A BETTER WAY TO TAKE CARE OF BUSINESS

Making it easy to welcome new members
Getting new members started

To make getting started with Kaiser Permanente easier for new members and their employers, we have a robust welcome program.

Extensive telephone, mail, and online outreach takes new members step by step through:

- choosing a doctor
- registering on kp.org
- transferring prescriptions
- getting care
Simple step-by-step welcome program

- **kp.org/newmember** welcome site
- **ID card and quick guide to getting started**
- Personalized welcome book
- **Welcome call**
- Welcome letter from primary care doctor

- Anytime
- Within 1 to 10 days of coverage start
- After members choose a doctor
A BETTER WAY TO TAKE CARE OF BUSINESS

New member welcome site

Even before they receive their member ID card, newly enrolled members can visit kp.org/newmember to find out how to get started with Kaiser Permanente.

A welcome video tells them about:

- registering on kp.org
- choosing a doctor — and changing anytime
- transferring prescriptions
- getting care
- 24/7 nurse advice
ID card and quick guide to getting started

Soon after their coverage begins, new members receive their ID card in the mail.

An accompanying quick guide tells them how to:

- choose a doctor — and change anytime
- register on kp.org
- get prescriptions
- get care
Personalized welcome book

New members also receive a personalized welcome book in the mail. Along with information about their plan, it tells them how to:

- choose a doctor — and change anytime
- register on kp.org
- get prescriptions
- get care
- call for 24/7 nurse advice
Welcome call

An automated welcome call to new members:

- confirms they received their ID card and welcome book
- reminds them to choose a doctor and register on kp.org
Welcome letter from primary care doctor

After they’ve selected a primary care doctor, new members receive a letter including:

- a personal welcome from their doctor
- background on their doctor
- contact information
- how to schedule appointments

December 22, 2012

Dear [Name],

Welcome to my practice. I am looking forward to partnering with you to establish a relationship that will address your special needs as a woman, now and for years to come. Working together is very important to us both because it helps ensure that you will be as healthy as you can be. To get us started, here’s some information about me as well as other resources that will help you get acquainted with our Obstetrics and Gynecology department at the Fremont Medical Center.

I attended residency training at Texas Tech University Health Sciences Center in El Paso, TX. I am board-certified in Obstetrics and Gynecology by the American Board of Obstetrics and Gynecology. I am bilingual and speak English, Hindi and Punjabi.

At Kaiser Permanente, we know that women have many unique needs and questions. To give you the best possible care, we ask all of our female patients to select an additional personal physician who specializes in women’s health. As your partner in women’s health, I can make sure that you have the full benefit of the many Kaiser Permanente resources available to you as a woman. I am here to make sure that you’re as healthy and as informed as you can be. And to help you navigate through what is often a very hectic life.

Really, I want to let you know about my home page and encourage you to visit it at [physician’s name]. From there you can email me your routine health questions, schedule routine appointments, view most test results and recent immunizations, or order prescription refills. To get started, just go to my home page and register for a secure password. If you email me, I can usually expect a response within 2 business days.

I’m very excited to begin our journey together. I hope that our relationship and your experiences with Kaiser Permanente will be positive and gratifying for you.

Sincerely,

[Signed Name]

Sangeeta Joshi, MD

My Contact Information:
Office: Obstetrics and Gynecology 5901 Paseo Padre Parkway Fremont, CA 94538
Ph: Call 510-248-3055 to schedule an appointment, speak with an advice nurse, or leave me a message. These services are available 24 hours a day.
E-mail and home page:
E-mail: [physician’s name]@kp.org
 Go to my home page to:
• E-mail me your routine health questions
• View most lab results and recent immunizations
• Schedule appointments
• Request prescription refills

Useful Phone Numbers
For questions about your health plan benefits and coverage:
503-454-4000
800-777-1377 (TTY)
To transfer a prescription from a non-Kaiser Permanente pharmacy to any of our own pharmacies:
1-877-70-KPDRUG
To cancel an appointment:
510-248-0002

www.kp.org

Kaiser Permanente
New Member Entry

Online Self Service
- kp.org/newmember
- Register on kp.org
- Select a Physician
- Schedule an Appointment
- Transfer Medications
- Personal Action Plan: Complete Health History Questionnaire

Get started with KP online at kp.org/newmember or by calling one of our trained New Member agents at 888-956-1616

Call Center Agent
- Assists with Physician Selection
- Schedules First Visit
- Routes Message to Pharmacy for Medication Needs
- Schedules Clinical Onboarding Appointment with Licensed Vocational Nurse (LVN)
Appointment and advice line

Our appointment and advice line flags new members so our representatives can welcome them when they call.

Members can get help with:

- choosing a primary care doctor
- scheduling appointments
- registering on kp.org
Clinical Onboarding – Building Health History

LVN contacts member during scheduled appointment and begins to build health history including: medical, family, social, and surgical history in preparation for member’s first visit with physician. LVN will also route a message to pharmacy with member’s current medications for Pharmacy outreach and specialty appointments, if needed.
Member Service Contact Center

Members can call our Member Service Contact Center for help with a wide range of topics not handled by our appointment and advice line, including:

- new member help
- coverage
- facilities
Increasing access to care with new Target Clinics in Southern California

- Staffed with Kaiser Permanente nurse practitioners and licensed vocational nurses
- More than 85 different services available
- Integrated with members’ electronic health record

17 Target Clinics currently open  35 Target Clinics by 2020

Target Clinic Hours
Mon-Fri, 9 a.m. - 7 p.m.; Sat-Sun, 11 a.m.- 4 p.m.
Closed for lunch, 2 to 2:30 p.m.
Target Clinic expansion plan

Current locations

- Chula Vista
- Compton
- Eagle Rock
- Encinitas
- Fontana
- Hawthorne
- Hemet
- Irvine
- Mission Valley
- Montclair
- Northridge
- Pico Rivera
- Riverside Arlington
- Rosemead
- Santee
- Vista
- West Fullerton

Opening in 2019*

- Apple Valley
- Burbank
- Palm Desert
- Westlake
- 4 additional locations in the Baldwin Park, Panorama City, Riverside, and South Bay service areas

*Specific location list is pending and subject to change.
TRAVELING? YOU’RE COVERED!

Anytime, anywhere, Kaiser Permanente has you covered.

CONNECT 24/7 with a licensed care provider for medical advice
TALK with your primary care physician via phone or video
EMAIL your doctor with nonurgent questions

CALL our Away From Home Travel Line at 951-268-3900
VISIT kp.org/travel
MAKING IT EASY TO WELCOME NEW MEMBERS

A BETTER WAY TO TAKE CARE OF BUSINESS

**BEST OPTIONS FOR NON-EMERGENCY URGENT CARE AWAY FROM HOME**

- **DOMESTIC TRAVEL (USA) WITHIN A KP SERVICE AREA/REGION***
  - Nearest KP urgent care

- **DOMESTIC TRAVEL (USA) IN A STATE WITHOUT KP**
  - Nearest MinuteClinic**
  - Nearest urgent care facility

- **INTERNATIONAL TRAVEL**
  - Nearest urgent care facility
  - Nearest hospital

**EMERGENCY CARE AWAY FROM HOME**

- Nearest hospital
- Call 911 (USA)
WHERE YOU CAN FIND KAISER PERMANENTE

WASHINGTON
OREGON
CALIFORNIA
COLORADO
MARYLAND
WASHINGTON, D.C.
VIRGINIA
GEORGIA
HAWAII

Kaiser Permanente  MinuteClinic Locations

MAKING IT EASY TO WELCOME NEW MEMBERS

A BETTER WAY TO TAKE CARE OF BUSINESS
kp.org Health and Wellness resources

New members can also visit the Health and Wellness section of kp.org at any time for a wealth of articles about staying healthy and at their best.

Topics include:

- Live healthy
- Conditions and diseases
- Drugs and natural medicines
- Programs and classes
GOOD HEALTH IS IN YOUR HANDS

Use the convenient features of My Health Manager right from your smartphone or other mobile device.

- Email your doctor’s office
- View most test results
- Schedule or cancel routine appointments
- Refill most prescriptions
- View past visits

Just download the Kaiser Permanente app at no cost from your preferred app site.

Are you registered? If you’re already registered on kp.org, you’re all set to start using your Kaiser Permanente app. If not, you’ll need to go to kp.org/registernow to set up your account from a computer. Then use your new user ID and password to activate the app.
Caring for the whole you

Health for your mind, body, and spirit

Your mind and body are connected. And your thoughts, feelings, and actions affect your overall well-being. We’re committed to helping you achieve and maintain optimal mental, physical, and emotional health.

Mental health and wellness services
Adult mental health
Child and adolescent mental health
Addiction and recovery • Emotional wellness

Get help now
1-800-900-3277, 24 hours a day, 7 days a week
MAKING IT EASY TO WELCOME NEW MEMBERS

A BETTER WAY TO TAKE CARE OF BUSINESS

Caring providers

Our mental health team is passionate about helping people. All our therapists are licensed by the California Board of Behavioral Sciences or the California Board of Psychology, and all our psychiatrists are medical doctors licensed by the Medical Board of California.

- Psychiatrists
- Addiction medicine physicians
- Psychologists
- Licensed clinical social workers
- Marriage and family therapists
- Medical social workers
- Psychiatric clinical nurse specialists

Services and support

You have a range of therapy and treatment choices. As your partners in care, we’ll help you select the options that are right for you.

- Adult mental health
- Autism assessment centers
- Child and adolescent mental health
- Clinical evaluation
- Counseling and therapy
- Crisis intervention
- Depression and anxiety resources
- Medication management
- Suicide prevention
- Treatment for substance use disorders

Resources

Your care goes beyond therapy, medication, or treatment. You can take advantage of classes and screening tools to help you keep your mind, body, and spirit in a healthy balance.

- Condition-specific online classes
- Online self-assessment tools
- Personalized mental health and wellness plans
- Support groups
- Trusted online communities
- Wellness coaching for reducing stress
- Podcasts and other resources to help with emotional well-being, resilience, or stress management

These care options are a call or click away.

Call or email your doctor's office. Or request a nonurgent appointment with your doctor online. You may also be able to set up a telephone appointment or meet face-to-face by video on your computer or mobile device.

Make an appointment for therapy or counseling. No referral is needed. Just call your local medical center to schedule an appointment at the mental health, behavioral health, or psychiatry department.

Get care advice 24/7. For the 24/7 phone number in your area, visit kp.org and click “Advice” in the “Find Care” section at the bottom of the page.

Speak with a wellness coach. Work with a personal wellness coach by phone, and explore options for meeting your health goals. Call 1-866-662-4295, Monday-Friday, 7 a.m.-7 p.m.

Take a class.* Choose from health classes and support groups at many of our facilities. Visit kp.org/classes to see what’s available in your area.

*Some classes may require a fee.

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There are many approaches to supporting good health. In addition to your doctor’s care, Kaiser Permanente members can access a variety of complementary and alternative care resources to help you get active and stay healthy.*

With the ChooseHealthy® program, you’ll get preferred rates for many specialty health and fitness services including:

- Acupuncture
- Chiropractic care
- Fitness center access
- Massage therapy

You also get access to online wellness information, activity tracking and other tools, and a health and wellness library – at no additional cost.
# The Claremont Colleges

This table shows some benefits of your group and is provided as an example only.

<table>
<thead>
<tr>
<th>Covered service</th>
<th>You pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventive care</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Primary Care</td>
<td>$20 copay</td>
</tr>
<tr>
<td>Specialist Care</td>
<td>$30 copay</td>
</tr>
<tr>
<td>Lab tests and most X-rays</td>
<td>$0 copay</td>
</tr>
<tr>
<td>Outpatient surgery</td>
<td>$30 copay</td>
</tr>
<tr>
<td>Hospitalization</td>
<td>$200 per admission</td>
</tr>
<tr>
<td>Emergency care</td>
<td>$100 copay</td>
</tr>
<tr>
<td>Prescribed medications (30-day supply)</td>
<td>$10 copay (generic medication)/$25 copay (brand-name medication)</td>
</tr>
</tbody>
</table>

*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.*
For more information

Go to

kp.org/choosebetter

Or contact your Kaiser Permanente representative