

2024 Open Enrollment

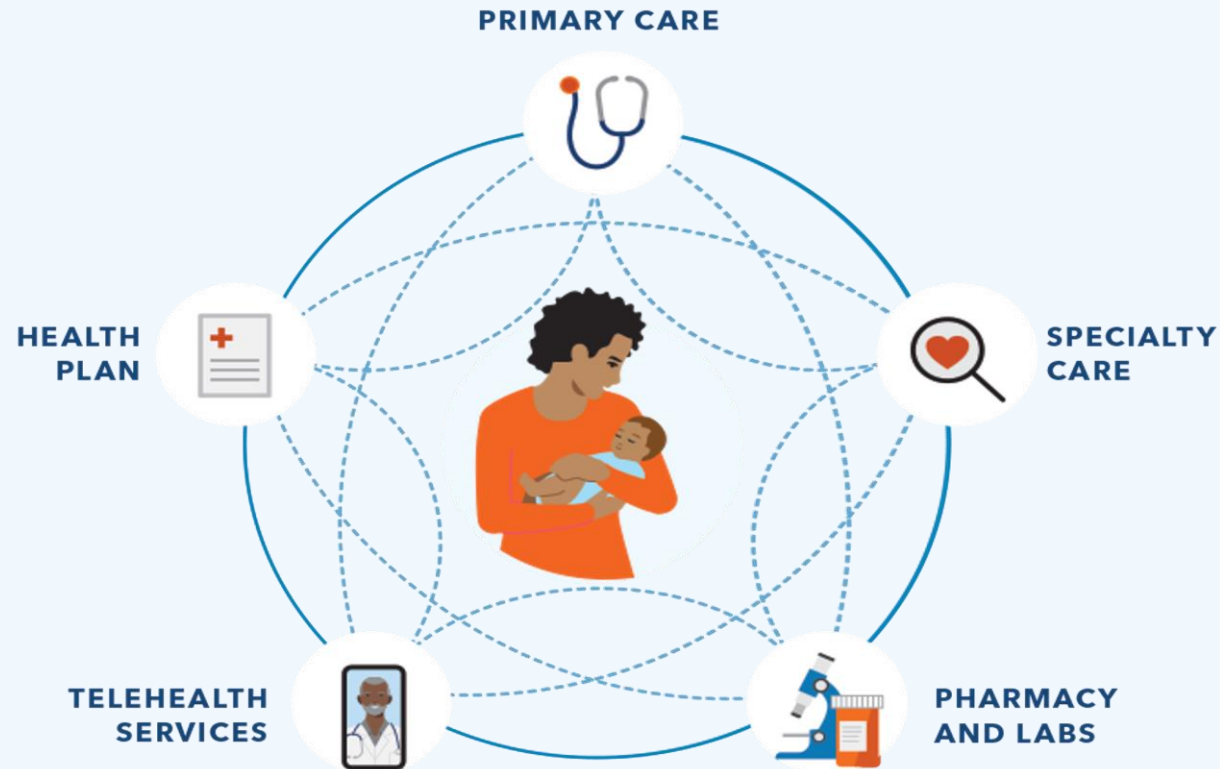
Care for all that is you



County of San Bernardino

 KAISER PERMANENTE®

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.

Care that's convenient

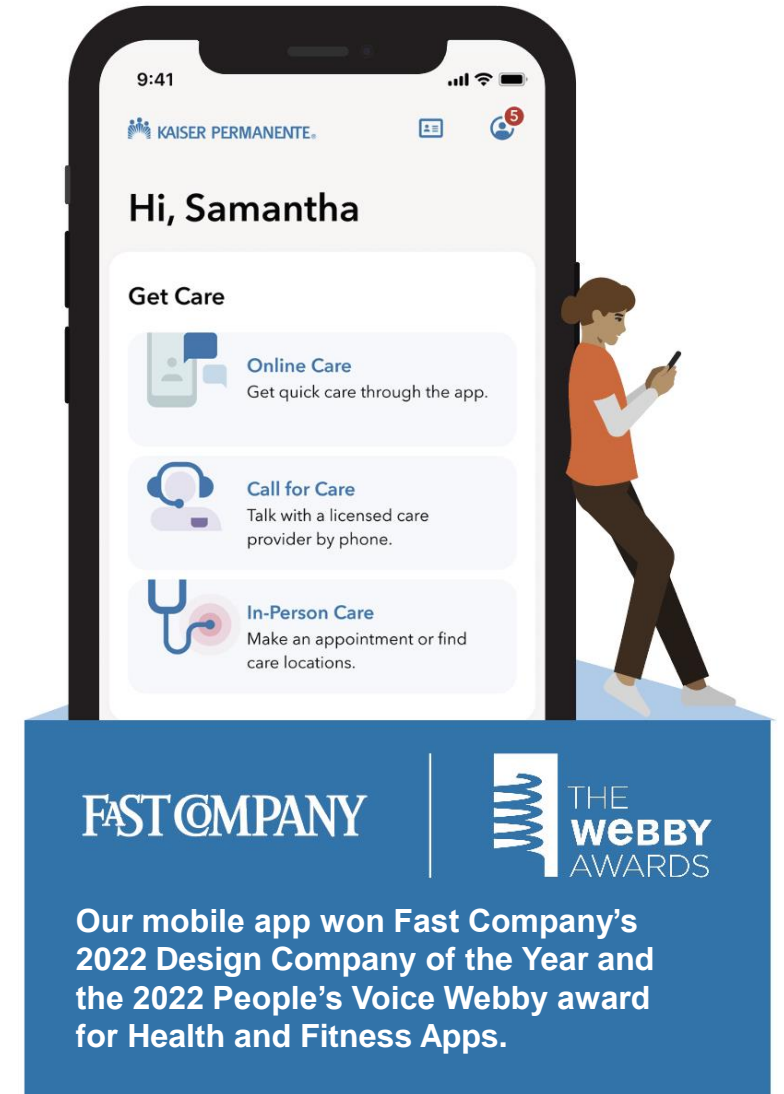
We make it easy to get high-quality care when and where you want it. No matter how you connect, you'll always talk with a medical professional who can see your health history and pick up where you left off.

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 in person



Whether you're visiting your Kaiser Permanente personal doctor or getting care at one of our other facilities, you'll always talk with a medical professional who can see your health history and pick up where you left off.



Same-day, next-day, and weekend appointments are available at most Kaiser Permanente locations.



Many of our facilities have pharmacies and labs in the same building, so you can see your doctor, get your tests, and pick up your prescriptions all in one stop.



Convenient prescription refills

Order prescription refills online, on the Kaiser Permanente app, in person, or over the phone.

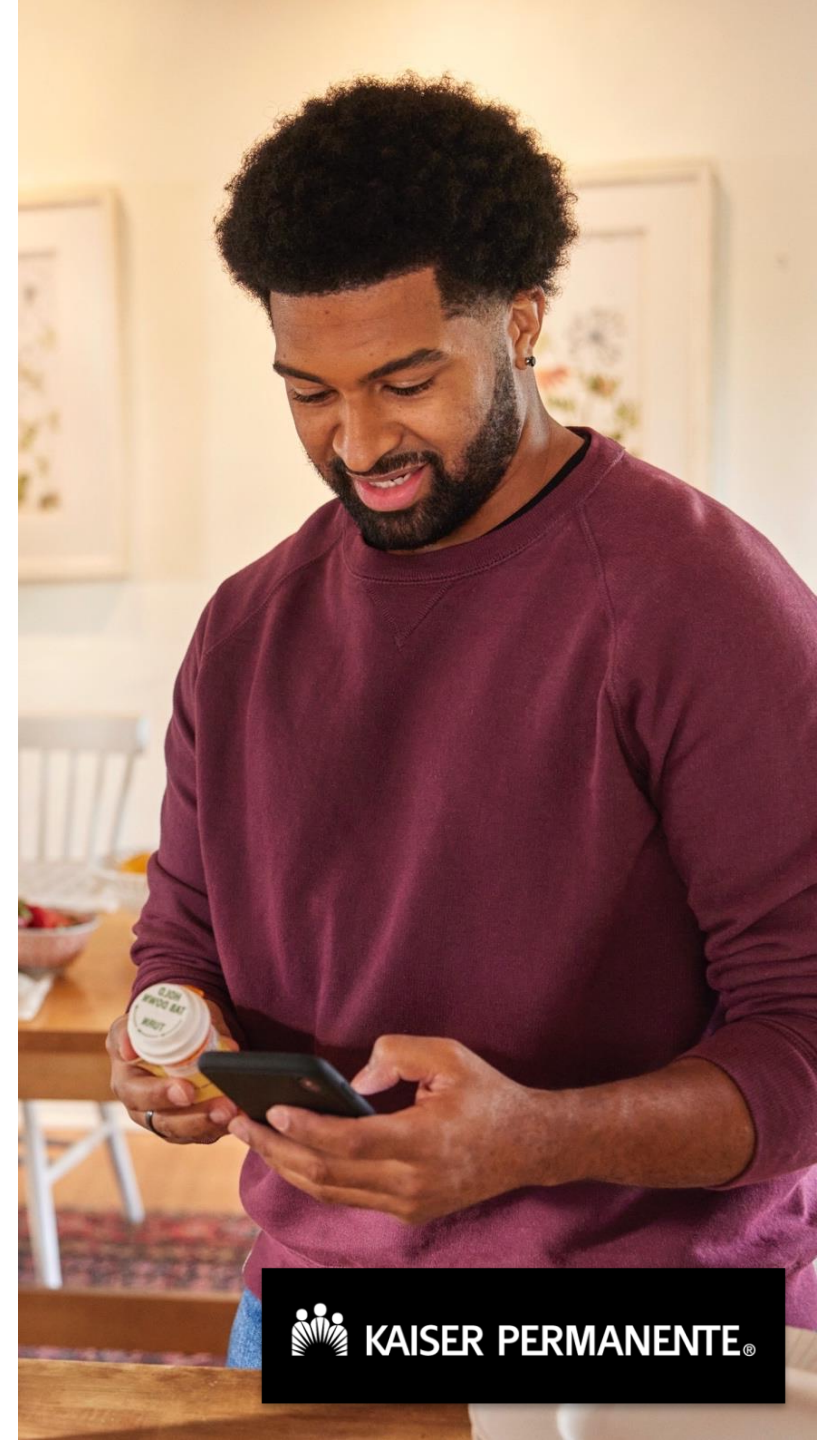
You can also get refill reminders or alerts when new prescriptions are available to order.



Get your prescriptions:

- At any Kaiser Permanente pharmacy, including same-day pickup
- Delivered to your door with same-day or next-day delivery^{1,2}

1. Not all prescriptions can be mailed, restrictions may apply. Please check with your local pharmacy. **2.** Same-day and next-day prescription delivery services may be available for an additional fee. These services aren't covered under your health plan benefits and may be limited to specific prescription drugs, pharmacies, and areas. Order cutoff times and delivery days may vary by pharmacy location. Kaiser Permanente isn't responsible for delivery delays by mail carriers. Kaiser Permanente may discontinue same-day and next-day prescription delivery services at any time without notice and other restrictions may apply. Medi-Cal and Medicaid beneficiaries should ask their pharmacy for more information about prescription delivery.





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 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



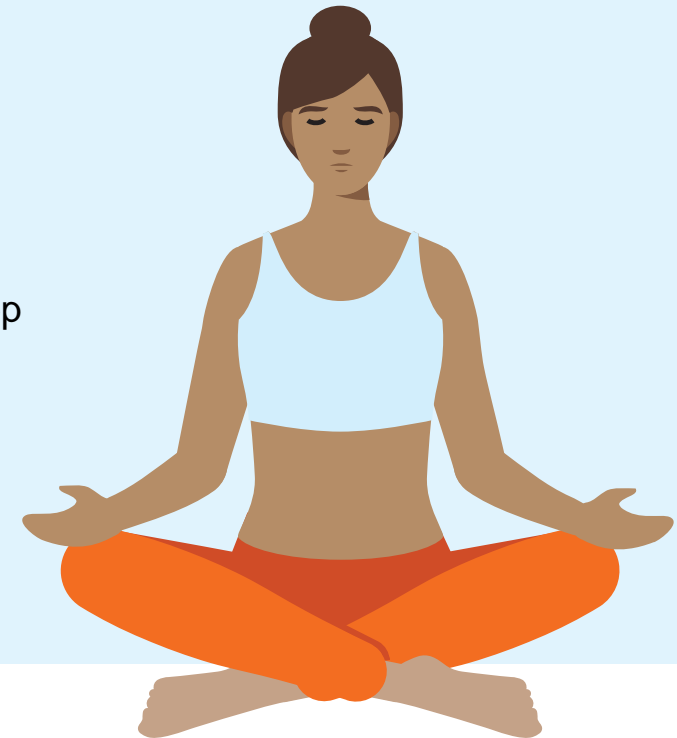
Reduced rates on gym memberships



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.

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



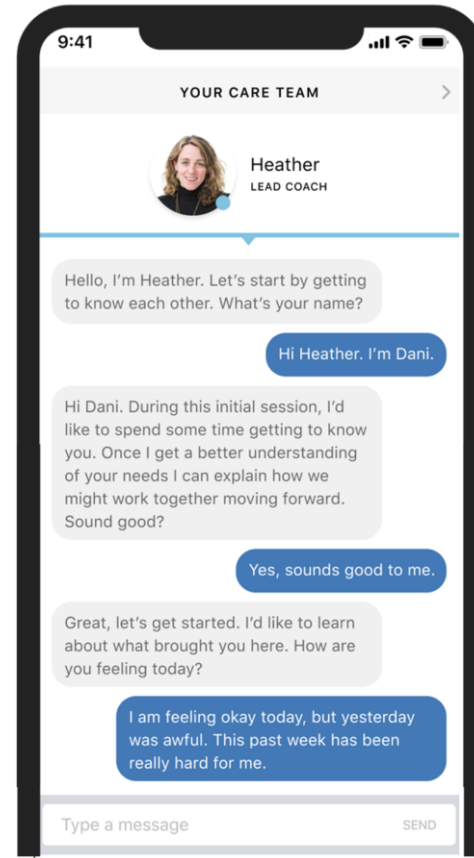
Headspace Care

(formerly called 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.

Traditional HMO Plan

This table shows an example of some of your group's benefits. 7/27/24 through 7/25/25

Yearly deductible	None
Maximum yearly out-of-pocket costs	\$1,500 individual/\$3,000 family
Covered service	You pay
Preventive care	No Charge
Doctor's office visit/Specialist Visit	\$10 per visit
Lab tests and radiology	No charge
Outpatient surgery	\$10 per procedure
Hospitalization	No charge
Emergency care	\$75 per visit
Prescribed medications Generic and Brand Name items (up to a 100-day supply) Specialty medication (up to a 30-day supply)	\$10 copay (generic medication) \$15 copay (brand-name medication) \$15 copay (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*.

Your Kaiser Permanente **CHIROPRACTIC and ACUPUNCTURE** benefits

**When you need chiropractic or acupuncture care,
follow these simple steps:**

1. Find an ASH Participating Provider near you:
 - Go to [ashlink.com/ash/kp](https://www.ashlink.com/ash/kp), or
 - Call **1-800-678-9133 (TTY 711)**, Monday through Friday,
from 5 a.m. to 6 p.m. Pacific time.
2. Schedule an appointment.
3. Pay for your office visit when you arrive for your appointment.

(See the reverse for more details.)

Traditional HMO -Choice Plan

This table shows an example of some of your group's benefits. 7/27/24 through 7/25/25

Yearly deductible	None
Maximum yearly out-of-pocket costs	\$3,000 individual/\$6,000 family
Covered service	You pay
Preventive care	No charge
Doctor's office visit/Specialist Visit	\$40 per visit/ \$50 per visit
Lab tests and radiology	\$10 per encounter
Outpatient surgery	\$250 per procedure
Hospitalization	\$500 per day
Emergency care	\$150 per visit
Prescribed medications up to a 30-day supply	\$15 copay (generic items) \$35 copay (brand-name items) 30% Coinsurance (specialty items) (not to exceed \$250)

*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*.

Deductible HMO Virtual Complete Care Plan

This table shows an example of some of your group's benefits. 7/27/24 through 7/25/25

Yearly deductible	\$500 individual/\$1,000 family
Maximum yearly out-of-pocket costs	\$5,000 individual/\$10,000 family

Covered service	You pay
Preventive care	No charge
Doctor's office visit <small>*The Plan Deductible doesn't apply to your first three visits combined for primary care, urgent care, mental health, and substance use disorder treatment Services as described in the EOC.</small>	\$30 per visit after Plan Deductible*
Lab tests and radiology	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 up to a 30-day supply	\$15 copay (generic items) Plan Deductible does not apply \$35 copay (brand-name items) after Plan Deductible 20% Coinsurance (specialty items) (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*.

Care that's right for you



Personalized onboarding

- A welcome call to answer your questions
- A member guide to get you started



3 easy steps to a healthy change

1. Choose your new doctor
2. Transition your care and prescriptions seamlessly
3. Get care on your schedule

Visit kp.org/newmember to learn more.





Want to learn more?

Choosing a health plan is a big decision — so we're here to answer any of your questions.



Ask about the essentials

- Where to get care
- Specialty care services
- How our doctors, hospitals, and health plan work together to make your life easier



Or about our extra features

- Video visits* and other convenient ways to get care
- Apps, podcasts, and other self-care resources available to you at no additional cost

Call **1-800-514-0985** (TTY 711), Monday through Friday, 7 a.m. to 6 p.m. Pacific time.

*When appropriate and available.

Thank you

