

# Quality care with you at the center

At Kaiser Permanente, care and coverage come together—so you get everything you need to stay on top of your health in one easy-to-use package.



## Great care from great doctors

No matter which personal doctor you choose, you'll be in skilled, experienced hands—and your health is their chief concern.



## Preventive care to help keep you healthy

Preventive care is key to how we practice medicine at Kaiser Permanente. It can help you avoid some health issues and catch others before they become serious.

Your electronic health record plays a vital role: Your preventive care services are tracked in the system, which triggers automatic reminders when you're due for your next screening.



## Specialty care when you need it

From quality maternity care\* to treatment for cancer, heart problems, and more, you get great doctors, the latest technology, and evidence-based care—all combined to help you recover quickly.



## Better care with a connected team

Your doctor, nurses, and other specialists all work together to help keep you healthy. They're connected to each other, and to you, through your electronic health record. So they know important things about you and your health—like when you're due for a screening and what medications you're taking. That way, you get personalized care that's right for you.



## Support for ongoing conditions

If you have a condition like diabetes or heart disease, you're automatically enrolled in a disease management program for personal coaching and support. With a well-rounded approach backed by proven best practices and advanced technology, we'll help you get the care you need to continue living life to the fullest.



## A leader in clinical quality

In 2017, Kaiser Permanente led the nation in 20 effectiveness-of-care measures, including prevention and screening, cardiovascular care, and comprehensive diabetes care.\*

The features mentioned are available when you get care at Kaiser Permanente facilities.

\*Kaiser Permanente 2017 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2017 and is used with the permission of NCQA. Quality Compass 2017 includes certain CAHPS® data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.

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# Care when and where you need it

It's easy for you and your family to get the care you need when you need it, with convenient hours and a wide range of services.



## Many services under one roof

Do more in less time. In most of our facilities, you can see your doctor, get a lab test, and pick up prescriptions—all in a single trip.



## More care options

You have many ways to receive care. Choose a phone or video appointment, email your doctor's office with routine questions, or come see us in person.\*



## Convenient care near you

With multiple locations to choose from, it's easy to find one near home or work. Many offer same-day, next-day, after-hours, and weekend services. You can also see different doctors at different locations—whatever works best for you. Visit [kp.org/facilities](https://kp.org/facilities).



## Choosing a doctor—your partner in health

We make it easy to find the doctor who's right for you—and you're free to change doctors at any time, for any reason. Go to [kp.org/doctor](https://kp.org/doctor) for details about education, specialties, languages spoken, and more.

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## \$0 copays for certain services

No copays when you call our 24/7 medical advice line. And no copays for primary care office visits or preventative care visits for children under 5 years of age in most plans.†

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[Learn more about Kaiser Permanente's commitment to care excellence at excellence-midatlantic.kaiserpermanente.org/.](https://excellence-midatlantic.kaiserpermanente.org/)

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\*If you have an HSA-qualified deductible plan, you will need to pay the full charges for scheduled phone and video visits until you reach your deductible. Once you reach your deductible, your copay is \$0 for scheduled phone and video visits. Video visits are available to Kaiser Permanente members who have a camera-equipped computer or mobile device and are registered at [kp.org](https://kp.org). You must be present in Maryland, Virginia, or Washington, DC, for visits with your primary care physician or mental health provider. For urgent video visits with an emergency doctor, you may also be present in West Virginia, Florida, North Carolina, or Pennsylvania. For certain medical or mental health conditions. For video visits with a mental health provider, appointments can be scheduled for follow-up care.

†Cost share varies by plan design. Please review your Membership Agreement and Evidence of Coverage for more details.