xử dựa trên tuội tác, chủng tộc, sắc tộc, màu da, nguyên quán, hoàn cảnh văn hóa, tổ tiên, tôn giáo, giới tính, nhận dạng giới tính, cách thể hiện giới tính, khuyết tật, là người khuyết tật, ứng dụng các quy định liên quan đến việc này, và không phân biệt đối xử dựa trên tình trạng, hoàn cảnh, tình trạng sức khỏe, yếu tố di truyền, quốc tịch, ngôn ngữ chính, hay tình trạng di trú.

Các dịch vụ trợ giúp ngôn ngữ hiện có từ Trung Tâm Liên lạc ban Dịch Vụ Hội viên của chúng tôi 24 giờ trong ngày, bảy ngày trong tuần (ngoại trừ ngày lễ). Dịch vụ thông dịch, khả năng ngôn ngữ kỷ niệm, được cung cấp miễn phí cho quý vị trong giờ làm việc. Các phương tiện trợ giúp và dịch vụ bổ sung cho những người khuyết tật được cung cấp miễn phí cho quý vị trong giờ làm việc. Chúng tôi cũng có thể cung cấp cho quý vị, gia đình và bạn bè quý vị mọi hỗ trợ đặc biệt cần thiết để sử dụng cơ sở và dịch vụ của chúng tôi. Quý vị có thể yêu cầu hỗ trợ được dịch ra ngôn ngữ của quý vị, và cũng có thể yêu cầu miễn phí các tài liệu này dưới dạng chữ lớn hoặc dưới dạng khác để đáp ứng nhu cầu của quý vị. Để biết thêm thông tin, gọi 1-800-464-4000 (người dùng TTY gọi 711).


Điều phối viên dân quyền (Civil Rights Coordinator) Kaiser Permanente sẽ được thông báo về tất cả những liên quan tới việc kỳ thị trên cơ sở chủng tộc, màu da, nguyên quán, giới tính, tuổi tác, hay tình trạng khuyết tật. Quý vị cũng có thể liên lạc trực tiếp với Điều phối viên dân quyền Kaiser Permanente tại One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612.

Language Assistance Services

**English:** Language assistance is available at no cost to you, 24 hours a day, 7 days a week. You can request interpreter services, materials translated into your language, or in alternative formats. Just call us at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). TTY users call **711**.

**Arabic:** مجانًا على مدار الساعة كافة متوفرة لك خدمات الترجمة الفورية أيام الأسبوع 7 أيام في الأسبوع. بإمكانك طلب خدمة الترجمة الفورية أو ترجمة وثائق للغتك أو صيغ أخرى. ما عليك سوى الاتصال بنا على الرقم **1-800-464-4000**. (لمستخدمي خدمة على مدار الساعة كافة أيام الأسبوع (مغلق أيام العطلات اليوم).)

**Armenian:** Ձեզ կարող է անվճար օգնություն տրամադրվել լեզվի հարցում `օրը 24 ժամ, շաբաթը 7 օր։ Դուք կարող եք պահանջել բանավոր թարգմանչի ծառայություններ, Ձեր լեզվով թարգմանված կամ այլընտրանքային ձևաչափով պատրաստված նյութեր։ Պարզապես զանգահարեք մեզ 1-800-464-4000 հեռախոսահամարով `օրը 24 ժամ, շաբաթը 7 օր (մոտ օրինակ փոխել)։ TTY-ի օգնությունները կարող են զանգահարվել 711: 

**Chinese:** 您每週 7 天，每天 24 小時均可獲得免費語言協助。您可以申請口譯服務、要求將資料翻譯成您所用語言或轉換為其他格式。我們每週 7 天，每天 24 小時均歡迎您打電話 1-800-757-7585 來聯繫(節假日休息)。聽障及語障專線 (TTY) 使用者請撥 711。

**Farsi** اخه ویژه در اختیار شما است. شما می توانید برای خدمات متعددی طرفدار باشید: ترجمه جزئیات به زبان شما و یا با صورت های دیگر درخواست کنید. کافی است مراکز 24 ساعت شبانی و 7 روز هفته 1-800-464-4000 (به استثنای روزهای تعطیل) با ما به شماره 711 تماس بگیرید. کاربران TTY باید شماره 711 را بپرمیزند.
Navajo: Saad bee áká’a ayeed náhóló t’áá jiik’é, naadiin duo bibeé’ di’i ahéé’iikeed tsossts’id yiskáajj damoo ná’ádleehjí, Atah halne’ áká’ adoolwoligii joki, t’aadoo le’ é’ t’áá háhazaadjí hadilyáq’go, éí doodai’ nááná lá al’a’ ádaat’ ehigii bee hádadilyaa’go. Kojí hodiilnih 1-800-464-4000, naadiin duo bibeé’ di’i ahéé’iikeed tsossts’id yiskáajj damoo ná’ádleehjí (Dahodiyin biniiyé e’e’aahgo éi da’deelkaal). TTY chodeeyoolinií kojí hodiilnih 711.

Punjabi: विश्व दिवस आधुनिकाने, विश्व दिवस के 24 घंटे, अन्य दिन तो 7 दिन, इंटरनेट नेटवर्क कुछ दिन से उपलब्ध है। इनी रिंच मुफ्त रिंच द्वारा दिन दिन उपलब्ध वर्तमान लिंगी, तो जिसे चेंब चेंब चेंब चेंब पूर्ण नंबर से बदल जाए जब मजबूर है। तय फ्रेंज मात्र 1-800-464-4000, दिन दिन तो 24 घंटे, अन्य दिन तो 7 दिन (टेलीफोन के रिंच चेंब वर्तमान लिंगी) दिन बदल। TTY री पूर्ण मंजिल बदल चक्क 711 ‘ट देख बात।

Russian: Мы бесплатно обеспечиваем Вас услугами перевода 24 часа в сутки, 7 дней в неделю. Вы можете воспользоваться помощью устного переводчика, запросить перевод материалов на свой язык или запросить их в одном из альтернативных форматов. Просто позвоните нам по телефону 1-800-464-4000, который доступен 24 часа в сутки, 7 дней в неделю (кроме праздничных дней). Пользователи линии TTY могут звонить по номеру 711.

Spanish: Contamos con asistencia de idiomas sin costo alguno para usted 24 horas al día, 7 días a la semana. Puede solicitar los servicios de un intérprete, que los materiales se traduzcan a su idioma o en formatos alternativos. Solo llame al 1-800-788-0616, 24 horas al día, 7 días a la semana (cerrado los días festivos). Los usuarios de TTY, deben llamar al 711.

Tagalog: May magagamit na tulong sa wika nang wala kang babayaran, 24 na oras bawat araw, 7 araw bawat linggo. Maaari kang humingo ng mga serbisyo ng tagasalin sa wika, mga babasahin na isinalin sa iyong wika o sa mga alternatibong format. Tawagan lamang kami sa 1-800-464-4000, 24 na oras bawat araw, 7 araw bawat linggo (sarado sa mga pista opisyal). Ang mga gumagamit ng TTY ay maaring tumawag sa 711.

Thai: เราให้บริการที่สีค์เร็วและคุ้มค่า 24 ชั่วโมง ทุกวันตลอดชั่วโมงการเข้าถึงข้อมูลของเรานั้นสามารถให้ลูกค้า ช่วยเหลือค้าจ่ายของคุณที่เกี่ยวกับความคุ้มครองคุณของคุณและ ซื้อสินค้าของเราและคุ้มครองสินค้าให้มีการเปลี่ยนสิน ชุดสินค้าที่คือเราได้โดยไม่มีการติดต่อบริการเพียงโทร หาเราที่หมายเลข 1-800-464-4000 ตลอด 24 ชั่วโมงทุกวัน (โปรดให้บริการในวันหยุดราชการ) หรือใช้ TTY โปรดโทรไปที่ 711.

Vietnamese: Dịch vụ thông dịch được cung cấp miễn phí cho quý vị 24 giờ mỗi ngày, 7 ngày trong tuần. Quý vị có thể yêu cầu dịch vụ thông dịch, tài liệu phiên dịch ra ngôn ngữ của quý vị hoặc tài liệu bằng nhiều hình thức khác. Quý vị chỉ cần gọi cho chúng tôi tại số 1-800-464-4000, 24 giờ mỗi ngày, 7 ngày trong tuần (trừ các ngày lễ). Người dùng TTY xin gọi 711.
1. Kaiser Permanente improved blood pressure control in our black/African-American members with hypertension, raised colorectal cancer screening rates in our Hispanic/Latino members, and improved blood sugar control in our members with diabetes. Self-reported race and ethnicity data are captured in KP HealthConnect, and HEDIS® measures are updated quarterly in the interregional CORE Datamart. 2. Kaiser Permanente 2019 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2019 and is used with the permission of NCQA. Quality Compass 2019 includes certain CAHPS® data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality. 3. When appropriate and available. 4. These features are available when you get care from Kaiser Permanente facilities. 5. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org. 6. 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. 7. In the case of a pandemic, some facilities may be closed or offer limited hours and services. 8. See note 5. 9. An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating. 10. See note 7. 11. If you believe you have an emergency medical condition, call 911 or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your Evidence of Coverage or other coverage documents. 12. 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.
Care is just a click away

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Once you join ... 
Visit kp.org/newmember to get started. It’s easy to register at kp.org, choose your doctor, transfer your prescriptions, and schedule your first routine appointment. And if you need help, just give us a call.

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The right choice for a healthier you

Having a good health plan is important. So is getting quality care. With Kaiser Permanente, you get both.

**Want to learn more?**

Choosing a health plan is a big decision — so we’re here to help. Talk to an enrollment specialist today about specialty care, extra perks, and more. Call **1-800-324-9208 (TTY 711)**, Monday through Friday, 7 a.m. to 6 p.m. PT.

**Current members with questions** can call our Member Service Contact Center, 24 hours a day, 7 days a week (closed holidays).

- **1-800-464-4000** (English and more than 150 languages using interpreter services)
- **1-800-788-0616** (Spanish)
- **1-800-757-7585** (Chinese dialects)
- **711** (TTY)

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