

Make the smart switch

Choose Kaiser Permanente
for greater savings and convenience



Keep up with your care anywhere you go with our app¹
Check out our new locations

Check out these great reasons to switch

Your doctor, your choice

Choose your doctor based on what's important to you. Go to kp.org/searchdoctors for details about education, specialties, languages spoken, and more. You can also change doctors at any time.

Convenient cost estimates

Get an idea of what you'll pay before you come in for care. For a personalized estimate based on your plan details, visit kp.org/costestimates.

More care options

How you get care is up to you. Choose a phone or video appointment,² email your doctor's office with nonurgent questions, or come see us in person.³

Right care, right time

Get the care you need when you need it with routine, specialty, urgent, and emergency care. If you're ever unsure where to go, call us for 24/7 care advice by phone.

Many services under one roof

Do more in less time. In most of our facilities, you can see your doctor, get a lab test, and pick up prescriptions – all in a single trip.



Experience the Kaiser Permanente difference

To be healthy, you need quality care that's simple, personalized, and hassle-free. At Kaiser Permanente, care and coverage come together – so you get everything you need to stay on top of your health in one easy-to-use package.

Let's get started

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A stress-free path to switch plans

There's a lot to do when changing health plans. That's why we created a single destination that takes the hassle out of joining Kaiser Permanente, and makes it easy to get started once you do.

See just how easy it is to get started as a member at kp.org/easyswitch.



Let us help you find the right doctor

Finding a new doctor can feel stressful. But our online doctor profiles let you browse the many excellent doctors and convenient locations in your area, even before you enroll. So you can join knowing you've found a doctor who fits your needs. You're also free to change at any time, for any reason.



Transition your care seamlessly

Easily move prescriptions so your treatment is uninterrupted. And find a location that's close to your home, work, or school. Many services are often under one roof, making it easy to see your doctor, fill prescriptions, and get the care you need – all in one trip.



Get care on your schedule

Need to schedule an appointment? Have a nonurgent question you'd like to email to your doctor's office? After you enroll, register for an online account at kp.org or get our mobile app. Then join the millions of members who easily manage their health online – whenever, wherever.

Feel the healthy change – every step of the way

Have questions about joining Kaiser Permanente? We're here to help. Call **1-855-366-8994** (TTY **711**), Monday through Friday, 7 a.m. to 5 p.m. **Open Season hours:** Monday through Friday, 6 a.m. to 7 p.m.



Quality care with you at the center

Our physician-led care teams work together to keep you healthy by delivering high-quality, personalized care.



Great care from great doctors

Our doctors come from top medical schools, and many of them teach at world-renowned universities. No matter which personal doctor you choose, you'll be in highly skilled, experienced hands – and your health is their main concern.

As your biggest health advocate, your doctor will coordinate your care journey, and you'll work closely together to make decisions about your health.



Better care with a connected team

Your doctor, nurses, and other specialists all work together to keep you healthy. They're connected to each other, and to you, through your electronic health record. So they know important things about you and your health – like when you're due for a screening and what medications you're taking. That way, you get personalized care that's right for you.



Personalized care for all members

Care at Kaiser Permanente isn't one-size-fits-all. We believe your story, background, and values are as important as your health history. To help deliver care that's sensitive to all cultures, ethnicities, and lifestyles, we:

- Strive to hire doctors and staff who speak more than one language
- Offer telephone interpretation services in more than 150 languages
- Train our care teams on how to connect with and care for people of all backgrounds

Through our culturally responsive care programs, we've improved health outcomes among diverse populations for conditions like high blood pressure, diabetes, and colon cancer.⁴

Great care, great results

From preventive screenings that keep you healthy to world-class care if you get sick, we've got you covered.

Preventive care to keep you healthy

Preventive care is key to how we practice medicine. It can help you avoid some health issues and catch others before they become serious.

Your electronic health record plays a vital role. It tracks your preventive care services and sends automatic reminders when you're due for your next screening. We'll let you know when to come in so you're free to focus on living your life.

Specialty care when you need it

We're also here for you if you get sick or need specialty care. With one of the largest multispecialty medical groups in the country, we can conveniently connect you with the right specialist. And you don't need referrals for certain specialties, like obstetrics-gynecology, psychiatry, and drug dependency services.

From high-quality maternity care to treatment for cancer, heart problems, and more, you get great doctors, the latest technology, and evidence-based care – all combined to help you recover quickly.

Support for ongoing conditions

If you have a condition like diabetes or heart disease, you're automatically enrolled in a disease management program for personal coaching and support. With a well-rounded approach backed by proven best practices and advanced technology, we'll help you get the care you need to continue living life to the fullest.

A leader in clinical quality

In 2017, Kaiser Permanente led the nation in 25 effectiveness-of-care measures, including prevention and screening, cardiovascular care, and comprehensive diabetes care.⁵

Hear care stories from real Kaiser Permanente members at kp.org/carestories.



Healthy resources

Good health goes beyond the doctor's office. Explore all the convenient resources available to members and choose the ones that fit your life.

Get the most out of your health plan



Online wellness tools

Visit kp.org/healthyliving for wellness information, health calculators, fitness videos, podcasts, and recipes from world-class chefs.



Healthy rewards

Take simple steps to improve your well-being and earn up to \$150 per household to pay for qualified medical expenses.⁶ FEHB subscribers and their enrolled spouses (18 and over) are eligible for the following rewards:

- \$50 for taking the Total Health Assessment, an online questionnaire that gives you a wellness action plan
- \$25 for completing a healthy lifestyle program, an online class to help you reach your health goals

Go to kp.org/feds to learn more and get started.



Health classes

Sign up for health classes and support groups at many of our facilities. See what's available near you at kp.org/classes – some may require a fee.



Personal wellness coaching

Get help reaching your health goals. Work one-on-one with a wellness coach by phone at no cost. Find out more at kp.org/wellnesscoach.



Special rates for members

Enjoy reduced rates on products and services that can help you stay healthy – like gym memberships, massage therapy, and more. Explore your options at kp.org/choosehealthy.



Help to quit smoking

Let us help you succeed in quitting. You pay nothing for classes, telephone coaching, online programs, and prescriptions, including prescribed over-the-counter tobacco-cessation drugs. Ask your doctor about your treatment options.

Your care, your way

Get care where, when, and how you want it. Mobile options like the Kaiser Permanente app are at your fingertips – making it easier to stay on top of your health anytime, anywhere.

Choose how you get and manage care



Online and on the go

Manage your health, find nearby locations, and take advantage of health guides and other resources. You can also **download the Kaiser Permanente app** to keep up with your care anywhere you go.¹



In person

Visit your doctor for routine care, preventive services, care when you're not feeling well, and more. You may also be able to schedule same-day appointments.



Phone

Have a condition that doesn't require an in-person exam? Save yourself a trip to the office by scheduling a call with a Kaiser Permanente doctor.^{2,3}



Video

Want a convenient, secure way to see a doctor wherever you are? Meet face-to-face online.^{2,3} Call us or email your doctor's office to see if video visits are available to you.

Other ways to get care in the moment



24/7 care and advice by phone

Call us for advice when you need it most. We'll help you find out what care is right for you, schedule appointments, and more.



Email

Message your doctor's office anytime with nonurgent health questions.³ You'll get a response usually within 2 business days.



Care for a range of needs

Get the right care for any situation. Have an urgent care need? Want health advice after hours? Support is just a call or a click away.

Quality care, when and where you need it

Emergency care

If you ever need emergency care, you're covered. You can always get care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.⁷

Urgent care

Many facilities offer services for nonemergency, urgent medical needs that require immediate attention – open 7 days a week.⁸

Travel care

As a Kaiser Permanente FEHB member, your benefits go farther than your home service area. Wherever you go, you're covered for:

- Emergency room and urgent care visits – anywhere in the world
- Care at any Kaiser Permanente location in another region
- Coverage for certain outpatient follow-up care and outpatient care outside of Kaiser Permanente service areas through the FEHB travel benefit

To learn more, call our 24/7 Away from Home Travel Line at **951-268-3900⁹** or visit **kp.org/travel**.

Quality care starts with quality doctors



Featured benefits

<p>2019 benefit changes – what’s new?</p>	<p>Here are the key benefit changes we’ve made to the High and Standard Options:</p> <ul style="list-style-type: none"> • Reduced the laboratory cost sharing for preventive screenings for diabetes after pregnancy to no charge (Standard Option) • Reduced cost sharing to no charge for enteral pumps and tracheostomy tubes with associated supplies • Added a coinsurance maximum of \$50 for generic and \$100 for brand-name sexual dysfunction drugs • Reduced cost sharing from 50% to no charge for sexual dysfunction devices • Changed copays for applied behavior analysis from one copay per visit to one copay per day • Will now provide partial refills of prescriptions for oral, solid dosages of Schedule II (controlled substance) medications and prorate the copay upon request from you or your provider <p>To learn more, see the 2019 benefits summary on page 10, download our FEHB brochure at kp.org/feds, or call 1-855-366-8994, Monday through Friday, 7 a.m. to 5 p.m. Open Season hours: Monday through Friday, 6 a.m. to 7 p.m. For TTY, call 711.</p>
<p>Save on prescription drugs</p>	<p>Save time and money by ordering prescription refills online or by phone. We can mail most prescription drugs to you within 10 days. You don’t pay for U.S. mail delivery. And when you order refills by mail, you get a 100-day supply and pay only two 30-day supply plan pharmacy copays.</p>
<p>Chiropractic without a referral</p>	<p>You can receive up to 20 chiropractic visits per year, without a referral, with any American Specialty Health (ASH) Plans of California, Inc., participating provider. To find a participating provider, visit ashlink.com/ash/kp or call 1-800-678-9133, Monday through Friday, 5 a.m. to 6 p.m. For TTY, call 711.</p>
<p>FSAFEDS Program is now paperless</p>	<p>As of July 1, 2018, Kaiser Permanente has been participating in paperless reimbursement. If you have a flexible spending account through the FSAFEDS Program, paperless reimbursement means you don’t need to submit a claim manually or online to get reimbursed for many of your out-of-pocket health care expenses. Just remember that you need to re-enroll in the FSAFEDS Program each Open Season. You’ll be prompted to sign up for paperless reimbursement.</p>

Your 2019 benefits at a glance

Benefits and Services		High Option	Standard Option
Outpatient services (per visit or procedure)			
Preventive care		\$0	\$0
Primary care/specialty care office visit		\$15/\$25	\$30/\$40
Most X-rays and lab tests		\$0	\$10
Chiropractic services (up to 20 visits per year) ¹		\$15	\$15
Hospital and facility			
Outpatient surgery		\$50	\$200
Inpatient hospital care (per admission)		\$250	\$500
Maternity			
Routine prenatal care visit, first postpartum visit		\$0	\$0
Delivery (per admission)		\$250	\$500
Emergency and urgent care (per visit or trip)			
Emergency care		\$100	\$150
Urgent care		\$15	\$30
Ambulance		\$50	\$150
Prescription drugs (up to a 30-day supply at plan pharmacies, or up to a 100-day supply for 2 copays through mail order) ²			
Generic		\$10	\$15
Preferred brand/non-preferred brand		\$40	\$50
Specialty		\$100	\$150
Out-of-pocket maximum (2x per family maximum)		\$2,000 per person	\$3,000 per person
Your Premium Share³		High Option	Standard Option
Self Only	Biweekly Non-Postal	\$86.99	\$49.77
	Biweekly Postal Category 1	\$83.79	\$47.78
	Biweekly Postal Category 2	\$74.20	\$41.31
	Monthly Non-Postal	\$188.48	\$107.84
Self Plus One	Biweekly Non-Postal	\$240.77	\$115.03
	Biweekly Postal Category 1	\$233.93	\$110.43
	Biweekly Postal Category 2	\$213.42	\$95.47
	Monthly Non-Postal	\$521.66	\$249.23
Self and Family	Biweekly Non-Postal	\$207.72	\$115.03
	Biweekly Postal Category 1	\$200.42	\$110.43
	Biweekly Postal Category 2	\$178.54	\$95.47
	Monthly Non-Postal	\$450.06	\$249.23

¹See page 9 for information on chiropractic services.

²Plan providers determine the drug that is medically necessary. If you request another drug, you pay prices charged to members for non-covered drugs. If you request a brand-name drug in place of a generic drug prescribed by your doctor, you may be required to pay full charges. Some drugs may not be eligible for mail-order delivery or mail-order discounts.

³These rates do not apply to all enrollees. If you are in a special enrollment category, please contact the agency or Tribal Employer which maintains your health benefits enrollment.

Ready to enroll with Kaiser Permanente?

1. Choose an option.	2. Select the type of enrollment you want.	3. Sign up online or call.
<ul style="list-style-type: none"> • High Option: Higher premiums, with lower copays for most services and prescription drugs. If you want low copays, this may be the right choice. • Standard Option: Lower premiums, but higher copays and coinsurance for most services and prescription drugs. If you want predictable copays at a lower premium, this might be the right choice. 	<ul style="list-style-type: none"> • Self Only covers you. • Self Plus One covers you and one eligible family member. • Self and Family covers you and all eligible family members. 	<p>Find your enrollment code in the chart below. Then visit opm.gov to enroll online or contact your employing agency or retirement office for next steps and other information.</p> <p>Annuitants can contact the Retirement Information Center at 1-888-767-6738 (TTY 1-855-887-4957), or retire@opm.gov.</p>

If you qualify for Medicare, or will soon, see page 12 for more information.

Self Plus One

Enrollees covering themselves and one other eligible family member may choose either the Self Plus One or Self and Family enrollment type, whichever has a lower premium. You should decide which enrollment type is best for you.

FEHB enrollees can make changes during Open Season. Outside Open Season, you may be able to change your enrollment if you experience a qualifying life event. To change enrollment types, you must change your enrollment by following Step 3 above.

Choose the right enrollment code

Enrollment Code	High Option	Standard Option
Self Only	621	624
Self Plus One	623	626
Self and Family	622	625

Need help? Call 1-855-366-8994, Monday through Friday, 7 a.m. to 5 p.m. Open Season hours: Monday through Friday, 6 a.m. to 7 p.m. For TTY, call 711.

These are highlights of the FEHB enrollment process. Please refer directly to opm.gov and your employing agency or retirement office for FEHB coverage effective dates, enrollment procedures and deadlines, and other information. To add an eligible family member to your Kaiser Permanente Self and Family enrollment, complete and return an Enrollment Change Form to us. These forms can be obtained at kp.org/feds or by calling Member Services.

Kaiser Permanente Senior Advantage (HMO) for Federal Members

2019 Benefits and Services		High Option		Standard Option
		Senior Advantage 1	Senior Advantage 2	Senior Advantage
Outpatient services (per visit or procedure)				
Preventive care		\$0	\$0	\$0
Primary care/specialty care office visit		\$5	\$10	\$15
Most X-rays and lab tests (per encounter)		\$0	\$0	\$10
Chiropractic services (up to 20 visits per year) ¹		\$15	\$15	\$15
Hospital and facility				
Outpatient surgery (per procedure)		\$5	\$50	\$15
Inpatient hospital care (per admission)		\$0	\$250	\$250
Emergency and urgent care (per visit or trip)				
Emergency care		\$75	\$75	\$75
Urgent care		\$5	\$10	\$15
Ambulance		\$50	\$50	\$125
Prescription drugs²				
Generic	Picked up from plan pharmacy	\$10 (up to a 100-day supply)	\$10 (up to a 30-day supply)	\$10 (up to a 30-day supply)
	Delivered by our mail-order service		\$20 (up to a 100-day supply)	\$20 (up to a 100-day supply)
Preferred brand/ non-preferred brand	Picked up from plan pharmacy	\$30 (up to a 100-day supply)	\$40 (up to a 30-day supply)	\$40 (up to a 30-day supply)
	Delivered by our mail-order service		\$80 (up to a 100-day supply)	\$80 (up to a 100-day supply)
Specialty (up to a 30-day supply)		\$100	\$100	\$150
Additional Senior Advantage benefits				
Eyeglasses and contact lenses (every 24 months)		\$200 allowance	Not covered	\$150 allowance
Hearing aids (every 36 months)		Not covered	\$500 allowance	Not covered
Silver&Fit® fitness program		Not covered	Covered	Not covered
Dental (DeltaCare USA Dental HMO)		Covered	Not covered	Covered
Out-of-pocket maximum (2x per family maximum)		\$2,000 per person	\$2,000 per person	\$2,000 per person
Part B premium reimbursement ³		\$0	Up to \$125 per month	\$0

¹See page 9 for information on chiropractic services. These chiropractic services are separate from the chiropractic services that we cover in accordance with Medicare guidelines.

²Plan providers determine the drug that is medically necessary. If you request another drug, you pay prices charged to members for non-covered drugs. For certain drugs, you can get prescription refills mailed to you through our Kaiser Permanente mail-order pharmacy. You should receive them within 10 business days. If not, please call **1-866-206-2983 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m. Some drugs may not be eligible for mail-order delivery or mail-order discounts.

³We will not reimburse you for any extra charges added to your standard Part B premium, such as the Late-Enrollment Penalty or Income-Related Monthly Adjustment Amount.

Senior Advantage for Federal Members

Why Senior Advantage for Federal Members may be right for you

If you decide to enroll in Senior Advantage for Federal Members, you'll get better benefits than with your FEHB coverage alone.* You'll get all of your FEHB benefits plus:

- **Lower copays** for certain services
- **Up to a 100-day supply** of prescription drugs at plan pharmacies for one copay (High Option Senior Advantage 1 only)
- **Extra credit** toward the purchase of eyewear, including eyeglasses (High Option Senior Advantage 1 and Standard Option only)
- **Extra coverage** for dental care through DeltaCare[®] USA (dental HMO) included (High Option Senior Advantage 1 and Standard Option only)

New for 2019: High Option members have 2 great choices

If you currently have the Kaiser Permanente FEHB High Option plan, you have 2 great Medicare choices:

Senior Advantage 1: Get the lowest copays for covered services, plus extras like eyewear and dental coverage.

New Senior Advantage 2: Get lower copays and up to \$1,500 reimbursement annually for your Medicare Part B premium, plus extras like the Silver&Fit[®] fitness program and hearing aid coverage.

Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. To join a Kaiser Permanente Medicare health plan, you must reside in the Kaiser Permanente Senior Advantage service area in which you enroll. This information is not a complete description of benefits. Call **1-800-443-0815 (TTY 711)**, 7 days a week, 8 a.m. to 8 p.m., for more information. Enrolling in Senior Advantage for Federal Members will not affect the benefits you receive through the Federal Employees Health Benefits (FEHB) Program, although the network and other rules of Medicare may apply.

How can you sign up for Senior Advantage for Federal Members?

To enroll in Senior Advantage for Federal Members, you must have Medicare Parts A and B (or Part B only) and then complete a Senior Advantage Group Election Form and mail it to Kaiser Permanente.

We'll enroll you in the plan option that matches the Kaiser Permanente FEHB option you have now. For example, if you're a Kaiser Permanente Standard Option member, you'll be enrolled in Senior Advantage for Federal Members Standard Option. Be sure to choose the right enrollment code on page 11. When you become eligible for Medicare, you may be able to change your current plan or option. To learn more about making enrollment changes outside of Open Season:

- Go to opm.gov/insure, or
- Contact your employing agency or retirement office

We can help you make an easy transition.

For more information, download our brochure **Your Guide to Choosing a Kaiser Permanente Medicare Health Plan** at kp.org/feds/medicare. For questions or help with the enrollment process or to have information sent to you, please call Member Services at **1-800-443-0815 (TTY 711)**, 7 days a week, 8 a.m. to 8 p.m.

Quality vision and dental coverage*

When you join Kaiser Permanente, you get additional discounts and services.

Eyewear

High Option members get a 25% discount on eyeglasses and contact lenses at Vision Essentials by Kaiser Permanente Optical Centers.

Dental coverage

You can choose from 2 dental plans to supplement your health coverage:

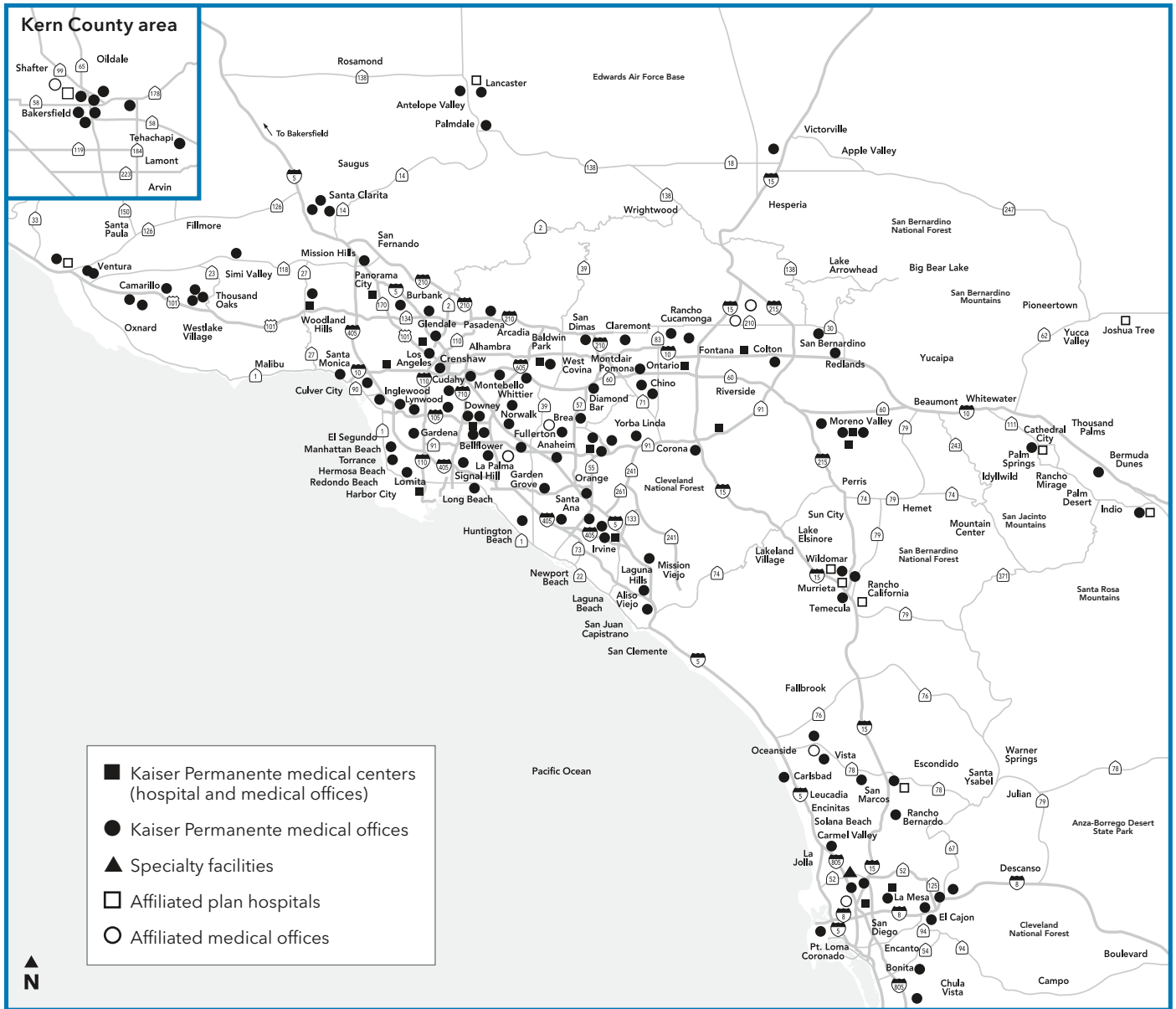
- Kaiser Permanente Insurance Company (KPIC) and administered by Delta Dental of California. With this plan you have the freedom to see any licensed dentist you choose.
- DeltaCare® USA and administered by Delta Dental. You'll choose a dentist from the DeltaCare USA network with this HMO plan.

Current members call KPIC Dental Insurance Plan at **1-800-835-2244** (group number 09874) or DeltaCare USA at **1-800-422-4234** (group number 71114). You can also view dental plans and enrollment materials at kp.org/feds. New dental member? Call us at **1-800-933-9312** for more information. Rates are listed below.

2019 Dental Rates	KPIC		DeltaCare USA	
	Monthly	Monthly	Quarterly	
Self Only	\$34.01	\$14.26	\$42.77	
Self + 1	\$60.27	\$23.87	\$71.60	
Self + 2 or more	\$90.60	\$36.18	\$108.53	

*These benefits are neither offered nor guaranteed under contract with the FEHB Program, but are made available to all enrollees and family members who become members of Kaiser Permanente.

Adding new locations near you



Map not to scale

What's new in Southern California

Hollywood Romaine Medical Offices:

New medical offices with adult primary care, pediatrics, ob-gyn, psychiatry, and more – scheduled to open late 2019.

Porter Ranch Medical Offices:

New medical offices making it easier for members to access care in the northwest San Fernando Valley – scheduled to open June 2019.

Irwindale Medical Offices:

New medical offices with podiatry, gastroenterology, ophthalmology, radiology, ambulatory surgery, lab, pharmacy, and more – scheduled to open October 2019.

City	Facility	Address
Kern County		
Bakersfield	● Central Medical Offices	3733 San Dimas St.
	● Chester Avenue Medical Offices	2531 Chester Ave.
	● Chester Avenue Medical Offices II	2620 Chester Ave.
	● Coffee Road Medical Offices	4801 Coffee Rd.
	● Discovery Plaza Medical and Administrative Offices	1200 Discovery Dr.
	● East Hills Medical Offices	3700 Mall View Rd.
	● Ming Medical Offices	8800 Ming Ave.
	□ San Joaquin Community Hospital – Emergency services*	2615 Chester Ave.
Tehachapi	● Stockdale Medical Offices	3501 Stockdale Hwy.
	● Tehachapi Medical Offices	1100 W. Tehachapi Blvd.
Los Angeles County		
Baldwin Park	■ Baldwin Park Medical Center	1011 Baldwin Park Blvd.
Bellflower	● Bellflower Medical Offices	9400 E. Rosecrans Ave.
	● Rosecrans Medical Offices	9333 E. Rosecrans Ave.
Carson	● Carson Medical Offices	18600 S. Figueroa St.
Cerritos	● Cerritos Medical Offices	10820 E. 183rd St.
City of Industry	● Crossroads Medical Offices	12801 Crossroads Pkwy. S.
Claremont	● Indian Hill Medical Offices	250 W. San Jose St.
Cudahy	● Cudahy Medical Offices	7825 Atlantic Ave.
Culver City	● Playa Vista Medical Offices	5620 Mesmer Ave.
Diamond Bar	● Diamond Bar Medical Offices	1336 Bridgeway Dr.
Downey	■ Downey Medical Center	9333 E. Imperial Hwy.
	● Garden Medical Offices	9353 E. Imperial Hwy.
	● Orchard Medical Offices	9449 E. Imperial Hwy.
Gardena	● Gardena Medical Offices	15446 S. Western Ave.
Glendale	● Glendale Medical Offices	444 W. Glenoaks Blvd.
	● Glendale Orange Street Medical Offices	501 N. Orange St.
Harbor City	■ South Bay Medical Center	25825 S. Vermont Ave.
Inglewood	● Inglewood Medical Offices	110 N. La Brea Ave.
Lancaster	□ Antelope Valley Hospital – Emergency services*	1600 W. Avenue J
	● Antelope Valley Medical Offices	615 W. Avenue L
	● Lancaster Medical Offices	43112 N. 15th St. W.
	● Women’s Health Office (Ob-Gyn)	44105 15th St. W.
Lomita	● Lomita Medical Offices	2081 Palos Verdes Dr.

*Affiliated plan facilities provide selected inpatient and/or outpatient hospital and emergency services.

■ Kaiser Permanente medical centers (hospital and medical offices)

● Kaiser Permanente medical offices
▲ Specialty facilities

□ Affiliated plan hospitals
○ Affiliated medical offices

City	Facility	Address
Long Beach	● Long Beach Medical Offices	3900 E. Pacific Coast Hwy.
Los Angeles	● Baldwin Hills–Crenshaw Medical Offices	3782 W. Martin Luther King Jr. Blvd.
	● Culver Marina Medical Offices	12001 W. Washington Blvd.
	● Downtown Los Angeles Hope Street Medical Offices	333 S. Hope St.
	● East Los Angeles Medical Offices	5119 E. Pomona Blvd.
	■ Los Angeles Medical Center	4867 W. Sunset Blvd.
	● South Los Angeles Medical Offices	1550 W. Manchester Ave.
	■ West Los Angeles Medical Center	6041 Cadillac Ave.
Lynwood	● Lynwood Medical Offices	3830 Martin Luther King Jr. Blvd.
Manhattan Beach	● Manhattan Beach Medical Offices	400 S. Sepulveda Blvd.
Mission Hills	● Mission Hills Medical Offices	11001 Sepulveda Blvd.
Montebello	● Montebello Medical Offices	1550 Town Center Dr.
North Hollywood	● North Hollywood Medical Offices	5250 Lankershim Blvd.
Norwalk	● Norwalk Medical Offices	12501 E. Imperial Hwy.
Palmdale	● Palmdale Medical Offices	4502 E. Avenue S
Panorama City	■ Panorama City Medical Center	13651 Willard St.
Pasadena	● Pasadena Medical Offices	3280 E. Foothill Blvd.
San Dimas	● San Dimas Medical Offices	1255 W. Arrow Hwy.
Santa Clarita	● Canyon Country Medical Offices	26415 Carl Boyer Dr.
	● Santa Clarita Medical Offices	27107 Tourney Rd.
	● Santa Clarita Medical Offices 2	26877 Tourney Rd.
Santa Monica	● Santa Monica Medical Offices	1450 10th St., 2nd Floor
Signal Hill	● Signal Hill Medical Offices	845 E. Willow St.
Torrance	● Torrance Medical Offices	20790 Madrona Ave.
West Covina	● West Covina Medical Offices	1249 S. Sunset Ave.
Whittier	● Whittier Medical Offices	12470 E. Whittier Blvd.
Woodland Hills	● Erwin Street Medical Offices	21263 Erwin St.
	■ Woodland Hills Medical Center	5601 De Soto Ave.

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■ Kaiser Permanente medical centers
(hospital and medical offices)

● Kaiser Permanente medical offices
▲ Specialty facilities

□ Affiliated plan hospitals
○ Affiliated medical offices

City	Facility	Address
Orange County		
Aliso Viejo	● Aliso Viejo Medical Offices	24502 Pacific Park Dr.
Anaheim	● Anaheim Hills Medical Offices	5475 E. La Palma Ave., Ste. 201
	● Anaheim Kraemer Medical Offices	3430 E. La Palma Ave., Bldg. 2 3460 E. La Palma Ave., Bldg. 1
	● Euclid Medical Offices	1188 N. Euclid St.
	● Lakeview Medical Offices	411 N. Lakeview Ave.
	■ Orange County–Anaheim Medical Center	3440 E. La Palma Ave.
Brea	● Brea Medical Offices	1900 E. Lambert Rd.
Foothill Ranch	● Foothill Ranch Medical Offices	26882 Towne Centre Dr.
Fullerton	○ West Fullerton Target Clinic (care provided by Kaiser Permanente)	1893 W. Malvern Ave.
Garden Grove	● Garden Grove Medical Offices	12100 Euclid St.
Huntington Beach	● Huntington Beach Medical Offices	18081 Beach Blvd.
Irvine	● Alton/Sand Canyon Medical Offices	6650 Alton Pkwy. 6670 Alton Pkwy.
	● Barranca Medical Offices	6 Willard
	■ Orange County–Irvine Medical Center	6640 Alton Pkwy.
La Habra	● La Habra Medical Offices	601 E. Imperial Hwy.
La Palma	● La Palma Medical Offices	5 Centerpointe Dr.
Mission Viejo	● Mission Viejo Medical Offices	23781 Maquina Ave.
San Juan Capistrano	● San Juan Capistrano Medical Offices	30400 Camino Capistrano
Santa Ana	● Harbor–MacArthur Medical Offices	3401 S. Harbor Blvd.
	● Santa Ana Medical Offices	1900 E. 4th St.
Tustin	● Tustin Ranch Medical Offices	2521 Michelle Dr.
Yorba Linda	● Yorba Linda Medical Offices	22550 Savi Ranch Pkwy.
Riverside County		
Corona	● Corona Medical Offices	2055 Kellogg Ave.
Indio	● Kaiser Permanente Indio Medical Offices	46-900 Monroe St.
	□ John F. Kennedy Memorial Hospital – Emergency services*	47111 Monroe St.
Moreno Valley	● Heacock Medical Offices	12815 Heacock St.
	■ Moreno Valley Medical Center	27300 Iris Ave.
	● Moreno Valley Medical Center – Medical Office Building 2	27200 Iris Ave.
Murrieta	● Murrieta Medical Offices	28150 Keller Rd.
	□ Rancho Springs Medical Center	25500 Medical Center Dr.

*Affiliated plan facilities provide selected inpatient and/or outpatient hospital and emergency services.

■ Kaiser Permanente medical centers
(hospital and medical offices)

● Kaiser Permanente medical offices
▲ Specialty facilities

□ Affiliated plan hospitals
○ Affiliated medical offices

City	Facility	Address
Palm Desert	● Kaiser Permanente Palm Desert Medical Offices	75-036 Gerald Ford Dr.
Palm Springs	□ Desert Regional Medical Center – Emergency services*	1150 N. Indian Canyon Dr.
	● Kaiser Permanente Palm Springs Medical Offices	1100 N. Palm Canyon Dr., Ste. 208
Riverside	● Meridian Medical Offices	14305 Meridian Pkwy.
	■ Riverside Medical Center	10800 Magnolia Ave.
Temecula	● Temecula Medical Offices	27309 Madison Ave.
	□ Temecula Valley Hospital	31700 Temecula Pkwy.
Wildomar	□ Inland Valley Medical Center	36485 Inland Valley Dr.
	● Wildomar Medical Offices	36450 Inland Valley Dr.
San Bernardino County		
Chino	● Chino Medical Offices	11911 Central Ave.
	● Chino Grand Medical Offices	3750-70 Grand Ave.
Colton	● Colton Medical Offices	789 E. Cooley Dr.
Fontana	■ Fontana Medical Center	9961 Sierra Ave.
	○ Fontana North Target Clinic (care provided by Kaiser Permanente)	15272 Summit Ave.
Joshua Tree	□ Hi-Desert Medical Center – Emergency services*	6601 White Feather Rd.
Ontario	■ Ontario Medical Center	2295 S. Vineyard Ave.
Rancho Cucamonga	● Rancho Cucamonga Medical Offices	10850 Arrow Rte.
Redlands	● Redlands Medical Offices	1301 California St.
San Bernardino	● San Bernardino Medical Offices	1717 Date Pl.
Upland	● Upland Medical Offices	1183 E. Foothill Blvd.
Victorville	● Victorville Medical Offices	14011 Park Ave.
San Diego County		
Bonita	● Bonita Medical Offices	3955 Bonita Rd.
Carlsbad	● Carlsbad Medical Offices	6860 Avenida Encinas
Carmel Valley	● Carmel Valley Medical Offices	3851 Shaw Ridge Rd.
El Cajon	● Bostonia Medical Offices	1630 E. Main St.
	● El Cajon Medical Offices	250 Travelodge Dr.
Escondido	● Escondido Medical Offices	732 N. Broadway
	□ Palomar Medical Center – Emergency services*	2185 Citracado Pkwy.
La Mesa	● La Mesa Medical Offices	8080 Parkway Dr.
	● Rancho San Diego Medical Offices	3875 Avocado Blvd.

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■ Kaiser Permanente medical centers (hospital and medical offices)

● Kaiser Permanente medical offices
▲ Specialty facilities

□ Affiliated plan hospitals
○ Affiliated medical offices

City	Facility	Address
Oceanside	● Oceanside Medical Offices	1302 Rocky Point Dr.
San Diego	● Carmel Valley Medical Offices	3851 Shaw Ridge Rd.
	● Clairemont Mesa Medical Offices	7060 Clairemont Mesa Blvd.
	▲ Garfield Specialty Center	5893 Copley Dr.
	● Otay Mesa Medical Offices	4650 Palm Ave. 4660 Palm Ave.
	● Point Loma Medical Offices	3250 Fordham St. 3420 Kenyon St.
	● Rancho Bernardo Medical Offices	17140 Bernardo Center Dr.
	■ San Diego Medical Center	9455 Clairemont Mesa Blvd.
	○ San Diego Mission Valley Target Clinic (care provided by Kaiser Permanente)	1288 Camino Del Rio N.
	● Vandever Medical Offices	4405 Vandever Ave.
	● Viewridge Medical Offices	5251 Viewridge Ct.
San Marcos	■ Zion Medical Center	4647 Zion Ave.
	● San Marcos Medical Offices	400 Craven Rd.
Vista	● Vista Medical Offices	780 Shadowridge Dr.
	○ Vista Target Clinic (care provided by Kaiser Permanente)	1751 University Dr.
Ventura County		
Camarillo	● Camarillo Medical Offices	2620 E. Las Posas Rd.
Oxnard	● Oxnard 2103 East Gonzales Road Medical Offices	2103 E. Gonzales Rd.
	● Oxnard 2200 East Gonzales Road Medical Offices	2200 E. Gonzales Rd.
Simi Valley	● Simi Valley Medical Offices	3900 Alamo St.
Thousand Oaks	● 145 Hodencamp Road Medical Offices	145 Hodencamp Rd.
	● 322 East Thousand Oaks Blvd Medical Offices	322 E. Thousand Oaks Blvd.
	● 365 E. Hillcrest Drive Medical Offices	365 E. Hillcrest Dr.
Ventura	□ Community Memorial Hospital of San Buenaventura – Emergency services*	147 N. Brent St.
	● Market Street Medical Offices	4949 Market St.
	● Ventura 888 South Hill Rd Medical Offices	888 South Hill Rd.
	● Ventura 1000 South Hill Rd Medical Offices	1000 South Hill Rd.

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■ Kaiser Permanente medical centers
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● Kaiser Permanente medical offices
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○ Affiliated medical offices

This is a summary of the features of the Kaiser Permanente health plan. Before making a final decision, please read the plan's Federal brochure (RI 73-822). All benefits are subject to the definitions, limitations, and exclusions set forth in the Federal brochure. The services listed on page 5 ("Healthy resources," except "Health classes") and on page 14 (eyewear and dental coverage) are neither offered nor guaranteed under contract with the FEHB Program, but are made available to all enrollees and family members who become members of Kaiser Permanente. This plan's RI brochure is available on the internet at kp.org/feds. A paper copy is also available, at no charge, by calling **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY, call **711**.

¹To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

²When appropriate and available.

³These features are available when you get care at Kaiser Permanente facilities.

⁴Kaiser Permanente improved blood pressure control in our Black/African-American members with hypertension, raised colorectal cancer screening rates in our Hispanic/Latino members, and improved blood sugar control in our members with diabetes. Self-reported race and ethnicity data are captured in KP HealthConnect, and HEDIS[®] measures are updated quarterly in the interregional CORE Datamart.

⁵Kaiser Permanente 2017 HEDIS[®] scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass[®] and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2017 and is used with the permission of NCQA. Quality Compass 2017 includes certain CAHPS[®] data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass[®] and HEDIS[®] are registered trademarks of NCQA. CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality.

⁶As a Kaiser Permanente member, you and your enrolled spouse (age 18 and over) are eligible to earn up to \$75 each in rewards. We will send you a Kaiser Permanente Health Payment Card 4 to 6 weeks after you complete your first activity, then load additional rewards when you complete your second activity. You must keep your card for use throughout the year and use rewards to pay qualified medical expenses by March 31 of the next calendar year. Go to kp.org/feds to learn more and get started.

⁷If you reasonably believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, call 911 or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your Plan brochure, RI 73-822.

⁸An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating.

⁹This 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.



Kaiser Foundation Health Plan, Inc.
1950 Franklin St.
Oakland, CA 94612

You're on your way to a healthier you

Having a good health plan is important. So is getting quality care.
With Kaiser Permanente, you get both.

Not a member yet?

For more information, visit kp.org/feds or call **1-855-366-8994**,
Monday through Friday, 7 a.m. to 5 p.m.

Open Season hours: Monday through Friday, 6 a.m. to 7 p.m.

Notice of Summary of Benefits and Coverage (SBC): Availability of Summary Health Information The Federal Employees Health Benefits (FEHB) Program offers numerous health benefits plans and coverage options. Choosing a health plan and coverage option is an important decision. To help you make an informed choice, each FEHB plan makes available a Summary of Benefits and Coverage (SBC) about each of its health coverage options, online and in paper. The SBC summarizes important information in a standard format to help you compare plans and options. This plan's SBC is available on the internet at kp.org/feds. A paper copy is also available, at no charge, by calling **1-800-464-4000**, 24 hours a day, 7 days a week. For TTY, call **711**. To find out more information about plans available under the FEHB Program, including SBCs for other FEHB plans, please visit opm.gov/insure.