See how we can help you thrive
2020 Plans and Benefits

Spokane County

Kaiser Permanente Medicare Advantage (HMO)
Why choose Kaiser Permanente?

Our Medicare Advantage (HMO) health plans combine care and coverage. Because we're both a care provider and a health plan, you get what you need in one convenient package.

Whether you're turning 65, ready to retire, or recently moved into the Kaiser Permanente Washington area, it's a good time to take a look at our Medicare Advantage 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

Kaiser Permanente doctors put members at the center of their care. And the community providers in our network, including those with Providence and MultiCare Rockwood, share that same dedication.

Read about recognition we’ve received for quality and health care innovation at kp.org/wa/awards.

Making it easy to get and stay healthy

At most Kaiser Permanente locations, you can take care of what you need in one visit. See your doctor, get a lab test or X-ray, and pick up your medications – all without leaving the building.

And at Kaiser Permanente, doctors, nurses, pharmacists, and other members of your health care team are all connected to each other, and to you, through your electronic health record. So you get seamless, personalized care.

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, locate a Kaiser Permanente medical center, transfer prescriptions, or make a smooth transition to Kaiser Permanente care 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.

Hearing aid allowance

In addition to annual hearing tests, our Centennial and Columbia plans feature an annual allowance for hearing aids.

Glasses and contact lenses allowance

An annual allowance for glasses and contacts is included with our Centennial and Columbia plans.

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.

Snowbird benefit for coverage in Arizona

If you travel to Arizona, our Centennial and Columbia plans feature in-network coverage for select providers in Pima and Maricopa counties.

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, Centennial, and Columbia plans.

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.

All plans except the Basic plan include Part D coverage.

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2 The 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 Centennial (HMO)
Kaiser Permanente Medicare Advantage Columbia (HMO)
Kaiser Permanente Medicare Advantage Basic (HMO)
Available in Spokane County.

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>Kaiser Permanente Medicare Advantage Centennial (HMO)</th>
<th>Kaiser Permanente Medicare Advantage Columbia (HMO)</th>
<th>Kaiser Permanente Medicare Advantage Basic (HMO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Premium</td>
<td>$0</td>
<td>$99</td>
<td>$40</td>
</tr>
<tr>
<td>Annual Maximum Out-of-Pocket</td>
<td>$5,500</td>
<td>$4,300</td>
<td>$2,000</td>
</tr>
<tr>
<td>Annual Medical Deductible</td>
<td>None</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Part D Prescription Drug Coverage</td>
<td>Covered (see page 8 for details)</td>
<td>Covered (see page 8 for details)</td>
<td>Not covered[^4]</td>
</tr>
<tr>
<td>Doctor Office Visit</td>
<td>$5 Primary / $45 Specialist</td>
<td>$10 Primary / $35 Specialist</td>
<td>$10 Primary / $30 Specialist</td>
</tr>
<tr>
<td>Emergency Room</td>
<td>$90</td>
<td>$90</td>
<td>$90</td>
</tr>
<tr>
<td>Urgent Care</td>
<td>$35</td>
<td>$25</td>
<td>$25</td>
</tr>
<tr>
<td>Preventive Services[^3]</td>
<td>No charge</td>
<td>No charge</td>
<td>No charge</td>
</tr>
<tr>
<td>Inpatient Hospitalization</td>
<td>$400 per day for days 1-4 $0 for the rest of your stay</td>
<td>$250 per day for days 1-4 $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>$275</td>
<td>$200</td>
<td>$200</td>
</tr>
<tr>
<td>Skilled Nursing Facility Up to 100 days per benefit period</td>
<td>$0 per day for days 1-20 $160 per day for days 21-100</td>
<td>$0 per day for days 1-20 $160 per day for days 21-100</td>
<td>$20 per day for days 1-20 $50 per day for days 21-100</td>
</tr>
<tr>
<td>Lab, X-ray, Imaging</td>
<td>$0.15 lab per visit, $15 X-ray per visit, $300 per visit for MRI, PET, CT scans</td>
<td>$0 lab per visit, $0 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>
<td>20% coinsurance</td>
</tr>
<tr>
<td>Ambulance Service Per one-way emergency trip</td>
<td>$250 copay</td>
<td>$150 copay</td>
<td>$150 copay</td>
</tr>
<tr>
<td>Transportation</td>
<td>$0 for up to 4 round trips per calendar year</td>
<td>$0 for up to 6 round trips per calendar year</td>
<td>$0 for up to 2 round trips per calendar year</td>
</tr>
<tr>
<td>Hearing aid allowance</td>
<td>$350 annual combined</td>
<td>$350 annual combined</td>
<td>Not covered</td>
</tr>
</tbody>
</table>

[^3]: $0 copay for all preventive services covered under Original Medicare at zero cost sharing.

[^4]: 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.

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

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>Kaiser Permanente Medicare Advantage Centennial (HMO)</th>
<th>Kaiser Permanente Medicare Advantage Columbia (HMO)</th>
<th>Kaiser Permanente Medicare Advantage Basic (HMO)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vision Services</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Routine eye exam</td>
<td>$5 per visit with an optometrist</td>
<td>$10 per visit with an optometrist</td>
<td>$10 per visit with an optometrist</td>
</tr>
<tr>
<td>▪ Eyewear allowance</td>
<td>$45 per visit with an ophthalmologist</td>
<td>$35 per visit with an ophthalmologist</td>
<td>$30 per visit with an ophthalmologist</td>
</tr>
<tr>
<td>▪ $100 allowance per calendar year</td>
<td>$100 allowance per calendar year</td>
<td>$150 allowance per calendar year</td>
<td>$150 allowance per calendar year</td>
</tr>
<tr>
<td></td>
<td>If your eyewear costs more than $100, you pay the difference.</td>
<td>If your eyewear costs more than $150, you pay the difference.</td>
<td></td>
</tr>
<tr>
<td><strong>Dental Allowance</strong></td>
<td>$100 per year</td>
<td>Not covered</td>
<td>Not covered</td>
</tr>
<tr>
<td><strong>Chiropractic Care</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chiropractic coverage for spinal manipulations</td>
<td>$20 copay</td>
<td>$20 copay</td>
<td>$20 copay</td>
</tr>
<tr>
<td><strong>Supplemental Travel Benefit</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Travel coverage for Spokane County residents in Arizona counties; Pima and Maricopa only. Member cost shares may apply depending on the service accessed. Referrals and preauthorization requirements may apply.</td>
<td>Travel coverage for Spokane County residents in Arizona counties; Pima and Maricopa only. Member cost shares may apply depending on the service accessed. Referrals and preauthorization requirements may apply.</td>
<td>Not covered</td>
</tr>
<tr>
<td><strong>Visiting Member</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access plan benefits at Kaiser Permanente facilities in other regions</td>
<td>Included; plan benefit cost shares apply</td>
<td>Included; plan benefit cost shares apply</td>
<td>Included; plan benefit cost shares apply</td>
</tr>
<tr>
<td><strong>Telehealth</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24-hour Consulting Nurse, Care Chat, Online visits, Secure Email for nonurgent questions</td>
<td>No charge</td>
<td>No charge</td>
<td>No charge</td>
</tr>
<tr>
<td><strong>Fitness Program</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Silver&amp;Fit program5</td>
<td>No additional cost for basic membership to any of the participating centers</td>
<td>No additional cost for basic membership to any of the participating centers</td>
<td>No additional cost for basic membership to any of the participating centers</td>
</tr>
</tbody>
</table>

**NOTE:** This plan does not include Part D Prescription Drug Coverage

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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>Centennial plan</th>
<th>Columbia plan</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Prescription Drug Deductible</strong></td>
<td><strong>YOU PAY</strong></td>
<td><strong>YOU PAY</strong></td>
</tr>
<tr>
<td></td>
<td><strong>$150 deductible</strong>&lt;br&gt;Deductible is waived on Tiers 1, 2, and 6.&lt;br&gt;You pay the full cost of your Tier 3, 4, and 5 drugs until you’ve met the Part D Deductible.</td>
<td>No deductible</td>
</tr>
<tr>
<td><strong>Initial Coverage Stage</strong></td>
<td><strong>Tier 1 – $3 preferred generic</strong>&lt;br&gt;Tier 2 – $7 generic&lt;br&gt;Tier 3 – $45 preferred brand&lt;br&gt;Tier 4 – $95 non-preferred brand&lt;br&gt;Tier 5 – 25% coinsurance specialty&lt;br&gt;Tier 6 – $0 injectable Part D vaccines**</td>
<td><strong>Tier 1 – $3 preferred generic</strong>&lt;br&gt;Tier 2 – $7 generic&lt;br&gt;Tier 3 – $40 preferred brand&lt;br&gt;Tier 4 – $90 non-preferred brand&lt;br&gt;Tier 5 – 33% coinsurance specialty&lt;br&gt;Tier 6 – $0 injectable Part D vaccines**</td>
</tr>
</tbody>
</table>

**Initial Coverage Stage** (for up to a 30-day supply)<br>When the annual total drug costs paid by you and your Part D plan reach **$4,020**, you move into the Coverage Gap Stage.<br><br><br>**Coverage Gap Stage** (for up to a 30-day supply)<br>Copays for Tier 1 and Tier 2 generics, and injectable Part D vaccines will carry into the Coverage Gap Stage.<br>If your annual out-of-pocket costs reach **$6,350**, you move into the Catastrophic Coverage Stage.<br><br><br>**Catastrophic Coverage Stage**<br>When your annual out-of-pocket costs reach **$6,350**, you pay lower cost shares for the remainder of the calendar year.<br><br><br>**Mail-Order Pharmacy**<br>(restrictions & limitations may apply)<br>- **$0** Tier 1 preferred generic for a 31-90 day supply<br>- 90-day supply for the cost of a 60-day supply on Tiers 2-4<br>- Specialty and vaccine Tiers, limited to a 30-day supply

**NOTE:** Kaiser Permanente Medicare Advantage Basic (HMO) plan does not include Part D.
# Optional Dental Package: Delta Dental of Washington

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>YOU PAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Optional Dental Monthly Premium</td>
<td>$54\textsuperscript{7} \text{ in addition to your monthly plan premium}</td>
</tr>
<tr>
<td>Deductible</td>
<td>$100 per person (waived on preventive and diagnostic care)</td>
</tr>
<tr>
<td>Annual Benefit Maximum</td>
<td>$1,500 per member</td>
</tr>
<tr>
<td>Preventive and Diagnostic Care</td>
<td>Covered at 100%</td>
</tr>
<tr>
<td>Routine exams and cleanings (2 per calendar year)</td>
<td>You pay $0</td>
</tr>
<tr>
<td>Fluoride treatment (2 per calendar year)</td>
<td></td>
</tr>
<tr>
<td>Periodontal cleanings</td>
<td></td>
</tr>
<tr>
<td>Dental X-rays</td>
<td></td>
</tr>
<tr>
<td>Basic Dental Expenses</td>
<td>Covered at 80%</td>
</tr>
<tr>
<td>Fillings/posterior composite</td>
<td>You pay 20%</td>
</tr>
<tr>
<td>Stainless steel crowns</td>
<td></td>
</tr>
<tr>
<td>Oral surgery</td>
<td></td>
</tr>
<tr>
<td>Endodontics (i.e., root canal treatment)</td>
<td></td>
</tr>
<tr>
<td>Periodontics</td>
<td></td>
</tr>
<tr>
<td>Major Expenses</td>
<td>Covered at 50%</td>
</tr>
<tr>
<td>Crowns, implants, and onlays</td>
<td>You pay 50%</td>
</tr>
<tr>
<td>Dentures, bridges, and partials</td>
<td></td>
</tr>
<tr>
<td>Denture adjustments and relines</td>
<td></td>
</tr>
</tbody>
</table>

\textsuperscript{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.

\textsuperscript{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

Spokane 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](http://kp.org/wa/medicare/providers) or call **1-800-446-8882** (TTY **711**), 8 a.m. to 8 p.m., 7 days a week.
Care outside your service area

Emergency care: Call the local emergency number or go to an emergency room. 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 can access all available providers in the Medicare Advantage HMO network across our service areas in Washington state, and many doctors and services at Kaiser Permanente medical facilities in other states we serve.

Email your doctor with nonurgent questions: If you get your care at Kaiser Permanente facilities, you can email a nonurgent question to your doctor’s office.

Travel benefits: As a plan member, you can 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 your service area, you just call Member Services and ask for a visiting member ID number.

If you travel to Pima or Maricopa counties in Arizona, our Centennial and Columbia plans include additional in-network coverage to see providers at Banner Health locations. Contact Member Services to activate this coverage before you travel.

Call the consulting nurse 24/7: 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 online health record.
Care that fits your life

Same-day care

You have a number of options for convenient 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 get walk-in care at our Riverfront Medical Center in Spokane.

• You can visit many urgent care centers in the Spokane area. Find urgent care locations 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. When you get care at Kaiser Permanente locations, you can also:

• Email your care team for nonurgent issues
• Schedule appointments
• Check your lab and test results
• Read notes from office visits and your medical records

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. And Kaiser Permanente medical facilities have many services under one roof. So you can get more of what you need in just one trip.

**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. If you receive care at a Kaiser Permanente medical facility, nurses can also view your online medical record.

**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 from 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.

**Email your doctor’s office**
Send secure messages to your Kaiser Permanente care team for nonurgent issues.
Pharmacy benefits

All plans except the Basic plan include Part D pharmacy benefits (outpatient drugs).

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 online, 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 9.

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.
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

kp.org/wa/medicare

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

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 does 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.

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LANGUAGE ACCESS SERVICES

English: 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).

ภาษาไทย (Thai): โปรดทราบ ที่นี่มีบริการให้คำช่วยเหลือ, เสนอฟรีช่วยเหลือฟรี คือร้านปั๊มพัฒนา ชุง แซง 1-888-901-4636 (TTY: 1-803-3388 / 711) ได้.

日本語 (Japanese): 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-888-901-4636 (TTY: 1-800-833-6388 / 711) まで、お電話にてご連絡ください。

አማርኛ (Amharic) : ይግስት: የአማርኛ በ Larval እንወት ሰዎቹ በህውን ይግባሌ ይታወች። ምስ ምርመራ ምክርያ ከፋወን ከፋወን ይታወች። መቀንከት ብር ይፋይ ይታወች። ከፋወን ይታወች። 1-888-901-4636 (የመቀንከት ብር ይፋይ ይታወች። 1-800-833-6388 / 711).


ਪੰਜਾਬੀ (Punjabi) ਵਿਚਕਾਰ ਵਿਚਕਾਰ: ਤੁਹਾਡੀ ਦੁਆਰਾ ਬੇਸਟ ਬੇਕੀ ਦੇਘਰੇ ਦੇ, ਤੁਹਾਡੀ ਦੁਆਰਾ ਮਾਰਕੀਟੀਂ ਮੇਕਾ ਟਾਕੀਟ ਦੇਵ ਟਾਕੀਟ ਦਾ ਮਹਾ ਪ੍ਰਵੰਦ ਦਾ। 1-888-901-4636 (TTY: 1-800-833-6388 / 711) ਜਦੋਂ ਕਹੋ!


فارسی (Farsi): توجه: اگر به زبان فارسی گفتگو می‌کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می‌باشد. باشید برای 1-888-901-4636 (TTY: 1-800-833-6388 / 711).
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