together in good health

see how easy healthy can be
Three ways we make good health easier

• **Quality care.** We do what it takes to help you get healthy, and partner with you to be your own health advocate which leads to better outcomes.

• **Convenient care.** We offer care and coverage together, so you get all you need to live well in one easy-to-use package.

• **Choice.** We give you lots of options, from your choice of great doctors, to different ways to access care, to many convenient locations—so staying on top of your health is easier.
main reasons to choose Kaiser Permanente
A healthy partnership

• **Choose your own personal doctor.** Browse our online doctor profiles and choose one that’s right for you. And you can change doctors at any time, for any reason.

• **Easy access to specialists.** Referrals are not needed for certain departments like obstetrics-gynecology, psychiatry, chemical dependency and drug addition.

• **Great doctors working together as a team.** You have the support of an entire care team who works together and is connected through your electronic health record, so you get the right care at the right time.*

• **Care to meet our diverse membership.** Many of our doctors and staff speak more than one language, and we offer interpreter services by phone in over 140+ languages, so your get personalized care.

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*When you receive care at Kaiser Permanente facilities.
Great care, great results

• **Leaders in preventive care.** We have the highest ratings in 15 preventive screenings*, helping us catch problems early and improve the health of our members.

• **Comprehensive care when you need it.** For serious conditions like diabetes or heart disease, you’re automatically enrolled in a disease management program to help you get it under control.

• **Cutting-edge research and care.** We have 7 research centers, where more than 2,000 studies are going on at any given time to find better ways to prevent and treat health problems.

• **Innovation working for you.** Through our advanced electronic health record system, your care team can see your medical history, allergies, and what tests and screenings you’re due for so they can help keep you up-to-date.†

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*Ratings based on 2013 performance results for commercial and Medicare plans from the Healthcare Effectiveness Data and Information Set (HEDIS) published by the National Committee for Quality Assurance. For more information, visit ncqa.org. †When you receive care at Kaiser Permanente facilities.
Care the way you want it

Many convenient options for getting and managing your care.

- **Call our advice nurses 24/7.** They will assess your situation and help you decide what to do or make an appointment for you to get care.

- **Choose how you want to have your appointment.** See your doctor in person, or schedule either a telephone or video appointment, when appropriate and where available.

- **Email your doctor anytime.** Send your doctor’s office an email with nonurgent questions and get a response usually within 48 hours—often sooner.

- **Manage your care online at kp.org.** Make and cancel routine appointments, refill prescriptions, see most lab test results, and more.

- **Use the Kaiser Permanente app.** Download our app to your smartphone and use all the online features of kp.org from your phone, plus find locations near you, and more.
Healthy resources

• **Health classes**: Choose from more than 3,800 classes and support groups offered at our facilities.*

• **Healthy lifestyle programs**: Our personalized online programs can help you lose weight, reduce stress, quit smoking, and more—at no cost to members.

• **Wellness coaching**: Our wellness coaches will work on-on-one with you to help you achieve your health goals—no cost to members, and no referrals needed.

• **Special rates for members**: Get reduced rates on variety of products and services, like gym memberships and massage therapy through ChooseHealthy.†

• **Online wellness tools**: You have access to health calculators, podcasts, recipes, fitness videos and more on our award-winning website [kp.org](http://kp.org).

* Classes vary at each location and some may require a fee. †ChooseHealthy is a product of American Specialty Health Administrators, Inc., a subsidiary of American Specialty Health Incorporated (ASH). ChooseHealthy and the ChooseHealthy logo are federally registered trademarks of ASH. Please note that this is a discount program; it is not insurance.
Manage your health, anytime, anywhere

Online at kp.org, or with our mobile app, you can stay on top of your care 24/7 with these convenient features:*

- Schedule and cancel routine appointments
- View most lab results as soon as they are available
- Refill most prescriptions, with no charge for shipping when you order online
- Email your doctor’s office with nonurgent questions
- Print vaccination records for school, sports, or camp
- Use tools to help you manage your coverage and costs†
- Manage a family member’s health

*Available when you receive care at Kaiser Permanente facilities. †These tools not yet available on smartphones and tablets.
Convenient locations and access

- **Many services under one roof.** At most of our facilities you can see your doctor or specialist, get a lab test or X-ray, and pick up medications—so you can save time by doing more in one visit.

- **Convenient access.** Many of our facilities offer same-day, next-day, after-hours, and weekend services for easier care.

- **Get care anywhere.** We have lots of convenient locations, and you’re not tied to just one. You can see different doctors at different facilities for yourself or your family.

- **Get care away from home.** You’re covered for emergency and urgent care when traveling away from home.
Kaiser Permanente Senior Advantage
Kaiser Permanente Senior Advantage

- The Kaiser Permanente Senior Advantage (HMO) plan is a Medicare Advantage plan for people with Medicare.

- Senior Advantage provides services covered by Medicare (including Medicare Part D prescription drug coverage).

- As a Senior Advantage member, you get your Medicare benefits through Kaiser Permanente.

- The Medicare program pays Kaiser Permanente to manage health care for people with Medicare (our Senior Advantage members).
Kaiser Permanente Senior Advantage

- To join *Kaiser Permanente Senior Advantage (HMO)*, UC members must:
  - Have Medicare Parts A and B.
  - Reside in a Kaiser Permanente Senior Advantage service area.
  - Make their Medicare plan enrollment through UC.
    - KPSA coverage, if approved by CMS is always effective the first of the following month
    - Retirees can change Medicare plans at Open Enrollment or when they experience a qualifying event.
### 2015 Medicare Ratings

<table>
<thead>
<tr>
<th>Kaiser Permanente region</th>
<th>Star rating*</th>
</tr>
</thead>
<tbody>
<tr>
<td>California</td>
<td>★★★★★</td>
</tr>
<tr>
<td>Colorado</td>
<td>★★★★★</td>
</tr>
<tr>
<td>Georgia</td>
<td>★★★★★</td>
</tr>
<tr>
<td>Hawaii</td>
<td>★★★★★</td>
</tr>
<tr>
<td>Mid-Atlantic States (MD, VA, D.C.)</td>
<td>★★★★★</td>
</tr>
<tr>
<td>Northwest (OR, WA)</td>
<td>★★★★★</td>
</tr>
</tbody>
</table>

*Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next. Centers for Medicare & Medicaid Services Health Plan Management System, Plan Ratings 2015. Kaiser Permanente contract #H0524.
Medicare Star Ratings

• The Centers for Medicare & Medicaid Services measures how well health and prescription drug plans perform on more than 40 items, which are grouped into different categories:

• Medicare health plans are rated on how well they perform in five different categories:

  1. Staying Healthy: Screenings, Tests, and Vaccines
  2. Managing Chronic (Long-Term) Conditions
  3. Member experience with the health plan
  4. Member Complaints, Problems Getting Services, and improvement in the health plan’s performance
  5. Health Plan Customer Service

• Each area is assessed individually and assigned a star quality rating to reflect that assessment. The highest rating is 5 stars (***** for excellent performance. The lowest rating is 1 star (*) for poor performance.

• www.kp.org/medicarestars
Key points about your plan’s benefits
University of California Summary of Benefits for KPSA 2016

This table highlights some of your benefits:

<table>
<thead>
<tr>
<th>Covered service</th>
<th>You pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor’s office visit</td>
<td>$20 per visit</td>
</tr>
<tr>
<td>Lab tests and radiology</td>
<td>No charge</td>
</tr>
<tr>
<td>Outpatient surgery</td>
<td>$100 per procedure</td>
</tr>
<tr>
<td>Hospitalization</td>
<td>$250 per admission</td>
</tr>
<tr>
<td>Emergency care</td>
<td>$65 per visit</td>
</tr>
<tr>
<td>Prescription Drugs</td>
<td></td>
</tr>
<tr>
<td>• Most Generic at Pharmacy</td>
<td>$5 for up to a 30-day supply, $10 for a 31- to 60-day supply, or $15 for a 61- to 100-day supply</td>
</tr>
<tr>
<td>• Most Generic Mail Order</td>
<td>$5 for up to a 30-day supply or $10 for a 31- to 100-day supply</td>
</tr>
<tr>
<td>• Most Brand at Pharmacy</td>
<td>$25 for up to a 30-day supply, $50 for a 31- to 60-day supply, or $75 for a 61- to 100-day supply</td>
</tr>
<tr>
<td>• Most Brand Mail Order</td>
<td>$25 for up to a 30-day supply or $50 for a 31- to 100-day supply</td>
</tr>
</tbody>
</table>

This is only a summary of some benefits and their copays and coinsurance. Please see your Evidence of Coverage for more information, limitations, and exclusions for all benefits, including those not listed in this summary.

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getting started as a new member is easy
Once you join, it’s easy to get started
Appendix

- kp.org – Kaiser Permanente main page. Log in to view your health record, make appointments, see test results, email your doctor, etc.

- kp.org/formulary - KPSA members select “Medicare Part D formulary and your service area

- my.kp.org/universityofcalifornia – The microsite for University of California employees and retirees

- medicare.gov – Find information about Medicare plans and benefits

- socialsecurity.gov – Find information about Social Security and your benefits; enroll in Medicare Part B
thank you