



# WHAT YOU GET AS A KAISER PERMANENTE MEMBER

*Embedded in your Kaiser Permanente Plan  
at no extra charge*

# 24/7 Access to Care



**Online** -Use our online guided care navigation tool to get personalized care advice and lab orders for more health conditions.



**Phone/Video** -Talk to a clinician by phone 24/7 or by video — just answer a few questions to help us understand your symptoms.



**In Person** -See your doctor in person. Your health is our priority, so we've added more in-person appointments that work with your schedule, including same-day, next-day, after-hours, and on weekends.










**App** - Use the My Doctor Online app to schedule an appointment with your doctor, view most test results and health reminders, fill prescriptions and more.



**Email** - Email your doctor's office with nonurgent questions.

# Additional Virtual Care

-  **Clinical Advice** - A 24/7 clinical concierge service that can help connect members with a clinician, schedule appointments, and offer personalized care for minor health conditions.
-  **Online Chat** - Quick medical advice from a Kaiser Permanente health care professional, online and in real time. Great for many health conditions.
-  **Online Self-Care** - A broad range of on-demand resources, including activities, health programs, articles, and more.
  - Visit [kp.org/healthyliving](https://kp.org/healthyliving)
  - Explore health topics on [kp.org](https://kp.org)
  - Take action by enrolling in an online program and utilizing tools given to members for an easy way to reach their health goals.
-  **Mental Health and Wellness Apps** – Calm, Headspace Care (Formally Ginger), and myStrength.
-  **ClassPass** - KP has partnered with ClassPass, a popular fitness membership program, to offer no-cost and discounted access to in-person and on-demand fitness and exercise classes through multiple gyms and studios across the country.
-  **Online Physical Therapy** - Interactive exercise videos and educational resources, personalized for members with musculoskeletal injuries or chronic conditions.
  - **Get a personalized video package** – Based on your associates' specific diagnosis, we'll leverage our library of over 1,000 home exercise and patient education videos to fully customize their physical therapy regimen.
  - **Track Progress** – Members can access their video library on [kp.org](https://kp.org) or the Kaiser Permanente app. After signing in, they can also report any pain or difficulties they're having directly with their care team – all captured in the electronic health records.
-  **Remote Patient Monitoring** - A convenient way for members to manage complex conditions by sharing health data electronically with their care team.
  - Connect to a monitoring device
  - Share data in real time
  - Get an adjusted care plan

# Chronic Condition Care

At Kaiser Permanente, we help you manage your condition with little disruption to your day—so you can continue living the life you love. In our integrated system, your care is anchored by a broad range of highly skilled physicians who work together as a team to treat the most complex conditions, from cutting-edge treatment methods to remote monitoring. Our holistic approach combines state-of-the-art treatments customized for your specific needs, specialized programs, and regular monitoring to help you maintain control of your condition and your life. Some examples include:

- Diabetes – Diabetes Care Management Program, Lifestyle medicine clinics, InStep with Diabetes classes.
- Hypertension – Remote data monitoring for high blood pressure, drop-in blood pressure checks, health lifestyle programs.
- Chronic Pain – Overall health assessments, comprehensive common pain management program, mindfulness practices and meditation, multimodule analgesia (strategically combines different medicines that attack distinct parts of the pain pathway).

CANCER



DIABETES



HEART DISEASE



STROKE



OBESITY



TOBACCO USE



CHRONIC LUNG DISEASE



CHRONIC KIDNEY DISEASE



ARTHRITIS



ALZHEIMER'S DISEASE



TOOTH DECAY



MATERNAL DEATHS



# Care Away From Home:

No matter where life takes you, Kaiser Permanente has you covered. If something unexpected happens while you're away from home, it's easier than ever to get care.



## Routine care at your fingertips

Use your kp.org account or the Kaiser Permanente app on the go to:

- Get medical advice from a licensed care professional 24/7
- Access care by phone, video, or e-visit — usually at no cost
- Email nonurgent questions to your doctor's office



## Urgent and emergency care anywhere in the world

No matter where you get urgent or emergency care, you can file a claim for reimbursement. And at many locations

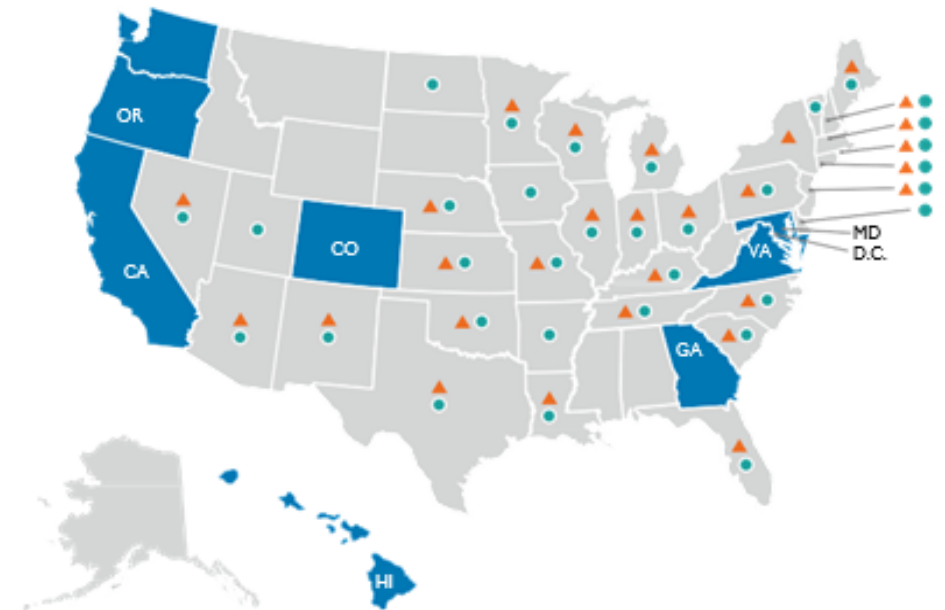
## Support while you're away

Need help finding care or learning what's covered while you're away?

Call the Away from Home Travel Line at **951-268-3900** (TTY **711**)<sup>6</sup> or visit [kp.org/travel](https://www.kp.org/travel).



## Find care near you



- Kaiser Permanente
- Cigna PPO Network
- Concentra
- MinuteClinic®, including pharmacies.

# Wellness Coaching Program

Focuses on wellness and healthy behaviors, helping participants gain confidence, create healthy habits to replace unhealthy ones, and make changes, step-by-step, toward a healthy balanced lifestyle.

***Our Wellness Coaching is Available for the Following Topics:***

Quitting Tobacco



Getting Active



Managing Weight



Eating Healthy



Reducing Stress



# Total Health Assessment



Kaiser Permanente offers a health risk assessment branded as the Total Health Assessment (THA) to all members over 18 years who registered on [kp.org](https://kp.org). The programs engage participants in understanding their health status and support behavior change. Members will answer some simple questions about their diet, exercise and other health habits. After that they will get a personalized summary to help them set and reach their goals.

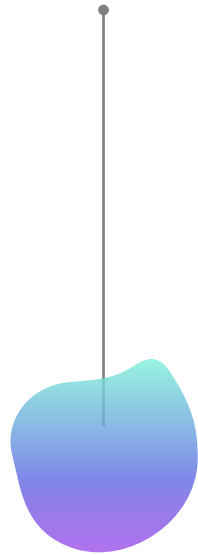


All members can access the Total Health Assessment through [kp.org/tha](https://kp.org/tha) or [kp.org/healthylifestyles](https://kp.org/healthylifestyles).

# Choose Healthy Discounts

*The ChooseHealthy® program provides members discounts on a variety of services. It's available to all Kaiser Permanente members, and it's administered through American Specialty Health Plans (ASH).  
Through the ChooseHealthy program, members receive access to:*

Discounts on a variety of wellness offerings designed to help members live active and healthy lives.



Discounts on chiropractic, acupuncture, and massage therapy services.



The Active&Fit Direct program, a national network of fitness centers.

