See how we can help you thrive

2020 Plans and Benefits

Northwest Counties
Island, Skagit, and Whatcom counties
## CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why choose Kaiser Permanente?</td>
<td>1</td>
</tr>
<tr>
<td>High quality, coordinated care, and extra support help make it easy to get and stay healthy</td>
<td></td>
</tr>
<tr>
<td>Coverage designed to help you thrive</td>
<td>2</td>
</tr>
<tr>
<td>Check out fitness programs, low prescription drug copays, and more</td>
<td></td>
</tr>
<tr>
<td>Plans and benefits</td>
<td>4</td>
</tr>
<tr>
<td>See details about plan options, benefits, and costs</td>
<td></td>
</tr>
<tr>
<td>Doctors and locations</td>
<td>8</td>
</tr>
<tr>
<td>Find care providers near you and learn how to get care while traveling</td>
<td></td>
</tr>
<tr>
<td>Care that fits your life</td>
<td>10</td>
</tr>
<tr>
<td>Convenient in-person, phone, and online options for getting care</td>
<td></td>
</tr>
<tr>
<td>Pharmacy</td>
<td>12</td>
</tr>
<tr>
<td>Part D prescription drug coverage included on the Harbor plan</td>
<td></td>
</tr>
<tr>
<td>Dental coverage</td>
<td>13</td>
</tr>
<tr>
<td>Choose an optional dental plan</td>
<td></td>
</tr>
<tr>
<td>Resources for healthy living</td>
<td>13</td>
</tr>
<tr>
<td>Programs, classes, and other resources that help you live life to the fullest</td>
<td></td>
</tr>
</tbody>
</table>

## CONTACT US

<table>
<thead>
<tr>
<th>Prospective members</th>
<th>Current members</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1-800-446-8882</strong></td>
<td><strong>1-888-901-4600</strong></td>
</tr>
<tr>
<td>TTY WA Relay <strong>1-800-833-6388</strong> or <strong>711</strong></td>
<td>TTY WA Relay <strong>1-800-833-6388</strong> or <strong>711</strong></td>
</tr>
<tr>
<td>8 a.m. to 8 p.m., 7 days a week</td>
<td>8 a.m. to 8 p.m., 7 days a week</td>
</tr>
</tbody>
</table>
Why choose Kaiser Permanente?

We have one mission – to keep you healthy. And because we’re both a care provider and a health plan, we work to ensure you have the best experience as both a plan member and a patient.

Whether you’re turning 65, ready to retire, or recently moved into the Kaiser Permanente Washington area, take a look at our Medicare Advantage (HMO) health plans.

In this booklet, you’ll learn how to make the most of a Kaiser Permanente health plan, and see why we’re the plan of choice for more than 90,000 Washington state Medicare Advantage members.

Excellent doctors, excellent care

Washington Permanente Medical Group is one of the highest-ranked medical groups in the state.1 The community providers who are part of our network also meet high quality standards and share our dedication to providing great care. You can choose from a broad network of doctors including:

- Family Care Network
- North Cascade Family Physicians
- PeaceHealth
- Skagit Regional Clinics

To help ensure you get the best care possible, we share our quality care resources with all doctors in our network, including proven treatment guidelines and drug safety information.

Read about recognition we’ve received at kp.org/wa/awards.

Extra support when you need it

If you need help managing a chronic condition or complex health issue, our specially trained nurses are available to assist you. Using phone-based support, and partnering with your personal doctor, they’ll guide you on the steps you need to take to improve your health.

A warm welcome to help you get started

When you become a Kaiser Permanente member, our New Member Welcome Team can help you find a doctor, transfer prescriptions, or make a smooth transition to Kaiser Permanente if you’re in the middle of treatment.

If you’re already a Kaiser Permanente member, our welcome team can also help you if you want to find a new doctor, or you still need to transition prescriptions or other aspects of care from non-Kaiser Permanente providers.

Coverage designed to help you thrive

Here are a few ways Kaiser Permanente Medicare Advantage health plans help you live life to the fullest.

**The Silver&Fit® fitness program**

The Silver&Fit program gives you access to a broad network of fitness centers and other resources. Stay active with a fitness membership at no additional cost at a fitness center near you. Or you can enroll in the Home Fitness program and work out in the comfort of your own home.

To find out which fitness centers participate in the basic Silver&Fit program, go to silverandfit.com.

**Transportation benefit**

To help make sure you get the care you need, a routine transportation benefit for medical and dental appointments is available with our Basic plan.

Get picked up at an address anywhere in our service area and be taken to a Kaiser Permanente in-network provider or pharmacy. You can get a ride 24 hours a day, 7 days a week. All you need to do is call 48 hours before you need the ride.

Service is provided by Access2Care, and wheelchair-lift-equipped vehicles are available.

**Lower prescription drug copayments**

Our Part D prescription drug coverage features low copays on certain generic drugs and broader coverage in the coverage gap phase or “donut hole.” You can also save money with our mail-order pharmacy service.

Only the Harbor plan includes Part D coverage.

2The Silver&Fit program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). All programs and services are not available in all areas. The people in this piece are not Silver&Fit members. Silver&Fit is a registered trademark of ASH and used with permission herein. Other names or logos may be trademarks of their respective owners.
Annual physical exam and annual wellness visit

All of our plans include a $0 copay annual physical exam as well as the $0 copay annual wellness visit.

At your annual physical exam, a primary care provider will:
- Review your health history
- Check your vital signs
- Review preventive tests and shots and order any you need
- Provide a physical exam
- Update your care plans for any ongoing conditions

At your annual wellness visit, a nurse or other care provider will:
- Review your health history
- Check your vital signs
- Discuss your preventive screening schedule and risk factors, schedule any preventive tests or shots you need, and provide educational resources
- Go over the list of your current care providers
- Check your ability to perform daily tasks easily and safely and talk about any concerns you have about your mental abilities

FIND A PLAN IN YOUR AREA

Plans are effective January 1, 2020, through December 31, 2020.

Kaiser Permanente Medicare Advantage Harbor (HMO)
Kaiser Permanente Medicare Advantage Basic (HMO)
Available in Island, Skagit, and Whatcom counties

See benefit highlights beginning on the next page for details about benefits and costs for each plan.
### Plans and Benefits

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>YOU PAY</th>
<th>YOU PAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Premium</td>
<td>$85</td>
<td>$40</td>
</tr>
<tr>
<td>Annual Maximum Out-of-Pocket</td>
<td>$5,250</td>
<td>$2,000</td>
</tr>
<tr>
<td>Annual Medical Deductible</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Part D Prescription Drug Coverage</td>
<td>Covered (See page 6 for details)</td>
<td>Not covered&lt;sup&gt;3&lt;/sup&gt;</td>
</tr>
<tr>
<td>Doctor Office Visit</td>
<td>$10 Primary / $45 Specialist</td>
<td>$10 Primary / $30 Specialist</td>
</tr>
<tr>
<td>Emergency Room</td>
<td>$90</td>
<td>$90</td>
</tr>
<tr>
<td>Urgent Care</td>
<td>$25</td>
<td>$25</td>
</tr>
<tr>
<td>Preventive Services&lt;sup&gt;4&lt;/sup&gt;</td>
<td>No charge</td>
<td>No charge</td>
</tr>
<tr>
<td>Inpatient Hospitalization</td>
<td>$360 per day for days 1-5 $0 for the rest of your stay</td>
<td>$200 per day for days 1-3 $0 for the rest of your stay</td>
</tr>
<tr>
<td>Outpatient Surgery</td>
<td>$200</td>
<td>$200</td>
</tr>
<tr>
<td>Skilled Nursing Facility</td>
<td>Up to 100 days per benefit period</td>
<td></td>
</tr>
<tr>
<td>Lab, X-ray, Imaging</td>
<td>$10 lab per visit, $20 X-ray per visit, $250 per visit for MRI, PET, CT scans</td>
<td>$0 lab per visit, $0 X-ray per visit, $200 per visit for MRI, PET, CT scans</td>
</tr>
<tr>
<td>Durable Medical Equipment</td>
<td>20% coinsurance</td>
<td>20% coinsurance</td>
</tr>
</tbody>
</table>

<sup>3</sup>This plan cannot be combined with a stand-alone Part D plan. A gap in Creditable Prescription Drug coverage may result in future Part D Late Enrollment Penalties.

<sup>4</sup>$0 copay for all preventive services covered under Original Medicare at zero cost sharing.

For more information about benefits, please see your Summary of Benefits.
### Plans and Benefits (continued)

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>YOU PAY</th>
<th>YOU PAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance Service</td>
<td>$270 copay</td>
<td>$150 copay</td>
</tr>
<tr>
<td>Per one-way emergency trip</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transportation</td>
<td>Not covered</td>
<td>$0 for up to 2 round trips</td>
</tr>
<tr>
<td></td>
<td></td>
<td>per calendar year</td>
</tr>
<tr>
<td>Vision Services</td>
<td>$10 per visit</td>
<td>$10 per visit</td>
</tr>
<tr>
<td>• Routine eye exam</td>
<td>with an optometrist</td>
<td>with an optometrist</td>
</tr>
<tr>
<td></td>
<td>$45 per visit</td>
<td>$30 per visit</td>
</tr>
<tr>
<td></td>
<td>with an ophthalmologist</td>
<td>with an ophthalmologist</td>
</tr>
<tr>
<td>• Eyewear allowance</td>
<td>Not covered</td>
<td>Not covered</td>
</tr>
<tr>
<td>Chiropractic Care</td>
<td>$20 copay</td>
<td>$20 copay</td>
</tr>
<tr>
<td>Chiropractic coverage for</td>
<td></td>
<td></td>
</tr>
<tr>
<td>spinal manipulations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visiting Member</td>
<td>Included; plan benefit cost</td>
<td>Included; plan benefit cost</td>
</tr>
<tr>
<td>Access plan benefits at</td>
<td>shares apply</td>
<td>shares apply</td>
</tr>
<tr>
<td>Kaiser Permanente facilities in other regions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telehealth</td>
<td>No charge</td>
<td>No charge</td>
</tr>
<tr>
<td>24-hour Consulting Nurse,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Care Chat, Online visits,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Secure Email for nonurgent</td>
<td></td>
<td></td>
</tr>
<tr>
<td>questions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fitness Program</td>
<td>No additional cost for basic</td>
<td>No additional cost for basic</td>
</tr>
<tr>
<td>The Silver&amp;Fit® program⁵</td>
<td>membership to any of the</td>
<td>membership to any of the</td>
</tr>
<tr>
<td></td>
<td>participating centers</td>
<td>participating centers</td>
</tr>
</tbody>
</table>

---

⁵ The Silver&Fit® program is a federally registered trademark of American Specialty Health Fitness, Incorporated.
### Part D Prescription Drug Coverage

**NOTE:** Kaiser Permanente Medicare Advantage Basic (HMO) plan does not include Part D.

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>YOU PAY</th>
</tr>
</thead>
</table>
| **Prescription Drug Deductible** | $175 deductible  
Deductible is waived on Tiers 1, 2, and 6.  
You pay the full cost of your Tier 3, 4, and 5 drugs until you’ve met the Part D Deductible. |
| **Initial Coverage Stage**  
(for up to a 30-day supply) | Tier 1 - $3 preferred generic  
Tier 2 - $7 generic  
Tier 3 - $47 preferred brand  
Tier 4 - $97 non-preferred brand  
Tier 5 - 25% coinsurance specialty  
Tier 6 - $0 injectable Part D vaccines  
When the annual total drug costs paid by you and your Part D plan reach $4,020, you move into the Coverage Gap Stage. |
| **Coverage Gap Stage**  
(for up to a 30-day supply) | You pay no more than:  
Tier 1 - $3 preferred generic  
Tier 2 - $7 generic  
Tier 6 - $0 injectable Part D vaccines  
Copays for Tier 1 and Tier 2 generics, and injectable Part D vaccines will carry into the Coverage Gap Stage.  
If your annual out-of-pocket costs reach $6,350, you move into the Catastrophic Coverage Stage.  
25% generic drugs in all other tiers  
25% brand and non-generic specialty |
| **Catastrophic Coverage Stage** | You pay the greater of:  
$3.60 or 5% for preferred generics, generics and generic specialty  
You pay the greater of:  
$8.95 or 5% for brand name drugs and non-generic specialty drugs  
When your annual out-of-pocket costs reach $6,350, you pay lower cost shares for the remainder of the calendar year. |
| **Mail-Order Pharmacy**  
(restrictions & limitations may apply) | • $0 Tier 1 preferred generic for a 31-90 day supply  
• 90-day supply for the cost of a 60-day supply on Tiers 2-4  
• Specialty and vaccine Tiers, limited to a 30-day supply  
For more information about benefits, please see your Summary of Benefits.
### Optional Dental Package: Delta Dental of Washington

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>Dental Services</th>
<th>YOU PAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Optional Dental Monthly Premium</td>
<td></td>
<td>$54$ in addition to your monthly plan premium</td>
</tr>
<tr>
<td>Deductible</td>
<td></td>
<td>$100 per person</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(waived on preventive and diagnostic care)</td>
</tr>
<tr>
<td>Annual Benefit Maximum</td>
<td></td>
<td>$1,500 per member</td>
</tr>
<tr>
<td>Preventive and Diagnostic Care</td>
<td></td>
<td>Covered at 100%</td>
</tr>
<tr>
<td>Routine exams and cleanings (2 per calendar year)</td>
<td></td>
<td>You pay $0</td>
</tr>
<tr>
<td>Fluoride treatment (2 per calendar year)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Periodontal cleanings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dental X-rays</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Basic Dental Expenses</td>
<td></td>
<td>Covered at 80%</td>
</tr>
<tr>
<td>Fillings/posterior composite</td>
<td></td>
<td>You pay 20%</td>
</tr>
<tr>
<td>Stainless steel crowns</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oral surgery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Endodontics (i.e., root canal treatment)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Periodontics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Major Expenses</td>
<td></td>
<td>Covered at 50%</td>
</tr>
<tr>
<td>Crowns, implants, and onlays</td>
<td></td>
<td>You pay 50%</td>
</tr>
<tr>
<td>Dentures, bridges, and partials</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Denture adjustments and relines</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6 For certain drugs, you can get prescription refills mailed to you through our Kaiser Permanente mail-order pharmacy. You should receive them within 10 business days. If not, please call 1-800-245-7979 (TTY 711), Monday through Friday, 7:30 a.m. to 7 p.m.; Saturday and Sunday, 8 a.m. to 4:30 p.m.

7 Dental benefits provided by Delta Dental of Washington. If you select a dentist who is not a Delta Dental participating dentist, your treatment will not be covered. For your Plan, Participating Dentists may be either Delta Dental Premier Dentists or Delta Dental PPO Dentists. You can find the most current listing of Participating Dentists by going online to the Delta Dental of Washington website at www.DeltaDentalWA.com. You may also call 1-800-554-1907.
Doctors and locations

Northwest Kaiser Permanente providers

Find doctors and locations near you

To find a Kaiser Permanente medical facility or other in-network provider near you, see our provider directory.

Visit kp.org/wa/medicare/providers or call 1-800-446-8882 (TTY 711), 8 a.m. to 8 p.m., 7 days a week.

Get care outside your service area

If you have an emergency: Call the local emergency number or go to an emergency room. If you become ill or injured while traveling, you’re covered for urgent and emergency services anywhere in the world. We’ll also reimburse you for emergency prescriptions filled at out-of-network pharmacies in the United States and its territories.

Non-emergency care: You have access to all available providers in the Medicare Advantage HMO network across our
service areas in Washington state, and to many doctors and services at Kaiser Permanente medical facilities in other states we serve.

Travel benefits: As a plan member, you can receive care at Kaiser Permanente Washington facilities in the Puget Sound and Spokane areas. You can also receive many covered health services at Kaiser Permanente facilities in California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, the Longview/Vancouver area of Washington state, and the District of Columbia.

To get care at Kaiser Permanente medical facilities outside the Washington service area, just call Member Services and ask for a visiting member ID number.

Consulting nurse: Wherever you are, you can call the consulting nurse for advice or help deciding where to go for care.

Member Services: Call for information about your coverage.

Web: Sign in at kp.org/wa to access your health information online.
Care that fits your life

Same-day care
You have options for same-day or walk-in care as a Kaiser Permanente member. These care options are available with all Kaiser Permanente Medicare Advantage HMO plans:

- You can call your doctor’s office during office hours to see if there’s a same-day appointment available.
- You can visit many urgent care locations in your area. Find in-network locations by searching online at kp.org/wa/directory.

Website and mobile app
It’s quick and easy to register online for access to all your web and smartphone tools.

Secure member website
You can use our member website to order medication refills, check your benefits, and find health resources.

Mobile app
Once you register at kp.org/wa, you can download the free Kaiser Permanente Washington mobile app. Use your member ID number and password to activate the app, and you’ll be ready to use many online tools to manage your health from your smartphone. Learn more at kp.org/wa/mobile.

Digital ID card
Along with the Kaiser Permanente identification card you receive in the mail, you also have access to a digital ID card. Once you’ve registered at kp.org/wa, you can access your digital ID card and use your smartphone to show proof of membership anytime, anywhere.
More options for getting care

**COME IN**

**Doctor appointment**
Your doctor is your partner in health, and sometimes coming in for a visit is exactly what you need.

**CALL**

**24/7 Consulting Nurse Service**
Whether you have an illness or injury or just want medical advice, our consulting nurse is just a phone call away.

**CLICK**

**24/7 Care Chat**
You can use this online messaging feature to get medical advice in real time from a Kaiser Permanente care provider. It’s available 24/7 – at no additional charge. Just register on our secure member website or download our mobile app to chat.

**Online visit**
For common medical issues that don’t need a physical exam, such as a sore throat or allergies, go online and get a diagnosis, a treatment plan, and a prescription if needed, usually within 2 hours.
Pharmacy coverage

Pharmacy benefits

The Harbor plan includes Part D pharmacy benefits (outpatient drugs). The Basic plan does not include Part D drug coverage.

What’s covered

Our plans that include Part D prescription drug coverage have an approved list of drugs to make sure you get the most appropriate, safe, and effective prescription medications available. This list – called a formulary – typically divides groups of medications into tiers.

Our plans with Part D have 6 tiers, ranging from preferred generic drugs to brand to specialty medications and injectable Part D vaccines. The tier your medication is in determines your portion of the drug cost.

To search our Medicare Drug Formulary, go to kp.org/wa/medicare/formulary.

Ordering prescriptions

Once your prescriptions are in the Kaiser Permanente pharmacy system, you can sign in to review your medications and request refills. Then choose whether you want us to mail your refill to you or have it ready for pickup at an in-network pharmacy. If you choose mail order, you can track your order online.

Save money with mail order. For many drugs, you can get a 3-month supply of medication for just 2 copays when you use our mail-order pharmacy.

Manage your prescriptions online

On our member website, you’ll also be able to see your prescription and claim history, and you’ll find a link to look up pricing information and find pharmacies in your network.

For complete information on what is covered and how to use pharmacy benefits, see the Evidence of Coverage for the plan you are considering. You can find these documents online at kp.org/wa/eocs.
Optional dental plan

Oral health is an important part of your overall health. Kaiser Foundation Health Plan of Washington teams up with Delta Dental of Washington to offer you an optional Delta Dental PPO Plus Premier plan.

**Delta Dental coverage:**

- Lets you choose from a large network of participating dentists
- Provides full coverage for your semiannual dental checkups
- Is designed to help make sure that dental health problems are detected early

You can enroll for dental coverage when you first enroll in your Medicare Advantage plan and during the annual enrollment period. You can drop your dental coverage at any time by calling Member Services.

▶ For information about dental benefits and costs, see page 7.

Resources for healthy living

**Classes, workshops, and support groups**

From preparing advance directives to living with chronic conditions such as diabetes, arthritis, and heart disease, these classes and other resources help you learn to live smarter and healthier. Check out our offerings at kp.org/wa/classes.

**Tobacco cessation support**

If you’re a tobacco user, our program provides you with the tools to help you quit for good.
Provider and Pharmacy Directories

Online: Go to kp.org/wa/medicare/providers. (If you prefer a printed copy of the directory, fill out the short online form to request that a directory be mailed to you.)

Call Member Services, 1-888-901-4600 (TTY 711), 8 a.m. to 8 p.m., 7 days a week.
Kaiser Permanente Nondiscrimination Notice and Language Access Services

KAISER PERMANENTE NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. ("Kaiser Permanente") comply with applicable federal civil rights laws and do not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or any other basis protected by applicable federal, state, or local law. We also:

Provide free aids and services to people with disabilities to help ensure effective communication, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, and accessible electronic formats)
- Assistive devices (magnifiers, Pocket Talkers, and other aids)

Provide free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Kaiser Permanente.

If you believe that Kaiser Permanente has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity, you can file a grievance. Please call us if you need help submitting a grievance. The Civil Rights Coordinator will be notified of all grievances related to discrimination.

Kaiser Permanente
Phone: 206-630-4636
Toll-free: 1-888-901-4636
TTY Washington Relay Service: 1-800-833-6388 or 711
TTY Idaho Relay Service: 1-800-377-3529 or 711
Electronically: kp.org/wa/feedback

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 https://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 http://www.hhs.gov/ocr/office/file/index.html

For Medicare Advantage Plans Only: Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

© 2018 Kaiser Foundation Health Plan of Washington
2018-XB-7_ACA_Notice_Taglines
ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-888-901-4636 (TTY: 1-800-833-6388 or 711).


Українська (Ukrainian): УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-888-901-4636 (телетайп: 1-800-833-6388 / 711).


CONTACT US

Prospective members
1-800-446-8882
TTY WA Relay 1-800-833-6388 or 711
8 a.m. to 8 p.m., 7 days a week

Current members
Member Services 1-888-901-4600
TTY WA Relay 1-800-833-6388 or 711
8 a.m. to 8 p.m., 7 days a week

Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. You must reside in the Kaiser Permanente Medicare health plan service area in which you enroll.

Out-of-network/non-contracted providers are under no obligation to treat Kaiser Permanente members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

©2019 Kaiser Foundation Health Plan of Washington

Please recycle.
MA0002038-51-19