

WHAT OTHERS SAY ABOUT KAISER PERMANENTE



J.D. Power: "Highest Member Satisfaction among Commercial Health Plans in the Mid-Atlantic Region, Seven Years in a Row."

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. received the highest numerical score among commercial health plans in the Mid-Atlantic region (VA, MD, D.C.) in the proprietary J.D. Power 2015 U.S. Member Health Plan StudySM. Study based on 31,543 total member responses, measuring six plans in the Mid-Atlantic region (excludes Medicare and Medicaid). Proprietary study results are based on experiences and perceptions of members surveyed November-December 2014. Your experiences may vary. Visit jdpower.com.



The National Committee for Quality Assurance (NCQA) has awarded its highest accreditation status of Excellent, effective through July 2016, to Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., for service and clinical quality that meet or exceed NCQA's rigorous requirements for consumer protection and quality improvement.



In NCQA's rankings of health plans for 2014, Kaiser Permanente of the Mid-Atlantic States once again tops the list as the #1 health plan in Maryland, Virginia, and the District of Columbia, rising to 13th overall in the nation (of 507 national health plans ranked). For the fourth year in a row, Kaiser Permanente plans ranked among the top health plans in the nation in a report published in September 2014 by the NCQA. All Kaiser Permanente plans ranked highest in both Medicare and commercial in the regions or states they serve.



Kaiser Permanente Medicare Plus (Cost) is the Highest-Rated Medicare Health Plan in Maryland, Virginia, and Washington, D.C., for 2014.*

Kaiser Permanente Medicare Plus (Cost) is rated an excellent 5 out of 5 Stars overall, based on major categories that include:

- ▶ Preventive Care
- ▶ Chronic Care
- ▶ Prescription Drug Services
- ▶ Customer Service
- ▶ Member Satisfaction

*Plan performance Star Ratings are assessed each year and may change from one year to the next. Centers for Medicare & Medicaid Services Health Plan Management System, Plan Ratings 2014. Kaiser Permanente contract #H2150.



Video chat with a doctor 24/7

No cost medical advice for adults

Not sure if your finger is sprained or broken?
Worried about a rash?

You need

A computer, tablet, or smartphone with a built-in camera

The doctor

Has your health record at hand

Can prescribe medicine and make follow up appointments

No extra cost

No copay or coinsurance

How it works

Call 703-359-7878

- Call the Kaiser Permanente medical advice line 24/7
- A registered nurse will determine if your condition qualifies
- If it does, you'll be set up with a link to chat with the doctor

Video chat with a doctor is only for members 18 years and older.

Only members who receive care at Kaiser Permanente facilities are eligible to video chat with a doctor. Only available when member is physically present in Maryland, Virginia, or D.C. To be eligible for coverage, employees and retirees must live or work in the Kaiser Permanente service area. The service area map and ZIP codes can be found at my.kaiserpermanente.org/mida/commonwealthofvirginia