

2024 Open Enrollment

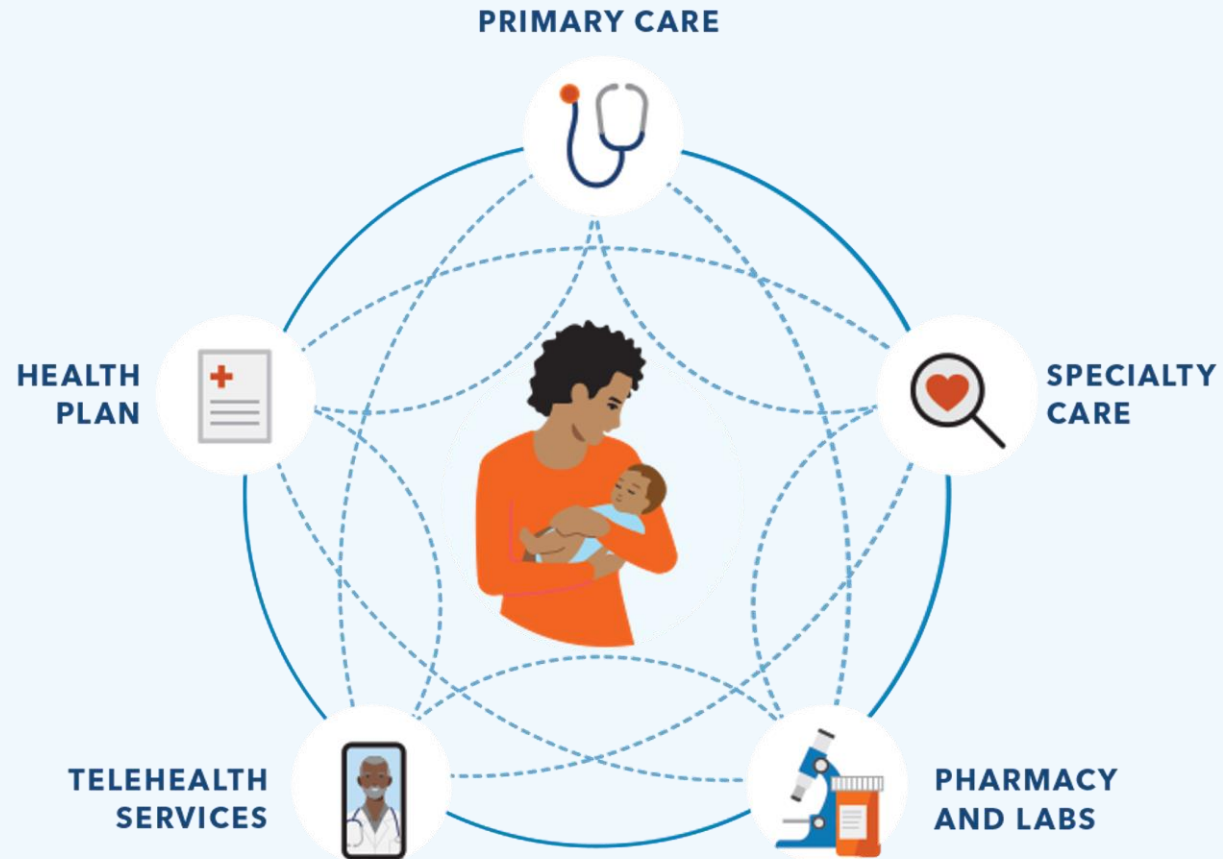
Care for all that is you



County of San Bernardino



Connected care that's built to make your life easier



We combine care and coverage, which means our doctors, medical facilities, and health plan work together to deliver high-quality care that fits your needs.

It's easier to see top specialists and get the latest treatments.

It's the right care, when you need it.

Why choose Kaiser Permanente?



High-quality, personalized care

- From routine checkups to complex treatments
- For your health goals, whether it's building strength or reducing stress
- To help you feel your best, mentally and physically



Convenient access

- With 24/7 care by phone or video¹
- On one app that makes care easy to manage
- At facilities that offer more services in one stop



Membership extras, including²

- Popular self-care apps available at no cost
- Acupuncture, chiropractic care, and massage therapy at reduced rates
- Classes, services, and programs for total health³

1. When appropriate and available. 2. These services aren't covered under your health plan benefits and aren't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. 3. Some classes may require a fee.

Care that's personalized

Your doctor is your best health advocate. They learn what matters most to you and work with you to build a care plan that fits your health needs, personal preferences, and values.

Care teams that feel reflective of who you are

- Access many clinicians who speak more than one language
- Utilize interpretive services for more than 150 languages
- Browse doctor profiles and change your personal doctor anytime

Learn more about our doctors at kp.org/doctors.

Connected by your electronic health record



Your health history lives on your electronic health record.



It helps connect your care through each visit, including with specialists.



Your records are available to you and your care team 24/7.



It helps ensure you don't miss checkups and tests.

Care that's convenient

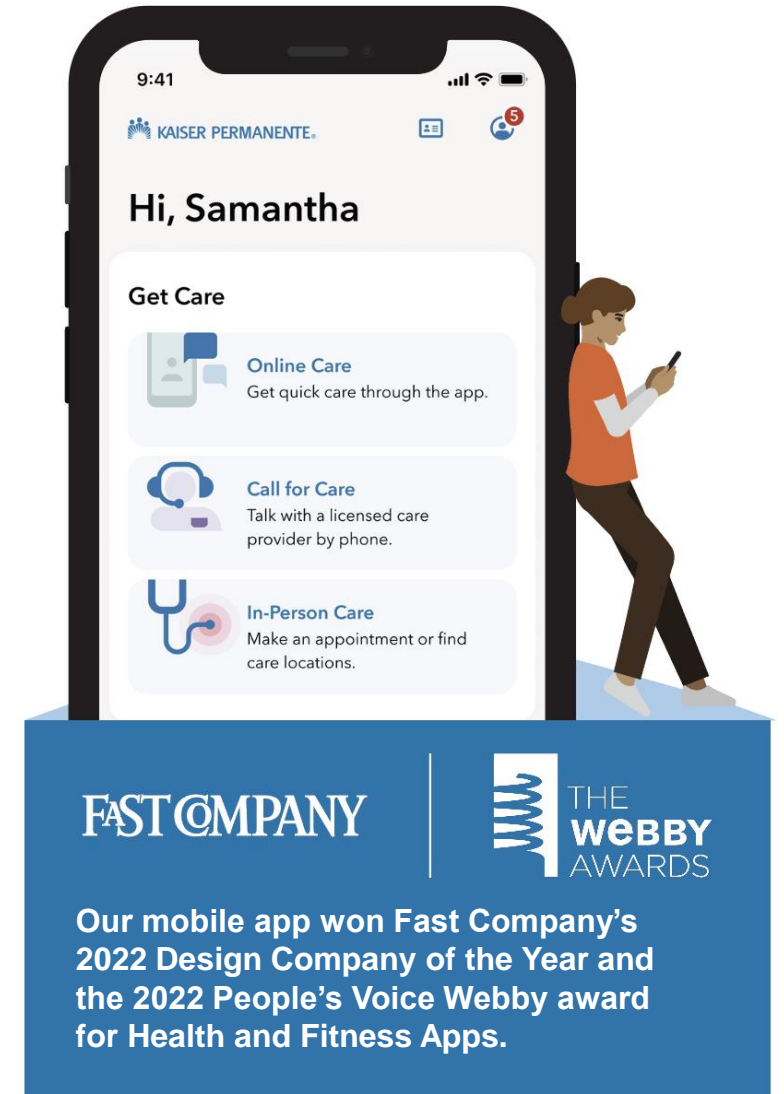
We make it easy to get high-quality care when and where you want it. No matter how you connect, you'll always talk with a medical professional who can see your health history and pick up where you left off.

Learn more at kp.org/mobile

Your health at your fingertips

- Get 24/7 care by phone or video*
- Email your care team
- Schedule appointments
- View lab results and doctor's notes
- Refill prescriptions
- Check in for appointments
- Pay bills and view statements

*When appropriate and available.



9:41

KAISER PERMANENTE.

Hi, Samantha

Get Care

Online Care
Get quick care through the app.

Call for Care
Talk with a licensed care provider by phone.

In-Person Care
Make an appointment or find care locations.

FAST COMPANY

THE WEBBY AWARDS

Our mobile app won Fast Company's 2022 Design Company of the Year and the 2022 People's Voice Webby award for Health and Fitness Apps.



Convenient care while traveling

Planning to travel? Have a child going away to college? We can help you stay on top of your health while you're away. We'll work with you before you leave to see if you need to get vaccinated, refill prescriptions, and more.

And you're covered for urgent and emergency care anywhere in the world.



You can always get 24/7 care by email, phone, and video across the nation.*

Visit kp.org/travel to learn more.

*When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state.



Resources for mental health

Kaiser Permanente provides a wide range of support to help you take care of your mental and emotional health.

- Get help with conditions like anxiety, depression, addiction, and autism spectrum disorders.
- Find care with psychiatrists, psychologists, marriage and family therapists, and more.
- Make an appointment for therapy within Kaiser Permanente without a referral.
- Use online self-care resources at any time to help you relieve stress, improve sleep, practice mindfulness, and more.

Learn more at kp.org/mentalhealth.

Resources for self-care

You have access to apps to help reduce stress, improve sleep, and manage overall mental wellness.^{1,2}

Visit kp.org/selfcareapps to learn more.



Calm

The number one app for sleep and meditation



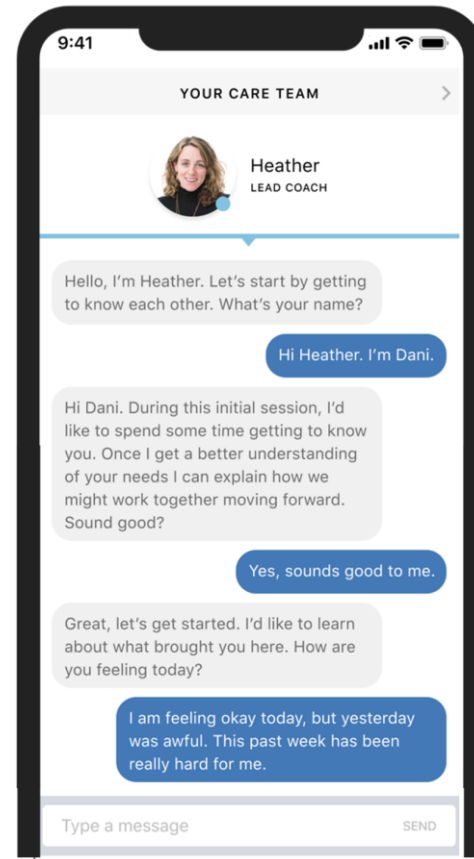
Ginger

Text one-on-one with an emotional support coach anytime, anywhere.³



myStrength

Build a personalized plan to strengthen your emotional health.



47%

of users say
Ginger helps
with anxiety⁴

1. The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time. 2. Calm and myStrength can be used by members 13 and over. The Ginger app and services are not available to any members under 18 years old. 3. Eligible Kaiser Permanente members can text with a coach using the Ginger app for 90 days per year. After the 90 days, members can continue to access the other services available on the Ginger app for the remainder of the year at no cost. 4. Knuckle et al., "Association Between Care Utilization and Anxiety Outcomes in an On-Demand Mental Health System: Retrospective Observational Study," *JMIR Formative Research*, 2021.

Resources for everyday wellness

Take advantage of classes, services, and programs to help you achieve your health and fitness goals.¹ Visit kp.org/health-wellness to learn more.



Acupuncture, massage therapy, and chiropractic care



Wellness Coaching by Phone



Reduced rates on gym memberships



Online fitness with the ClassPass app



Healthy lifestyle programs and classes²



1. These services aren't covered under your health plan benefits and aren't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. **2.** Classes vary at each location and some may require a fee.

Complete care to help you live a fuller, healthier life

Want to learn more?



Visit kp.org/allthatisyou



Talk to an enrollment specialist:
1-800-514-0985 (TTY 711),
Monday through Friday, 7 a.m. to 6 p.m.
Pacific time

Traditional HMO Plan

This table shows an example of some of your group's benefits.*

Benefits	Details
Yearly deductible	None
Maximum yearly out-of-pocket costs	\$1,500 individual/\$3,000 family
Covered services	You pay
Preventive care	No charge
Doctor's office visit	\$10.00 copay
Lab tests and radiology	No charge
Outpatient surgery	\$10.00 copay per procedure
Hospitalization	No charge
Emergency care	\$75.00 copay
Prescribed medications (30-day supply)	\$10.00 copay (generic medication)/\$15.00 copay (brand-name medication)/(specialty medication)

*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.

Traditional HMO- Choice Plan

This table shows an example of some of your group's benefits.*

Benefits	Details
Yearly deductible	None
Maximum yearly out-of-pocket costs	\$3,000 individual/\$6,000 family
Covered services	You pay
Preventive care	No charge
Doctor's office visit	\$40.00 copay primary visit / \$50.00 specialist
Lab tests and radiology	\$10.00 copay
Outpatient surgery	\$250.00 copay per procedure
Hospitalization	\$500.00 copay per day
Emergency care	\$150.00 copay
Prescribed medications (30-day supply)	\$15.00 copay (generic medication)/\$30.00 copay (brand-name medication)/30% coinsurance (specialty medication)

*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.

Virtual Complete Plan

This table shows an example of some of your group’s benefits.*

Benefits	Details
Yearly deductible	\$500 individual/\$1,000 family
Maximum yearly out-of-pocket costs	\$5,000 individual/\$10,000 family
Covered services	You pay
Preventive care	No charge
Doctor’s office visit	\$30.00 copay per visit (after Plan Deductible)
Lab tests radiology	\$15.00 copay per encounter 20% coinsurance (after Plan Deductible)
Outpatient surgery	20% coinsurance (after Plan Deductible)
Hospitalization	20% coinsurance (after Plan Deductible)
Emergency care	20% coinsurance (after Plan Deductible)
Prescribed medications (30-day supply)	\$30 generic medication (Plan Deductible doesn’t apply) \$30 brand-name medication (after Plan Deductible) 20% Coinsurance specialty medication (not to exceed \$250) (after Plan Deductible)

*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.



Thank you

