FIND YOUR HEALTHY PLACE

Check out our facilities.
We welcome the opportunity to become your partner in health. Please keep reading to see the many reasons you should choose Kaiser Permanente.

EXPERIENCE THE KAISER PERMANENTE DIFFERENCE

At Kaiser Permanente, we combine health care and coverage in one integrated health system. Your health plan, insurance, doctors, specialists, and medical facilities are all connected, which makes accessing care more convenient and affordable for you.

Our doctors provide the personalized care you need, and they proudly reflect and embrace the diversity of the communities we serve. We strive to make health care equitable and inclusive for all.

WHAT’S NEW

Get care now
24/7 video appointments with the next available on-demand clinician. See page 8.

Chat
Connect with a Kaiser Permanente care team member via text chat. See page 8.

Ginger
Another new self-care app to support your emotional well-being and total health. See page 10.

More facilities
New state-of-the-art medical centers throughout the region. See page 11.

We welcome the opportunity to become your partner in health. Please keep reading to see the many reasons you should choose Kaiser Permanente.
YOUR BLUEPRINT FOR A HEALTHIER YOU

Why choose Kaiser Permanente? ................................................................. 3
Care when and where you need it ............................................................... 6
Additional health resources ..................................................................... 10
Kaiser Permanente medical facilities ......................................................... 11
New members ............................................................................................. 14
Contact us .................................................................................................. 15

Throughout the brochure, you can click this arrow symbol to learn more.
LEADING HEALTH CARE FOR THE WHOLE YOU

As the region’s leading health system,\(^1\) we provide the high-quality care that you and your family deserve. Many of our 1,700+ Permanente physicians are recognized as Top Doctors by reputable magazines.\(^2\)

**Learn more about our doctors and the care available when you choose to become a Kaiser Permanente member.**\(^3\)

All our doctors and facilities are connected to you and each other through our electronic health record system. Our doctors have access to your medical information, health history, and more to provide personalized care. Plus, they’re trained and equipped to treat members of all cultural backgrounds, with access to culture-specific health resources and translation services—all at no cost to members. See page 12 for additional information.
WHY CHOOSE KAISER PERMANENTE?

CARE WITHOUT COMPROMISE

Kaiser Permanente has it all: quality, convenience, and personalized care, for you and your family.

Integrated care
In our integrated system, everything works together to provide personalized care, including your health plan, doctor, medical centers, and more.

Medical excellence
Our specialists and multidisciplinary teams are focused on our members. We use groundbreaking research and innovative technology to prevent or treat any health concern.

Affordable prices
Thanks to our predictable copays and low out-of-pocket costs, you can meet your budget without sacrificing quality care.

Convenience
Each of our 35+ state-of-the-art medical centers offers primary care, specialty care, pharmacy, and more under one roof, so you can get your care in one trip. Or, skip the trip altogether with our prescription delivery service.

National presence
There’s strength in numbers. With 1,700+ doctors in the region and 23,000+ doctors nationwide, your care is backed by a network of knowledge and experience.

Specialty care
You have access to many specialists without a referral. If you ever need a second opinion on a tough health care decision, just ask. Even if you’re already working with a specialist, your doctor can recommend another who isn’t connected to your case.

You can get quality, evidence-based care for specialties like mental health, heart health, cancer care, maternity care, and more.

Easy enrollment
We make it easy to switch to Kaiser Permanente. We guide new members through every step of the process, including choosing a doctor and transferring prescriptions. Please see our new member website or page 14 for additional information.

Want to look inside? Take a virtual tour.
Care in sickness and health
Our focus on preventive medicine works to keep you healthy, not just treat health issues as they arise. Your care team will remind you about health screenings and other preventive measures to avoid health issues altogether.

Specialty care when needed
With access to 50+ specialties and subspecialties, you always get targeted treatment for health conditions. Plus, many specialties don’t require a referral, like obstetrics-gynecology (ob-gyn) and mental health.

Support for chronic conditions
If you have a condition like heart disease or diabetes, you’re automatically enrolled in a disease management program for personal coaching. Innovative remote monitoring devices help you and your doctor stay on top of your condition without frequent in-person visits.

Informed, personalized care
Your electronic health record ensures that your entire care team is up to date on your health. They know what medications you’re taking, when you’re due for screenings, and more.
OUR HEALTH SYSTEM IS HERE FOR YOU

As a member of Kaiser Permanente, you’re supported through every step of your care journey. No matter your concern, we make it easy to get the care you need.

Member Services
Member Services is available to help you with any part of your care. You can call to schedule and manage appointments, check the status of tests and prescriptions, and more. Member Services is available Monday through Friday, 7:30 a.m. to 9 p.m., by calling **800-777-7902** (TTY **711**).

Take charge of your care on **kp.org**
When you can easily manage your care, health care works better for you. Get started by setting up your secure account on **kp.org**. You can view your health information, manage appointments, check test results, pay bills, and more—all online. And that’s just the start.
CARE MADE EASY

When you’re a member of Kaiser Permanente, managing your care is a walk in the park.

Choose your doctor and change anytime
Browse the profiles of our skilled doctors online and choose one who best fits your needs. See their backgrounds, specialties, languages spoken, and more.

Get care on your terms
You have access to care when and where it works best for you, with your choice of our doctors and facilities. On kp.org or the Kaiser Permanente app, you can schedule in-person and virtual appointments, email your doctor, refill prescriptions, and more.

Effortlessly transfer prescriptions
When you switch, just send us some basic information on your current prescriptions, like Rx numbers and previous pharmacy. We’ll do the rest.

Once transferred, you can fill your prescriptions at kp.org and pick them up at a medical center of your choice. Or, have them delivered to your home at no cost.

Learn more about how we make pharmacy services easy.

Ready to join? Contact your employer or call us at 800-777-7902 (TTY 711). We’re available Monday through Friday from 7:30 a.m. to 9 p.m. (closed holidays).
WE VALUE YOUR HEALTH AND YOUR TIME

We make care fit your lifestyle, not the other way around. Our virtual care options ensure that you can get care whenever and wherever you need it, with less disruption to your day.

NEW Get care now
Have 24/7 video calls with a clinician without an appointment—from the comfort of home, from your work desk, and even on the go.5

24/7 phone advice—for any reason
We’re always here when you need us. Call to ask questions about your care, schedule appointments, and more.

In-person visits
You can often get appointments with your doctor on the same day. Visit for routine care, preventive care, to treat an illness, and more.

NEW Chat
Use our new click-to-chat service to connect with a health care professional online. Get medical advice, member information, and more.

E-visit
Complete a short online questionnaire about your symptoms, and you’ll soon get personalized self-care advice from a doctor.

Email
Contact your doctor by email anytime with non-urgent questions. You’ll usually get a response within two business days, if not sooner.

See how we make it quick and convenient to access all your care.
CARE ANYWHERE

Disaster can strike anytime, anywhere. That’s why you’re always covered for care, no matter how serious your condition—even while traveling.

Urgent Care
Kaiser Permanente’s Urgent Care centers typically provide more services than standard community urgent care facilities. Our Urgent Care centers are staffed with skilled and knowledgeable emergency, family, and internal medicine physicians who work alongside nurses and technicians to provide comprehensive care.6

Advanced Urgent Care open 24/7
These facilities are equipped to handle more serious health issues than typical urgent care facilities. You’ll generally wait less time than in hospital emergency rooms.6

Emergency care
Some medical issues require immediate attention to protect your health. That’s why you’re covered worldwide for any emergency, such as chest pain, difficulty breathing, a loss of consciousness, and more.7

Travel care
Whether you travel for work or for fun, you shouldn’t have to worry about access to care. You’re covered for emergency care anywhere in the world. And when you’re away from home, you can now get urgent and emergency care from Cigna’s U.S. network of health care professionals and facilities.8 You can also get urgent care from any provider when you’re not in a Kaiser Permanente service area.

If you need care while traveling, just call our Away From Home Travel Line at 951-268-3900 or visit kp.org/travel.9

You can get urgent care at MinuteClinic locations or Concentra urgent care centers when traveling outside of our service area.10 Contact the appropriate location before visiting to confirm that services are available.
TAKE CHARGE OF YOUR HEALTH

We’re always here to provide the care you need. But we also offer self-care resources to help you become your healthiest self.

Health and wellness discounts
We give you special rates on gym memberships, acupuncture, and other supplementary health options.

Digital self-care apps
Navigate mental and emotional challenges and improve your sleep, mood, relationships, and more with apps like Calm and myStrength—available to adult members at no cost.

Healthy lifestyle programs
Take advantage of online programs for weight loss, smoking cessation, stress management, and more—all at no cost.

Personal wellness coaching
Work one-on-one with a wellness coach by phone, so they can help you reach your health goals.

Health classes
Sign up for health classes that support your road to wellness.

Online wellness tools
Get wellness information, health calculators, fitness videos and podcasts, and even recipes from world-class chefs.

NEW: Check out how Ginger, a 24/7 self-care app, can support your emotional well-being and your total health.
Kaiser Permanente medical facilities
(with premier hospitals)

Maryland
1 Abingdon Medical Center
2 Annapolis Medical Center
3 **FUTURE OPENING**
   Medical Center in Aspen Hill
4 Kaiser Permanente Baltimore Harbor Medical Center
5 Bowie Fairwood Medical Center
6 Camp Springs Medical Center
7 Columbia Gateway Medical Center
8 Kaiser Permanente Frederick Medical Center
9 Gaithersburg Medical Center
10 Kensington Medical Center
11 Largo Medical Center
12 Lutherville-Timonium Medical Center
13 Marlow Heights Medical Center
14 North Arundel Medical Center
15 Prince George’s Medical Center
   (will close when West Hyattsville Medical Center opens)
16 Shady Grove Medical Center
17 Silver Spring Medical Center
18 South Baltimore County Medical Center
19 **FUTURE OPENING**
   Medical Center in Waldorf
20 **OPENING 2022**
21 Friendship Heights
22 West Hyattsville Medical Center
23 White Marsh Medical Center

Virginia
24 Alexandria Medical Center
25 Ashburn Medical Center
26 Burke Medical Center
27 **OPENING 2022**
   Caton Hill Medical Center
28 Colonial Forge Medical Center
29 Fair Oaks Medical Center
30 Falls Church Medical Center
31 Fredericksburg Medical Center
32 Haymarket Crossroads Medical Center
33 Manassas Medical Center
34 Reston Medical Center
35 **OPENING 2022**
   Springfield Medical Center
   (adjacent to current facility)
36 Tysons Corner Medical Center
37 Woodbridge Medical Center
   (will close when Caton Hill Medical Center opens)

Washington, DC
38 Kaiser Permanente Capitol Hill Medical Center
39 Northwest DC Medical Office Building

Please check kp.org/facilities for the most up-to-date listing of services available at Kaiser Permanente medical centers.

*Kaiser Permanente's service area in Fauquier County includes the following ZIP codes: 20115, 20116, 20117, 20119, 20128, 20137, 20138, 20139, 20140, 20144, 20181, 20184, 20185, 20186, 20187, 20198, 22406, 22556, 22639, 22642, 22643, 22720, 22728, and 22739.*
Nondiscrimination Notice

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Kaiser Health Plan) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call 1-800-777-7902 (TTY: 711).

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or phone at: Kaiser Permanente, Appeals and Correspondence Department, Attn: Kaiser Civil Rights Coordinator, 2101 East Jefferson St., Rockville, MD 20852, telephone number: 1-800-777-7902.


Help in Your Language

Attention: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-777-7902 (TTY: 711).

If you speak Arabic, language assistance services are available to you. Call 1-800-777-7902 (TTY: 711).

If you speak Bengali, language assistance services are available to you. Call 1-800-777-7902 (TTY: 711).

If you speak Chinese, language assistance services are available to you. Call 1-800-777-7902 (TTY: 711).

If you speak Hindi, language assistance services are available to you. Call 1-800-777-7902 (TTY: 711).

If you speak Igbo, language assistance services are available to you. Call 1-800-777-7902 (TTY: 711).

If you speak Italian, language assistance services are available to you. Call 1-800-777-7902 (TTY: 711).

If you speak Korean, language assistance services are available to you. Call 1-800-777-7902 (TTY: 711).

If you speak Portuguese, language assistance services are available to you. Call 1-800-777-7902 (TTY: 711).

If you speak Russian, language assistance services are available to you. Call 1-800-777-7902 (TTY: 711).

If you speak Spanish, language assistance services are available to you. Call 1-800-777-7902 (TTY: 711).

If you speak Tagalog, language assistance services are available to you. Call 1-800-777-7902 (TTY: 711).

If you speak Thai, language assistance services are available to you. Call 1-800-777-7902 (TTY: 711).

If you speak Urdu, language assistance services are available to you. Call 1-800-777-7902 (TTY: 711).

If you speak Vietnamese, language assistance services are available to you. Call 1-800-777-7902 (TTY: 711).

Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: Kaiser Permanente, Appeals and Correspondence Department, Attn: Kaiser Civil Rights Coordinator, 2101 East Jefferson St., Rockville, MD 20852, telephone number: 1-800-777-7902.
In the survey Best Health Insurance Companies for 2021 by Insure.com, Kaiser Permanente as a national enterprise is rated #1 overall among 15 companies. In the NCQA Commercial Health Plan Ratings 2021, our commercial plan is rated 5 out of 5, the highest rating in MD, VA, and DC. The 2019 Commission on Cancer, a program of the American College of Surgeons, granted Three-Year Accreditation with Commendation to the Kaiser Permanente cancer care program (extended through 2022). The Mid-Atlantic Permanente Medical Group is the largest multispecialty medical group in the Washington, DC, and Baltimore areas and exclusively treats Kaiser Permanente members. Permanente doctors are recognized as Top Doctors in Northern Virginia Magazine (2022), Washingtonian magazine (2021), and Baltimore magazine (2021). According to NCQA’s Quality Compass® 2021, we’re rated 5 out of 5 in 29 measures, including: controlling blood pressure (heart disease), blood pressure control (140/90) (diabetes), glucose control, colorectal cancer screening, breast cancer screening, cervical cancer screening, childhood immunizations, prenatal check-ups, and postpartum care. Quality Compass is a registered trademark of the NCQA.

The physicians who practice at Kaiser Permanente are recognized as Top Doctors in Northern Virginia Magazine (2022), Washingtonian magazine (2021), and Baltimore magazine (2021).

Some medications are not eligible for Mail Order Pharmacy. Mail Order Pharmacy can deliver to addresses in MD, VA, DC, and certain locations outside the service area.

To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors and health care providers from providing care across state lines. Laws differ by state. If you have an HSA-qualified deductible plan, you may need to pay the full charges for scheduled phone appointments and video visits until you reach your deductible. Once you reach your deductible, you won’t pay anything for scheduled phone appointments and video visits.

The continued availability and/or participation of any facility cannot be guaranteed. Kaiser Permanente reserves the right to relocate, modify, or terminate the location and hours of services for Urgent Care. For the most up-to-date information, visit kp.org/urgentcare/mas.

An emergency medical condition is one that, in the absence of immediate medical attention, may result in 1) placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy, 2) serious impairment to bodily functions, or 3) serious dysfunction of any bodily organ or part. Refer to your Evidence of Coverage for the complete definition of emergency medical conditions.

The Cigna PPO network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. Cigna is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna PPO Network is available through Cigna’s contractual relationship with the Kaiser Permanente health plans. The Cigna PPO Network is provided exclusively by or through operation subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

This number can be dialed inside and outside the United States. Before the phone number, dial “001” for landlines and “+1” for mobile lines if you’re outside the country. Long-distance charges may apply, and we can’t accept collect calls. The phone line is closed on major holidays (New Year’s Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.

MinuteClinic and Concentra payment experiences vary by plan.

These apps 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. myStrength is a wholly owned subsidiary of Livongo Health, Inc.
WELCOME TO KAISER PERMANENTE

Thank you for choosing better health. We make it easy for you to start experiencing personalized, convenient care. You’ll need your Kaiser Permanente ID card, which has your medical record number, to easily set up your secure kp.org online profile.

Get started

1. REGISTR ON KP.ORG³
   Your secure account allows you to manage your care online. You can access your health information, manage appointments, pay bills, and more. Get started at kp.org/newmember.³

2. DOWNLOAD THE KAISER PERMANENTE APP
   Our smartphone app puts many features of kp.org in your pocket—and it’s all secure. Download the app now.³

3. CHOOSE YOUR DOCTOR
   Browse our doctors³ on kp.org to view their backgrounds, specialties, languages spoken, and more. Choose your favorite and change at any time, for any reason.

4. TRANSFER PRESCRIPTIONS
   Just send us some basic information on your current prescriptions, like Rx numbers and your previous pharmacy. We’ll do the rest. Learn more.³

New members

Save this page and refer back to it until you receive your Kaiser Permanente new member guide via the United States Postal Service.

Have questions or need assistance? Our support center is here to help.³
STILL THINKING?
WE CAN HELP YOU DECIDE.

QUESTIONS
Visit kp.org/thrive anytime, or call Member Services at 800-777-7902 (TTY 711), Monday through Friday, 7:30 a.m. to 9 p.m.

ALREADY A MEMBER?
Manage your care online anytime at kp.org. If you haven’t already, register at kp.org/registernow.

facebook.com/kpthrive
youtube.com/kaiserpermanenteorg
@kptotalhealth

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. 2101 E. Jefferson St., Rockville, MD 20852 2022ML1055 MAS 8/1/22-12/31/23