

# KAISER PLAN

## INFORMATION FACTSHEET



### “MOST” BENEFIT PLANS

Kaiser Permanente is a health insurance organization with a network of doctors, hospitals, and other health care providers. You can choose from two Kaiser medical plans: Standard or Deductible.

### FINDING A NETWORK DOCTOR

Contact the Kaiser Permanente member services at **1-888-901-4636** to find in-network providers and schedule an appointment.

Or, use the Doctors and Locations search tool at [kp.org/wa](https://kp.org/wa). Enter your zip code and “Core”.

### PHARMACY PLAN

Review the [Kaiser Drug Formulary](#) online Search for “Large Employer Groups”.

### WELLNESS COACHING

Get one-on-one guidance and support from a dedicated wellness coach

**Call 1-866-862-4295** to make an appointment. Wellness Coaching by Phone is available at no cost — and no referral is required.

### CONTACT INFORMATION

Member Services: 1-888-901-4636

Websites: [kp.org/wa](https://kp.org/wa)

Mobile Apps: Kaiser Permanente Washington

Claim Reimbursement Address:

Claims Processing

PO Box 30766

Salt Lake City, UT 84130-0766

### CLAIMS APPEALS

Occasionally, the health plan will say “no” to a claim, in full or in part, for services you believe are covered. Review the Claims Appeal [web page](#) for steps to file an appeal and the appeal form.

### TELEMEDICINE

Advice nurses are available 24 hours a day, 7 days a week, to assist members with care and treatment options at 1-800-297-6877.

## GENDER AFFIRMING CARE

Kaiser offers a broad range of covered gender-affirming care services. Whether seeking hormone therapy, mental health services or surgical procedures, start with your care team. For additional support, you can register with Gender Health Case Management:

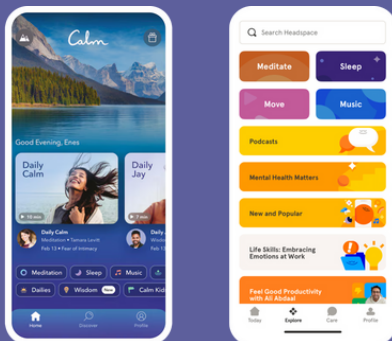
**Call 1-888-245-9004**

**Email: [genderhealth@kp.org](mailto:genderhealth@kp.org)**

To schedule an appointment with a Gender Health primary care doctor: 206-630-1929

## SELF-CARE MENTAL HEALTH APPS

Kaiser members have free access to Calm and Headspace apps. Log in to [kp.org](https://kp.org) and click Health and Wellness +Self-care apps to access free subscriptions



## FITNESS DISCOUNTS

Get discounted access to fitness with a OnePass membership. In-person and digital fitness with tiered plans as low as \$10 a month. Visit [kp.org/health-wellness](https://kp.org/health-wellness) to learn more.

## BACK AND JOINT PAIN SUPPORT

### **Affinity Musculoskeletal Program**

Get 20% off chiropractors, acupuncturists, and massage therapists when you visit a participating provider and show your Kaiser Permanente ID card.

### **E-Visits With MedBridge**

Virtual movement and physical therapy with PT staff. Web-based exercises for self-care. Access through [kp.org/wa](https://kp.org/wa) "Get Care Now."

### **Hinge Health**

Get digital physical therapy and coaching for back and joint pain or pelvic floor symptoms at no cost to you.

- Get the Hinge Health App
- Or, enroll online



## CLASSES AND PROGRAMS

Kaiser Permanente offers a variety of expert-led classes and programs in-person and online on topics like;

- Diabetes
- Healthy Eating
- Mental Health
- Pregnancy

## QUESTIONS?

Contact your department's Benefits Representative listed on the [Seattle Human Resources](https://seattlehr.com) website