

A better choice for good health

Member orientation guide

a wide range of specialists



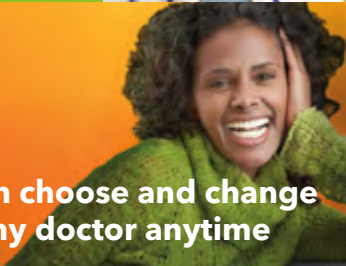
test results online



convenient facilities near you



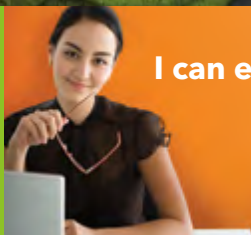
I can choose and change
my doctor anytime



better care for healthier tomorrows



I can email my doctor



free to focus on you



I'm part of
the decision



Getting started with Kaiser Permanente

If you are a new member, check out **kp.org/newmember** or call the **New Member Desk** at **1-888-491-1124** (toll free), Monday through Friday, 7 a.m.–8 p.m., and Saturdays, 8 a.m.–4:30 p.m. You may also use these tips to help you get started:



Register at **kp.org**

After you receive your Kaiser Permanente ID card, register for My Health Manager on **kp.org** to securely email your doctor's office, make appointments, review your clinician's notes, order prescription refills, and more. Sign up at **kp.org/registernow**.

Download the free Kaiser Permanente app from the App StoreSM or from Google PlaySM.



Choose a great doctor that's right for you

Browse our doctor profiles at **kp.org/finddoctors** to see their education, specialties, photos, and more. To choose your primary care provider, call the New Member Desk or go online at **kp.org**. And if you change your mind, you can switch doctors at any time, for any reason.



Transfer your prescriptions and medical records

To transfer your prescriptions or medical records, just fill out and submit the forms included in this booklet or complete them at **kp.org/newmember**. Once you have a prescription written by a participating provider, you can order refills without standing in line at **kp.org/rxrefill**, and you can even have them mailed to your home. You can also find common over-the-counter items at our pharmacies.



Schedule your first appointment

Once you've registered on **kp.org** and chosen a physician, making appointments is simple. You can schedule an appointment online at **kp.org/appointments** or call the New Member Desk, and we will help you schedule your first appointment. If you don't have your identification card yet, take a copy of your enrollment form to your appointment.

The care you need, when you need it

The chart below will help you better understand the different kinds of care available to you. These are common examples for each category of care but do not cover all conditions or symptoms.

Call for advice 24/7

If you're not sure about the type of care that's right for you or if you need to schedule an appointment, call the appointment and 24-hour nurse advice line at **1-800-813-2000**.

	PRIMARY CARE	URGENT AND AFTER-HOURS CARE	EMERGENCY CARE
What is it for?	An expected care need, like a scheduled visit to your doctor or a recommended preventive screening. Examples include: <ul style="list-style-type: none">• routine checkups• physical exams• well-child checkups	An illness or injury that requires prompt medical attention but is not an emergency medical condition. Examples include: <ul style="list-style-type: none">• minor wounds and cuts• high fever• minor broken bones• flu symptoms	A medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. Examples include: <ul style="list-style-type: none">• chest pain or pressure• severe shortness of breath• severe bleeding• major injuries
What to do?	Make an appointment online at kp.org/myhealthmanager or call 1-800-813-2000 . Many of our locations often have same-day appointments available.	Head to your nearest Kaiser Permanente Urgent Care center, or call the appointment and advice number: 1-800-813-2000 . You can also log on to kp.org/locations for a list of Urgent Care facilities and hours.	Call 911 or go to the nearest hospital. <i>If you are admitted to a facility outside the Kaiser Permanente network after an Emergency Department visit, please call us at 503-735-2595 or 1-877-813-5993 (toll free) within 24 hours or as soon as reasonably possible.</i>










Nurse Treatment Centers

Members can access Nurse Treatment Centers at many Kaiser Permanente facilities. Some of the common services these centers provide include:

- allergy injections
- immunizations
- antibiotic medication administration
- travel injections

To learn more about Kaiser Permanente, visit **kp.org**.

Experience the Kaiser Permanente difference

The experience...	With some health plans	With Kaiser Permanente*
Choosing your doctor 	All you know is that your doctor accepts your insurance.	<input checked="" type="checkbox"/> You can research and choose your doctor on kp.org. Switch anytime.
Getting care in your language 	Not all health plans have multilingual doctors.	<input checked="" type="checkbox"/> We have multilingual doctors and staff and also offer interpretation services by phone in 140+ languages.
Your health. Your way. 	Even for minor concerns, you make an appointment, drive to the doctor's office, and sit in the waiting room.	<input checked="" type="checkbox"/> For minor concerns, you can request a phone appointment or email your doctor's office with routine questions.
24/7 advice nurse 	When your child has a late-night fever, there's no medical advice available.	<input checked="" type="checkbox"/> Specially trained, local Kaiser Permanente nurses can offer medical advice by phone, 24/7.
Visiting a specialist 	Hope that your primary care doctor has sent your records.	<input checked="" type="checkbox"/> Your specialist has already reviewed your information via your electronic health record.
Making an appointment 	Call, wait on hold, and get frustrated.	<input checked="" type="checkbox"/> Schedule routine appointments from your computer or mobile device.
During your visit 	Your doctor flips through your files, searching for answers you've already given him.	<input checked="" type="checkbox"/> Your doctor can easily access your medical history and prescriptions through your electronic health record.
Recalling your doctor's instructions 	You can take notes during your visit, or trust your memory later.	<input checked="" type="checkbox"/> View your past visit details, physician notes, and most lab test results online, whenever you want.
Asking routine questions without a visit 	Call your doctor's office, leave a message, and hope you don't miss the return call.	<input checked="" type="checkbox"/> You can email your doctor's office, and get a reply within 48 hours — sometimes sooner.

*These features are available when you receive care at Kaiser Permanente facilities.

To learn more about Kaiser Permanente, visit kp.org.

Transfer your prescriptions

Welcome to Kaiser Permanente

Please fill out this form for yourself and for each family member who takes prescription medication(s) two weeks before you need your medications. You can start this process even before your Kaiser Foundation Health Plan of the Northwest ("Kaiser Permanente") benefits begin, to help with a smooth transition.

Once we get this form, we will contact you and work with your pharmacy to transfer your medications, coordinate refills, and answer questions. We want to help you get the best value.

You can also call us at **503-261-7900** or **1-888-572-7231** (toll free), 8 a.m. to 6 p.m., Monday through Friday.

Kaiser Permanente has a formulary list of medications and supplies covered under your prescription benefit. If your medication is not on the formulary, one of our pharmacists will work with you and your health care team to update your medication to a formulary product. Our health care team uses the formulary to help determine the safest, most effective prescriptions for you.

Group name _____ Coverage effective date _____

Patient name _____ Gender _____

Kaiser Permanente health record number _____
(If you do not have this number, provide the last four digits of your Social Security number and your mother's maiden name.)

Address _____

City _____ State _____ ZIP code _____

Daytime phone number _____ Date of birth _____

Medication allergies and reaction _____

MEDICATION RECORD						
Prescription number	Medication	Strength	Directions	Pharmacy where last filled	Pharmacy phone	Date refill needed

Complete and return this form via fax or mail:

Fax: 1-866-618-6569.

Mail: New Member Pharmacy Services, 5717 NE 138th Ave., Portland, OR 97230-3409.

If you prefer to fill this form out on our secure website, go to kp.org/newmembers/transferprescription/form.

If you have questions, call us at **503-261-7900** or **1-888-572-7231** (toll free), 8 a.m. to 6 p.m., Monday through Friday. For TTY, call **711**. For language interpretation services, call **1-800-324-8010**.

For more information, visit kp.org/newmember.



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Transfer your care

Our goal is to make your transition of care as easy as possible. Please complete each section so we can best serve you. Once we receive your form, we will review the information and have a transition of care representative or nurse case manager contact you within five business days. We look forward to being your partner in health.

Note: If you answer **NO** to **ALL** of the questions in sections 2 and 3, please do not submit this form. Instead, please call **Kaiser Permanente Member Services at 1-800-813-2000** for help finding a physician or location, making appointments, or general questions. If you answer **YES** to any of the questions in sections 2 or 3, please complete and submit this form.

SECTION 1

Employer name: _____ Group no. _____

Employee name: _____ Effective date of coverage: ____/____/____

Member's last name: _____ Member's first name: _____ Gender: ☐ M ☐ F

Date of birth: ____/____/____ Health record no.: _____ Added Choice® member? ☐ Yes ☐ No

Relationship to employee: ☐ Self ☐ Spouse/domestic partner ☐ Child/dependent

Address: _____

Phone number: _____ Best time to call: _____

SECTION 2

Please tell us about your health care needs by answering the following questions:

☐ Yes ☐ No Are you pregnant? (Due date: ____ / ____ / ____ Trimester: ____ 1st ____ 2nd ____ 3rd)

If yes, is your pregnancy considered high risk (multiple births, gestational diabetes, etc.)? ☐ Yes ☐ No

☐ Yes ☐ No Are you scheduled for surgery or hospitalization? Scheduled date: ____ / ____ / ____

Type of surgery or procedure: _____

☐ Yes ☐ No Are you receiving chemotherapy, radiation therapy, cancer therapy, or dialysis treatment?

Type of treatment: _____

☐ Yes ☐ No Are you receiving treatment related to a recent major surgery?

Type of surgery or procedure: _____

☐ Yes ☐ No Are you receiving mental health treatment?

☐ Yes ☐ No Are you receiving substance abuse treatment?

☐ Yes ☐ No Are you currently using durable medical equipment (hospital bed, oxygen, etc.)?

☐ Yes ☐ No Are you currently receiving regularly scheduled infusions or injections?

SECTION 3

☐ Yes ☐ No Are you currently working with a dedicated case manager for your condition(s)?

Case manager name: _____ Phone number: _____

Specialty: _____ Condition: _____

Complete and return this form via fax or mail:

Fax: 1-877-237-5621

Mail: KPNW One Stop KPB-4 NW,
500 NE Multnomah St., Suite 100,
Portland, OR 97232



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Extra value and discounts for members

At Kaiser Permanente, you can enjoy free and discounted online tools, classes, programs, and activities that can help keep you happy and healthy. Visit kp.org/memberdiscounts for more information.

MEMBER DISCOUNTS

- **CHP Active and Healthy.** Save money on theater, movie, and symphony tickets; sporting activities; and more. Visit chpactiveandhealthy.com for more information.
- **Alternative care and chiropractic.** Get discounts on naturopathic medicine, chiropractic care, massage, and other alternative therapies from providers belonging to The CHP Group network. Visit chpgroup.com.
- **Comfort Keepers®.** Get a five percent discount on services from Comfort Keepers, a leader in nonmedical, in-home services. Members are also eligible for a complimentary, no-obligation home safety assessment and more. In Oregon, call **503-855-4415**. In Washington, call **360-687-0025**. For TTY, call **711**. Visit comfortkeepers.com for more information.
- **LifeStation® medical alert.** Members who are permanent residents of the Northwest Region qualify for a discounted rate on round-the-clock medical alert services from LifeStation, one of the nation's largest medical alert service providers. Call **1-866-745-7575** (toll free) for more information.
- **Mom's Meals NourishCare®.** Members receive a special price of \$5.98 for a meal, plus sides, and free shipping on fresh-made, fully prepared, ready-to-eat meals delivered to your door. Meals arrive in fresh-lock packaging, stay fresh in the refrigerator for two weeks, and are available to meet gluten-free, low-sodium, vegetarian, and other needs. Call **1-866-224-9483** Monday through Friday from 6 a.m. to 4 p.m., Pacific time, or visit MomsMealsNC.com.
- **ChooseHealthy™.** Online resource for health information, health and fitness tools, and discounts on health products. For details, go to kp.org/choosehealthy.

FREE, PERSONALIZED ONLINE PROGRAMS

We invite you to take an active role in improving your health with free programs that help you create a healthier lifestyle at kp.org/healthylifestyle. Some of the programs available are:

- Lose weight with HealthMedia® Balance®.
- Quit smoking with HealthMedia® Breathe®.
- Manage diabetes with HealthMedia® Care® for Diabetes.
- Some programs are available in Spanish at kp.org/vidasana.

TALK WITH A HEALTH COACH

A health coach can help you set health goals and develop a wellness plan. Coaches are available Monday through Friday, 8 a.m. to 5 p.m., at **503-286-6816** or **1-866-301-3866** (toll free). Select option 2. This service is free for Kaiser Permanente members.

TOTAL HEALTH ASSESSMENT

In a simple online survey, members answer questions about their physical activity and eating habits to get a customized action plan. Members can even link their results to their electronic health record to review with their physician. Visit kp.org/tha.

These products and services are provided by entities other than Kaiser Foundation Health Plan of the Northwest (KFHPNW). Certain KFHPNW benefit plans include coverage for some of these discounted services. Check your *Evidence of Coverage* 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 Member Services at 1-800-813-2000.

To learn more about Kaiser Permanente, visit kp.org.

Where to get care



MEDICAL FACILITIES

Portland-area medical centers

- 1 Kaiser Permanente Sunnyside Medical Center
10180 SE Sunnyside Road
Clackamas, OR 97015
- 2 Kaiser Permanente Westside Medical Center
2875 NW Stucki Ave.
Hillsboro, OR 97124
- 3 OHSU Doernbecher Children's Hospital
3181 SW Sam Jackson Park Road
Portland, OR 97239
(For children 17 and younger)

Portland-area medical offices

- 4 Beaverton Medical Office
4855 SW Western Ave.
Beaverton, OR 97005
Urgent care hours: 6–9 p.m., Monday through Friday; 9 a.m.–6 p.m., weekends and holidays
- 5 Brookside Center
10180 SE Sunnyside Road
Clackamas, OR 97015
- 6 Center for Health Research
3800 N Interstate Ave.
Portland, OR 97227
- 7 Clackamas Eye Care
12100 SE Stevens Court, Suite 106
Portland, OR 97086
- 8 Eastman Parkway Office
1550 NW Eastman Parkway, Suite 100
Gresham, OR 97030
- 9 Gateway Medical Office
1700 NE 102nd Ave.
Portland, OR 97220
- 10 Hillsboro Medical Office
5373 W Baseline Road
Hillsboro, OR 97123
- 11 Interstate Medical Office Central
3600 N Interstate Ave.
Portland, OR 97227
- 12 Interstate Medical Office East
3550 N Interstate Ave.
Portland, OR 97227
Urgent care hours: 6–11 p.m., Monday through Friday; 9 a.m.–6 p.m., weekends and holidays
- 13 Interstate Medical Office South
3500 N Interstate Ave.
Portland, OR 97227
- 14 Interstate Medical Office West
3325 N Interstate Ave.
Portland, OR 97227
- 15 Interstate Radiation Oncology Center
3620 N Interstate Ave.
Portland, OR 97227
- 16 Lake Road Nephrology Center
6902 SE Lake Road, Suite 100
Milwaukie, OR 97267

To learn more about Kaiser Permanente, visit kp.org.

- 17 Mother Joseph Plaza
9427 SW Barnes Road
Portland, OR 97225
- 18 Mt. Scott Medical Office
9800 SE Sunnyside Road
Clackamas, OR 97015
**Urgent care hours: 6–9 p.m.,
Monday through Friday;
9 a.m.–6 p.m., weekends and holidays**
- 19 Mt. Talbert Annex
10210 SE Sunnyside Road
Clackamas, OR 97015
- 20 Mt. Talbert Medical Office
10100 SE Sunnyside Road
Clackamas, OR 97015
- 21 Murrayhill Medical Office
11200 SW Murray Scholls Place, Suite 100
Beaverton, OR 97007
- 22 One Town Center
10163 SE Sunnyside Road, Suite 490
Clackamas, OR 97015
- 23 Rockwood Medical Office
19500 SE Stark St.
Portland, OR 97233
- 24 Sleep Lab
9717 SE Sunnyside Road
Clackamas, OR 97015
- 25 Sunnybrook Medical Office
9900 SE Sunnyside Road
Clackamas, OR 97015
- 26 Sunnyside Medical Office
10180 SE Sunnyside Road
Clackamas, OR 97015
- 27 Sunset Medical Office
19400 NW Evergreen Parkway
Hillsboro, OR 97124
- 28 Tualatin Medical Office
19185 SW 90th Ave.
Tualatin, OR 97062
- 29 Walker Road Nephrology Center
15050 SW Koll Parkway, Suite J
Beaverton, OR 97006
- 30 Westside Medical Office
2875 NW Stucki Ave.
Hillsboro Oregon, 97124
(located inside Kaiser Permanente
Westside Medical Center)

The Portland Clinic facilities*

- 31 The Portland Clinic — Beaverton
15950 SW Millikan Way
Beaverton, OR 97006
- 32 The Portland Clinic — Columbia
5847 NE 122nd Ave.
Portland, OR 97230
- 33 The Portland Clinic — Downtown
800 SW 13th Ave.
Portland, OR 97205
**Adult urgent care hours: 9 a.m.–6 p.m.,
Monday through Friday**
- 34 The Portland Clinic — East
541 NE 20th Ave., Suite 210
Portland, OR 97232

- 35 The Portland Clinic — Hillsboro
256 SE 2nd Ave.
Hillsboro, OR 97123
- 36 The Portland Clinic — South
6640 SW Redwood Lane
Portland, OR 97224
- 37 The Portland Clinic — Tigard
9250 SW Hall Blvd.
Tigard, OR 97223
**Urgent care hours: 8 a.m.–8 p.m.,
Monday through Friday and
9 a.m.–5 p.m. Saturdays**

Vancouver-area medical center and offices

- 38 Legacy Salmon Creek Medical Center
2211 NE 139th St.
Vancouver, WA 98686
(24-hour, emergency, low-risk childbirth,
and selected services only)
- 39 Cascade Park Medical Office
12607 SE Mill Plain Blvd.
Vancouver, WA 98684
**Urgent care hours: 6–11 p.m., Monday
through Friday and 9 a.m.–6 p.m.,
weekends and holidays**
- 40 Mill Plain One Medical Office
203 SE Park Plaza Drive, Suite 140
Vancouver, WA 98684
- 41 Orchards Medical Office
7101 NE 137th Ave.
Vancouver, WA 98682
- 42 Salmon Creek Medical Office
14406 NE 20th Ave.
Vancouver, WA 98686
- 43 Vancouver Medical Office
2211 E Mill Plain Blvd.
Vancouver, WA 98661

Salem-area medical center and offices

- 44 Salem Hospital
890 Oak St. SE
Salem, OR 97301
- 45 North Lancaster Medical Office
2400 Lancaster Drive NE
Salem, OR 97305
**Urgent care hours: 6–11 p.m., Monday
through Friday and 9 a.m.–6 p.m.,
weekends and holidays**
- 46 Skyline Medical Office
5125 Skyline Road S
Salem, OR 97306
- 47 West Salem Medical Office
1160 Wallace Road NW
Salem, OR 97304

Longview-area medical office

- 48 Longview-Kelso Medical Office
1230 Seventh Ave.
Longview, WA 98632
**Urgent care hours: 6–9 p.m.,
Monday through Friday; 9 a.m.–6 p.m.,
Saturdays and holidays (closed
Sundays, Thanksgiving, and Christmas)**

DENTAL FACILITIES

Dental services are available to members with Kaiser Permanente dental plans.

Portland-area dental offices

- 49 Aloha Dental Office
17675 SW Tualatin Valley Highway
Beaverton, OR 97006
- 50 Beaverton Dental Office
4855 SW Western Ave.
Beaverton, OR 97005
- 51 Clackamas Dental Office
10209 SE Sunnyside Road
Clackamas, OR 97015
- 52 Eastmoreland Dental Office
5025 SE 28th Ave.
Portland, OR 97202
- 53 Glisan Dental Office
10102 NE Glisan St.
Portland, OR 97220
- 54 Grand Avenue Dental Office
1314 NE Grand Ave.
Portland, OR 97232
- 55 Gresham Dental Office
360 NW Burnside St.
Gresham, OR 97030
- 56 North Interstate Dental Office
7201 N Interstate Ave.
Portland, OR 97217
- 57 Oregon City Dental Office
1900 McLoughlin Blvd., Suite 68
Oregon City, OR 97045
- 58 Rockwood Dental Office
822 NE 181st Ave.
Portland, OR 97230
- 59 Sunset Dental Office
19075 NW Tanasbourne Drive
Hillsboro, OR 97124
- 60 Tigard Dental Office
7105 SW Hampton St.
Tigard, OR 97223

Vancouver-area dental offices

- 61 Cascade Park Dental Office
12711 SE Mill Plain Blvd.
Vancouver, WA 98684
- 62 Salmon Creek Dental Office
14406 NE 20th Ave.
Vancouver, WA 98686

Salem-area dental offices

- 63 North Lancaster Dental Office
2300 Lancaster Drive NE
Salem, OR 97305
- 64 Skyline Dental Office
5135 Skyline Road S
Salem, OR 97306

Longview-area dental office

- 65 Longview-Kelso Dental Office
1230 Seventh Ave.
Longview, WA 98632

*Exceptions include members on Medicaid, receiving full financial assistance, or visiting from another Kaiser Permanente region.

Growing to serve you better

- **Kaiser Permanente Westside Medical Center** is now open, offering emergency care, labor and delivery, hip and joint replacement, robotic surgery, and more – all in a new, state-of-the-art facility on our Hillsboro campus.
- **Westside Medical Office** (also on the Hillsboro campus) offers more than 80 physicians in nearly 20 specialties.
- **Gateway Medical Office** replaced Division Medical Office in December 2013, offering family medicine and pediatric care in an environmentally friendly, nurturing environment.
- Kaiser Permanente members now have access to **The Portland Clinic** with the same coverage and services they receive from Kaiser Permanente providers.*
- Our members who live in Southwest Washington can now access hospital care through a new partnership with **Legacy Salmon Creek Medical Center**.
- In late 2014, Kaiser Permanente is scheduled to open a new medical office, **Keizer Station**, bringing additional options for family medicine and pediatric care to members in the Mid-Valley.

It's time to choose better

Learn more about Kaiser Permanente at kp.org/thrive or call Member Services from 8 a.m. to 6 p.m., Monday through Friday.

1-800-813-2000 English

1-800-324-8010 Language interpretation services

711 TTY for the deaf, hard of hearing, or speech impaired

For updates about health care reform, visit kp.org/reform.

*Exceptions include members on Medicaid, receiving full financial assistance, or visiting from another Kaiser Permanente region.

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

The information in this brochure applies when you obtain services from 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.

kp.org

