



# Virtual Complete™ plan

## Where care and convenience go hand in hand

Health happens everywhere, all the time. And now, your health care does, too. With the Kaiser Permanente Virtual Complete plan, you can get care when and where it works best.

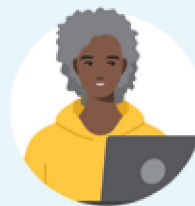
From care over the phone to in-person doctor visits, we're here however you need us. And with us, your care team can see and update your health history, so you can get high-quality, personalized care.

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**Learn more** about Kaiser Permanente or chat with an enrollment specialist at [kp.org/choosekp](https://kp.org/choosekp)

\*This is a sample of our Virtual Complete plan design and does not represent actual costs. Please refer to your *Evidence of Coverage* for your specific plan details.

### How it works and what you'll pay<sup>1,2</sup>



#### **\$0 virtual care\***

Care by video, phone, e-visits, 24/7 advice, and email



#### **Predictable costs on common services**

- Copay for first 3 in-person primary care visits<sup>3</sup>
- \$0 preventive care visits
- Copay for lab tests
- Copay for generic medication, plus standard delivery at no cost

#### **Full cost for other services until you meet your deductible**

After that, you'll only pay a copay or coinsurance.



(continued from front)

## When it comes to getting care, Virtual Complete gives you options

With up-front savings on in-person office visits and unlimited \$0 virtual care, you can get consistent care without paying for most of your visits.



## Manage your health all in one place with the Kaiser Permanente app or [kp.org](https://kp.org)

- Email your doctor's office with nonurgent questions.
- Schedule routine appointments.
- View your medical history, including most lab results and past visit information.
- Fill or refill most prescriptions and get them delivered at no extra cost.<sup>4</sup>
- Pay bills.
- Get care with a video visit<sup>1</sup> or e-visit.

## Take advantage of no-cost wellness resources<sup>5,6</sup>

### CLASSPASS

Get special rates on thousands of on-demand fitness videos from fitness industry leader **ClassPass**.



Get daily support for improving and maintaining your well-being with the **myStrength** app.<sup>7</sup>



Ease your mind with **Calm**, the #1 app for sleep, meditation, and relaxation.

1. When appropriate and available. 2. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. 3. Number of in-person visits at copay could vary, depending on their group's plan design. 4. Some exclusions apply. For more information, contact the pharmacy. 5. The services are not covered under your health plan benefits and are not 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. 6. Not available to Kaiser Permanente dental-only members. 7. myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.