

GOOD HEALTH

IS EVERYTHING

SUMMARY OF MEDICAL SERVICES

WELCOME TO KAISER PERMANENTE

We started more than 60 years ago, bringing health care services to the Vanport shipyard workers in World War II.

From these humble roots, we developed an innovative approach to health care that sets us apart from other providers. This booklet includes an overview of our approach and details about our:

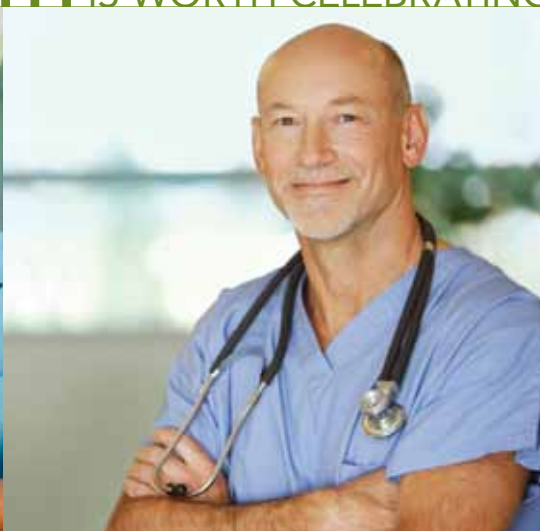
- Personalized health care.
- Vision care.
- Locations and services.
- Award-winning Web site, **kp.org**.
- Health and wellness resources.

If you are an Added Choice® member, please see footnote 1 on the back page of this brochure.



THE FOLLOWING IS OUR STORY. IT'S A STORY ABOUT YOU.

GOOD HEALTH IS WORTH CELEBRATING



GOOD HEALTH THROUGH THICK AND THIN

It's funny. Some people share more with their personal trainers and hairstylists than their doctors. At Kaiser Permanente, we're changing that. We give you many ways to build a lasting partnership with your doctor.

- **Find a personal doctor.** To see our physicians' profiles, go to kp.org/chooseyourdoctor. Review their credentials, including educational backgrounds and board certifications, and read their personal statements for just the right fit.
- **Assess to progress.** Discuss your health goals with your doctor, then take a total health assessment at kp.org/healthylifestyles. Submit the results to your electronic health record, and let your doctor help monitor your progress.
- **More than medicine.** For additional support, find local health classes (many of which are free), connect to audio programs, get healthy recipes, and more at kp.org/healthyliving.

GOOD HEALTH AT YOUR FINGERTIPS

When armed with a computer and registered on **kp.org**, you can get access to the secure online features of My Health Manager. Connect to your health information with one click.

- **E-mail your doctor's office for free**, which can save you time, gas, and a copayment.
- **Order prescription refills**, most of which can be mailed to you at no extra charge.
- **Schedule or cancel routine appointments** to fit your busy and ever-changing schedule.
- **Get summaries of your office visits** and view most lab test results.
- **Act for a family member** so you can take care of your loved ones, too.

HERE'S TO YOUR HEALTH

GETTING STARTED WITH KAISER PERMANENTE

The following tips will help you get started:

1. **Pick a medical office that's convenient to where you live or work.** See the map and addresses on pages 10–11 for help making your choice. Feel free to visit one or more medical offices to see which you prefer.
2. **Choose a primary care provider at the medical office you've picked.** We have more than 400 primary care physicians, physician assistants, and nurse practitioners throughout the region. Membership Services can help you choose. You can also find information about our primary care providers at kp.org/chooseyourdoctor.
3. **When you need an appointment, call your medical office during weekday hours.** Numbers are listed in the *Medical Directory* you'll receive after you join. For now, you can call Membership Services for help. If you don't have your identification card yet, take a copy of your enrollment form to your appointment.
4. **Transfer your medical records from your previous health care provider.** Stop by Membership Services in your medical office to request a release form. Then send the completed and signed form to your previous health care provider. That provider should send your records to:

Health Information Management
Regional Process Center
10220 SE Sunnyside Road
Clackamas, OR 97015
5. **Transfer your prescriptions.** Usually we can arrange a one-time refill of a prescription written by a non-participating provider. Call the main pharmacy number in your medical office at least three days before you need the refill. Certain prescriptions require that you see a participating provider before we can refill them. Once you have a prescription written by a participating provider, you have the option of filling it online with postage-paid mail delivery.

6. **Call an advice nurse if you have a health concern but aren't sure if you need to be seen.** During weekday hours, call your medical office. At other times, call Membership Services and choose the advice option from the menu. An advice nurse will evaluate your concern and let you know if there are home treatments you can try or if you need to come in.
7. **Take advantage of our information resources.** Ask for a copy of our *Kaiser Permanente Healthwise® Handbook* at a Membership Services desk. Pick up a copy of our *Healthy Living* catalog and see if there are any classes or products that interest you (some classes may require a fee). Visit kp.org/healthyliving for access to a wealth of information on a variety of health-related topics.

MEMBERSHIP SERVICES

If you have questions or need help, contact Membership Services. Call us or stop by a Membership Services desk, available in most medical offices. You may also sign on to kp.org and send us an e-mail

Membership Services staff are available by telephone 8 a.m. to 6 p.m., Monday through Friday.

Portland area 503-813-2000
All other areas 1-800-813-2000
TTY 1-800-735-2900
Language interpretation services. . . . 1-800-324-8010

Membership Services can help you:

- Choose a primary care provider.
- Get the care and information you need.
- Arrange for transition of care for ongoing conditions.
- Learn about your coverage.
- File claims and understand bills.

When you join, we'll send you a copy of our *Medical Directory*. It contains important information about our facilities and how to get care.

THE POWER OF CONNECTION: KP.ORG

My Health Manager—your personal health record

My Health Manager is a one-stop online resource on **kp.org** that makes managing your health easier and more convenient.

- E-mail your doctor's office.
- View most lab results as soon as they become available.
- Order prescription refills (most are mailed postage-paid).
- Schedule, cancel, or review routine appointments.
- See a list of your recent immunizations and allergies.
- Review notes from recent office visits, including recommended follow-up steps.
- Act on behalf of a family member (for example, you could e-mail your child's doctor's office).

These time-saving features, offered at no additional cost, can save you a trip to your medical office. You'll have fewer copayments, fewer phone calls to make, and fewer mailed results to wait for.



SAVE TIME AND MONEY WITH NEW FEATURES ON KP.ORG

We've added new features to **kp.org** so you can make the most of your time and money.

Real-time appointments

With our real-time appointments feature, you're able to view—and pick from—available appointment times for your primary care provider. You may also be able to schedule a same-day visit.

Online scheduling allows you to make appointments with your provider in internal or family medicine. It also enables you to schedule an appointment in pediatrics for children 13 and younger.

To access real-time appointing, log onto **kp.org** and click on "My Health Manager."

Online estimates

With our new cost-estimating feature, you can get quotes for many common procedures and services, from routine office visits to hernia surgery.

Quotes are customized based on your health plan. They include any applicable out-of-pocket costs, like copayments, coinsurance, or deductibles. You can also compare the cost of care at Kaiser Permanente to the cost of care from other providers.

We can't guarantee your out-of-pocket costs, but quotes are typically accurate. In some cases, costs may be higher or lower due to unexpected circumstances.

Go to **kp.org/memberestimates** to try this feature.

VALUE-ADDED SERVICES FOR MEMBERS*

At Kaiser Permanente, you will enjoy many advantages, most of which are just fingertips away. Check out a few of the many online tools, classes, and discounts that will help keep you happy and healthy.

Use these personalized online health improvement programs to assess your habits and learn ways to improve your health:

- **HealthMedia® Succeed™** for a total health assessment.
- **HealthMedia® Balance™** for weight management and physical fitness.
- **HealthMedia® Relax™** for stress reduction.
- **HealthMedia® Nourish™** for good nutrition.
- **HealthMedia® Breathe™** for smoking cessation.
- **HealthMedia® Care™ for Your Health** for managing ongoing health conditions.
- **HealthMedia® Care™ for Pain** for chronic pain.
- We encourage all our members to take a **total health assessment** online with HealthMedia Succeed. This free questionnaire provides customized plans based on an in-depth look at your health and any possible health risks. You even have the option of including the results in your electronic health record so that you and your health care team can work together to improve your health.

Visit kp.org/healthylifestyle for more information.

- **Talk with a health consultant.** One-on-one help to set health goals and develop a wellness plan.
- **Kaiser Permanente Healthwise® Handbook**, an at-your-fingertips reference to health information.

* These benefits are neither offered nor guaranteed under contract with the FEHB Program, but are made available to all enrollees and family members who become members of Kaiser Foundation Health Plan of the Northwest (KFHPNW).

** These products and services are provided by entities other than KFHPNW. Certain KFHPNW benefit plans include coverage for some of these discounted services. Check your *Evidence of Coverage* booklet for details. KFHPNW disclaims any liability for these discounted products and services. Should a problem arise, you may take advantage of our grievance process by calling Membership Services at 503-813-2000 or 1-800-813-2000.

*** Weight Watchers is the registered trademark of Weight Watchers International, Inc., and is used under license.

Discount services**

- **CHP Active & Healthy.** This service in collaboration with the CHP Group allows members to pay less for health club memberships at over 270 clubs in Oregon and Southwest Washington. It can also save you money on ski lift tickets, sporting events, movies, and more. Visit chpactiveandhealthy.com for more information.
- **Weight Watchers®.** Members enjoy special discounts on traditional Weight Watchers meetings and on home-based and online Weight Watchers programs.***
- **Alternative care and chiropractic.** Members get discounts on acupuncture, chiropractic care, massage, and other alternative therapies from providers belonging to the CHP Group network.
- **ChooseHealthy™**, a great source for lifestyle products, such as vitamins, herbal remedies, and yoga accessories.
- **FitnessCoach.com**, a site with tools for reaching fitness goals, including telephone coaching for weight management, tobacco cessation, and healthy living.

Visit kp.org/memberdiscounts for more information.

Most programs are available in Spanish at kp.org/vidasana.

MAKE US YOUR PARTNER IN HEALTH

VISION ESSENTIALS BY KAISER PERMANENTE

Through Vision Essentials, we connect your eye health with your overall health in a way other providers cannot. For example, a simple eye exam performed at one of our Vision Essentials locations could potentially diagnose diabetes, glaucoma, or other vision-related conditions. And because our optometrists and ophthalmologists are all part of the Vision Essentials team, they can easily refer you to one of our specialists if medically necessary.

If your plan does not cover care through Vision Essentials, you can still take advantage of our extensive collection of contact lenses and frames. It includes designer brands and is competitively priced to fit any budget.

For more information, visit kp.org/2020.



KAISER PERMANENTE HIGHLIGHTS

Kaiser Permanente delivers quality medical care and supports healthy and productive lifestyle choices that keep you thriving. In the last year, we continued to lead our region in quality of care while improving access and service.

Continuing commitment to quality

Kaiser Foundation Health Plan of the Northwest (KFHPNW) ranks highest in member satisfaction—

J.D. Power and Associates ranked KFHPNW “Highest in Member Satisfaction among Commercial Health Plans in the Northwest.”* The study evaluated the following factors: coverage and benefits; provider choice; information and communication; claims processing; statements; customer service; and approval processes.



The Northwest’s best-rated health plan—KFHPNW was rated higher than any other health plan in Oregon and Washington for quality by *US News & World Report* and the National Committee for Quality Assurance (NCQA).

Great doctors—63 of the 220 physicians on *Portland Monthly’s* annual list of top doctors in 2009 work at our medical group. That’s 29 percent of the list, which was compiled with feedback from doctors and nurses across the metro area.

Improved access and service

Access efforts pay off—We showed significant improvement in member ratings for access to care and appointments, according to the 2009 Consumer Assessment of Healthcare Providers and Systems (CAHPS). In 2009, the composite measure of “Getting Needed Care” improved 4 percentage points from 2008 while the composite “Getting Care Quickly” showed a 6 percentage point improvement.

Focus on customer service—The 2009 CAHPS Health Plan Customer Service Composite saw a 6 percentage point improvement from 2008 to 2009. Our region had the highest score of all Kaiser Permanente regions for this measure.

*Kaiser Foundation Health Plan, Inc., received the highest numerical score among large commercial health plans in the Northwest region in the proprietary J.D. Power and Associates 2009 National Health Insurance Plan StudySM. Study based on 33,007 total member responses, measuring nine plans in the Northwest (ID, OR, WA) region (excludes Medicare and Medicaid). Proprietary study results are based on experiences and perceptions of members surveyed in December 2008 and January 2009. Your experiences may vary. jdpower.com

Sustaining growth

Construction has begun on Westside Medical Center in Hillsboro—The 280,000-square-foot floor plan includes a 126-bed hospital, the first in Washington County in four decades. The project is expected to employ more than 2,000 workers over the course of construction. And we anticipate that more than 1,100 family-wage jobs will be created to staff the facility.

Murrayhill Medical Office opened in October 2009—Located at 11200 SW Murray Scholls Place, this convenient neighborhood office will offer family medicine and pediatric care. Modeled on our West Salem Medical Office that opened last year, Murrayhill Medical Office is ideal for families with routine medical concerns. On-site services include basic lab work and first-time prescription fills.

Clackamas County gets its first cardiac center—Kaiser Permanente Northwest's Center for Heart and Vascular Care, which opened in the spring of 2009, is Oregon's newest heart center and the first of its kind in Clackamas County. The chief of cardiovascular surgery, Yong Shin, MD, performed the first surgery in April. Once the center is at capacity, our surgeons will perform an estimated 450 heart surgeries a year. Visit the Center for Heart and Vascular Care online at kp.org/nwheart.

Community leadership

Tops in philanthropy—As a nonprofit health plan, we are dedicated to the health of the communities we serve. In 2008, the *Portland Business Journal* awarded us the top prize in its annual Corporate Philanthropy Awards. The award recognized our contribution of more than \$6.5 million in grants and donations.

Walking the walk, running the run—More than 1,500 people ran or walked the Kaiser Permanente 5 Miler at the 2008 Portland Marathon. More than 500 of those fitness buffs were our employees and physicians.



Supporting the health care leaders of tomorrow—100 scholarships were awarded to high school students in Northwest Oregon and Southwest Washington who dream of a career in health care. In partnership with the Oregon Health Career Center, \$200,000 worth of scholarships was given in May 2009.

Care innovations

Keep a food diary to lose weight—According to a study by Kaiser Permanente's Center for Health Research (CHR), dieters who kept daily food diaries lost twice as much as those who didn't. *Good Morning America*, ABC's *World News Tonight*, and CBS News were just three of the 435 media outlets to cover the 2008 findings of the weight loss maintenance study.

Change now to thrive later—People who thrive when they're older share five traits, according to a 2008 CHR study. They drink moderately, don't smoke, keep a positive outlook, manage stress, and do everything possible to prevent chronic illness.

Excessive weight gain during pregnancy raises risks—Women who gain more than 40 pounds during their pregnancies nearly double their chances of having a large baby, according to a 2008 CHR study. Along with posing birthing complications, large babies are more likely to become overweight or obese children and adults. The results of this study were covered by nearly 200 television stations, Internet publications, and newspapers.

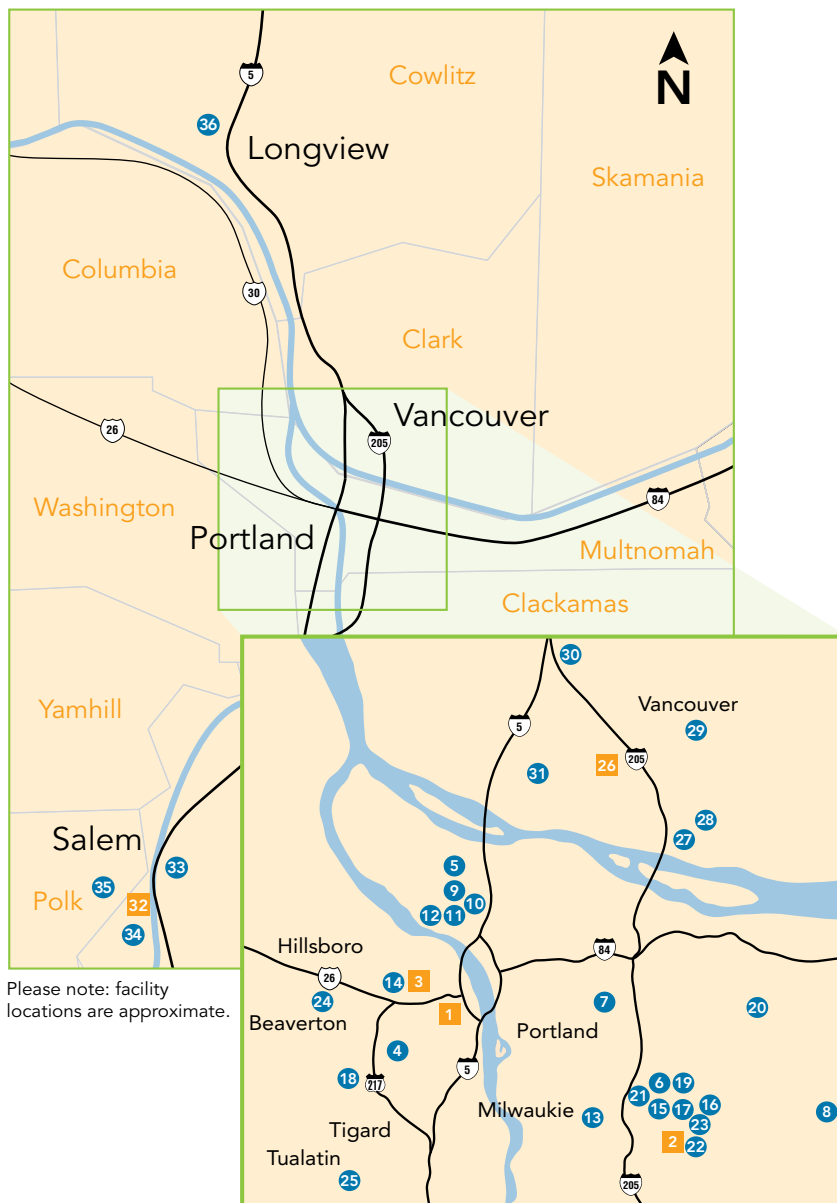
WHERE TO GET CARE

Portland-area medical centers

- 1 OHSU Doernbecher Children's Hospital
3181 SW Sam Jackson Park Road
Portland, OR 97201
(For children 17 and younger)
- 2 Kaiser Sunnyside Medical Center
10180 SE Sunnyside Road
Clackamas, OR 97015
- 3 Providence St. Vincent Medical Center
9205 SW Barnes Road
Portland, OR 97225

Portland-area medical offices

- 4 Beaverton Medical Office
4855 SW Western Ave.
Beaverton, OR 97005
- 5 Center for Health Research
3800 North Interstate Ave.
Portland, OR 97227
- 6 Clackamas Eye Care
12100 SE Stevens Court, Suite 106
Portland, OR 97086
- 7 Division Medical Office
7705 SE Division St.
Portland, OR 97206
- 8 Eastman Parkway Office
1550 NW Eastman Parkway, Suite 100
Gresham, OR 97030
- 9 Interstate Medical Office Central
3600 North Interstate Ave.
Portland, OR 97227
- 10 Interstate Medical Office East
3550 North Interstate Ave.
Portland, OR 97227
- 11 Interstate Medical Office South
3500 North Interstate Ave.
Portland, OR 97227



- 12 Interstate Medical Office West
3325 North Interstate Ave.
Portland, OR 97227
- 13 Lake Road Nephrology Center
6902 SE Lake Road, Suite 100
Milwaukie, OR 97267
- 14 Mother Joseph Plaza
9427 SW Barnes Road
Portland, OR 97225

- 15 Mt. Scott Medical Office
9800 SE Sunnyside Road
Clackamas, OR 97015
- 16 Mt. Talbert Annex
10100 SE Sunnyside Road
Clackamas, OR 97015
- 17 Mt. Talbert Medical Office
10100 SE Sunnyside Road
Clackamas, OR 97015
- 18 Murrayhill Medical Office
11200 SW Murray Scholls Place
Beaverton, OR 97007
- 19 One Town Center
10163 SE Sunnyside Road, Suite 490
Clackamas, OR 97015
- 20 Rockwood Medical Office
19500 SE Stark St.
Portland, OR 97233
- 21 Sleep Lab
9717 SE Sunnyside Road
Clackamas, OR 97015
- 22 Sunnybrook Medical Office
9900 SE Sunnyside Road
Clackamas, OR 97015
- 23 Sunnyside Medical Office
10180 SE Sunnyside Road
Clackamas, OR 97015
- 24 Sunset Medical Office
19400 NW Evergreen Parkway
Hillsboro, OR 97124
- 25 Tualatin Medical Office
19185 SW 90th Ave.
Tualatin, OR 97062

Vancouver-area medical center and offices

- 26 Southwest Washington Medical Center
400 NE Mother Joseph Place
Vancouver, WA 98664
(24-hour emergency, low-risk childbirth, and selected services only)
- 27 Cascade Park Medical Office
12607 SE Mill Plain Blvd.
Vancouver, WA 98684
- 28 Mill Plain One Medical Office
203 SE Park Plaza Drive, Suite 140
Vancouver, WA 98684
- 29 Orchards Medical Office
7101 NE 137th Ave.
Vancouver, WA 98682
- 30 Salmon Creek Medical Office
14406 NE 20th Ave.
Vancouver, WA 98686
- 31 Vancouver Medical Office
2211 East Mill Plain Blvd.
Vancouver, WA 98661

Salem-area medical center and offices

- 32 Salem Hospital
665 Winter Street SE
Salem, OR 97301
- 33 North Lancaster Medical Office
2400 Lancaster Drive NE
Salem, OR 97305
- 34 Skyline Medical Office
5125 Skyline Road South
Salem, OR 97306
- 35 West Salem Medical Office
1160 Wallace Road NW
Salem, OR 97304

Longview-area medical office

- 36 Longview-Kelso Medical Office
1230 Seventh Ave.
Longview, WA 98632

FOR MORE INFORMATION

Visit us at **kp.org** or call Membership Services between 8 a.m. and 6 p.m., Monday through Friday.

- **503-813-2000** Portland area
- **1-800-813-2000** All other areas
- **1-800-735-2900** TTY
- **1-800-324-8010** Language interpretation services

This brochure is not a contract. Plan details are provided in the *Evidence of Coverage (EOC)*. To obtain an *EOC* for a particular plan, contact Membership Services.

¹The information in this brochure applies when you obtain services from participating providers and facilities. (Participating providers and facilities are referred to as Select providers and facilities in Added Choice[®] plans.) The information in this brochure does not apply to Added Choice members when they obtain services from PPO providers and facilities and non-participating providers and facilities. Read your *Evidence of Coverage* carefully to make sure that you understand your coverage. The value added services described in this brochure are available to all members.