



2024 Open Enrollment

**City of Los Angeles**

**Care for all that is you**

# Why choose Kaiser Permanente?



## High-quality, personalized care

- From routine checkups to complex treatments
- For your health goals, whether it's building strength or reducing stress
- To help you feel your best, mentally and physically



## Convenient access

- With 24/7 care by phone or video<sup>1</sup>
- On one app that makes care easy to manage
- At facilities that offer more services in one stop

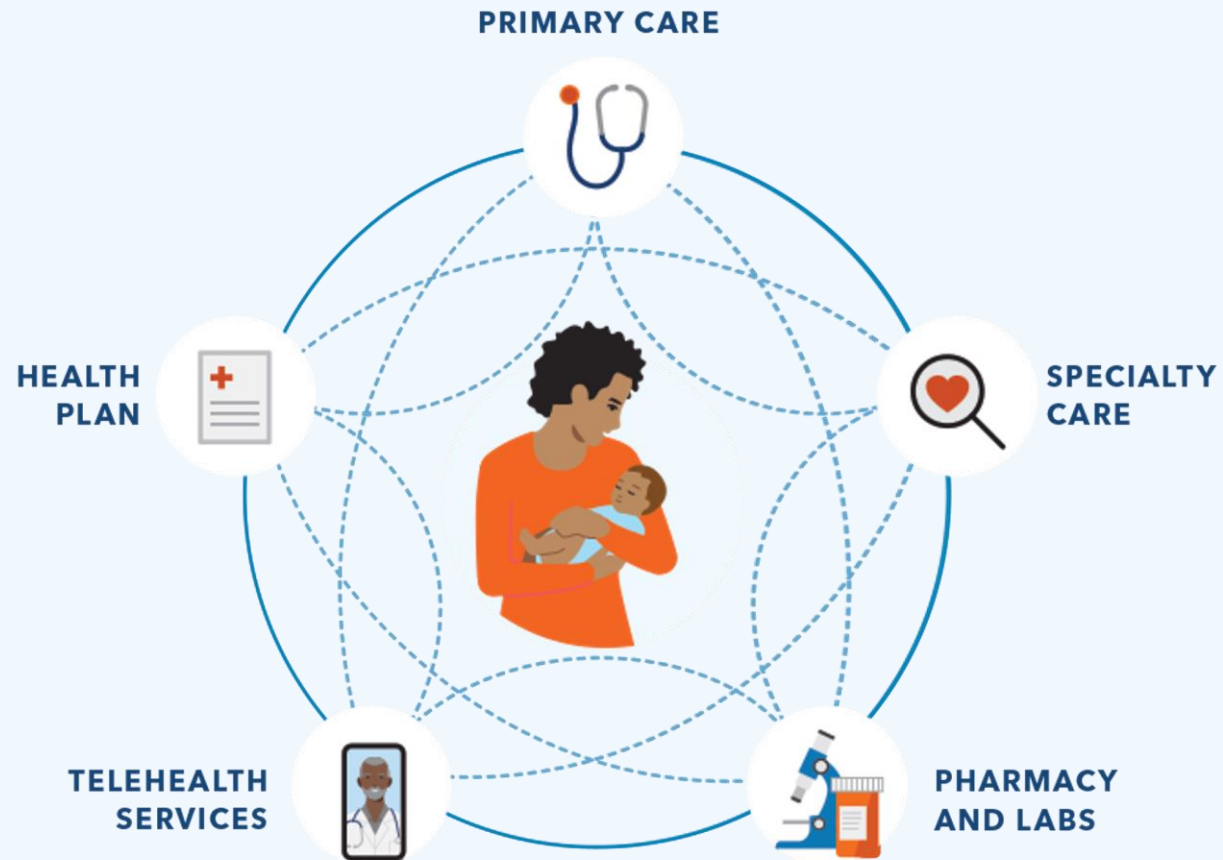


## Membership extras, including<sup>2</sup>

- Popular self-care apps available at no cost
- Acupuncture, chiropractic care, and massage therapy at reduced rates
- Classes, services, and programs for total health<sup>3</sup>

1. When appropriate and available. 2. 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. 3. Some classes may require a fee.

# 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.

# Choose your physician

## Choose the doctor that's right for you

- See physician bios to compare doctors
- Select your choice in real-time
- Find facility locations based on location, zip code, or city
- Choose your doctor based on what's important to you
- Change at any time



# New members

We guide you through each step of joining Kaiser Permanente, so, you can start getting the care you need from day one.



## 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](https://kp.org/newmember) to learn more.



# Summary of benefits

## Traditional HMO Plan (1/1/2024–12/31/2024)

<b>Yearly deductible</b>	None
<b>Maximum yearly out-of-pocket costs</b>	\$1,500 individual/\$3,000 family
<b>Covered service</b>	<b>You pay</b>
<b>Preventive care</b>	No charge
<b>Doctor's office visit</b>	\$15 copay per visit
<b>Telehealth visit</b>	No charge
<b>Lab tests and radiology</b>	No charge
<b>Outpatient surgery</b>	\$15 copay per procedure
<b>Hospitalization</b>	No charge
<b>Emergency care</b>	\$100 copay per visit
<b>Prescribed medications (up to a 30-day supply)</b>	Generic medications (Tier 1): \$10 copay Brand-name medications (Tier 2): \$20 copay Specialty medications (Tier 4): \$20 copay

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 convenient

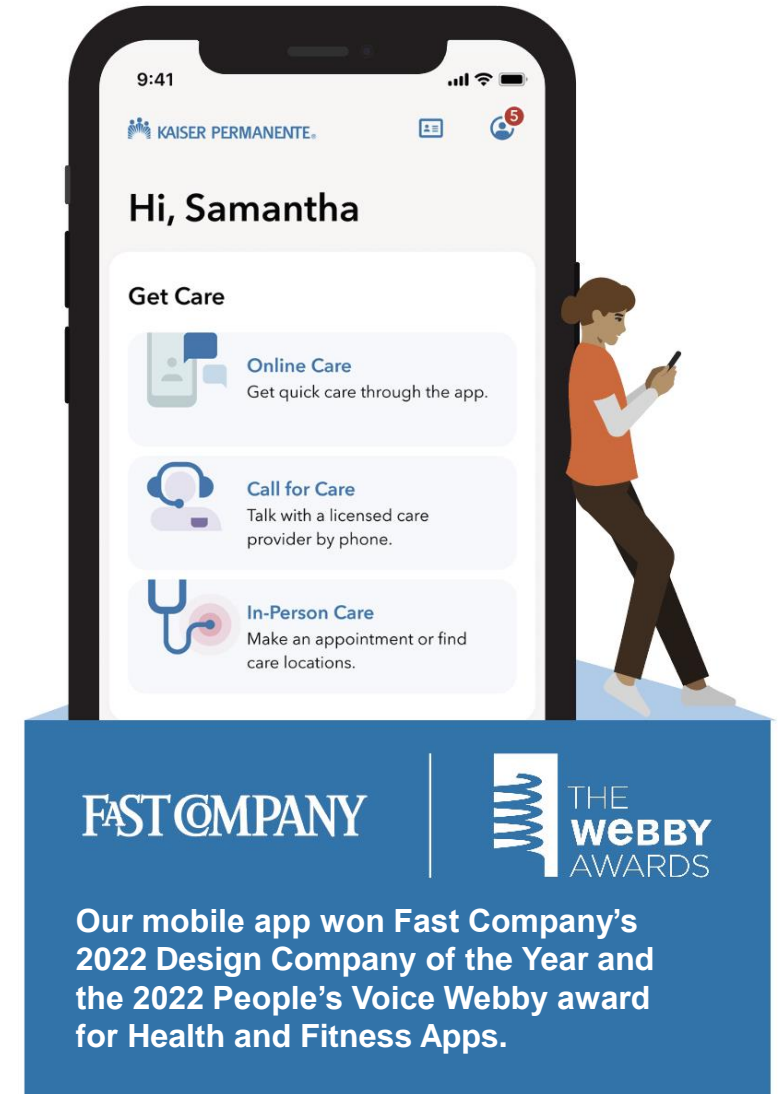
We make it easy to get high-quality care when and where you want it. No matter how you connect, you'll always talk with a medical professional who can see your health history and pick up where you left off.

Learn more at [kp.org/mobile](https://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.



## 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](https://kp.org/mentalhealth).



# 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.



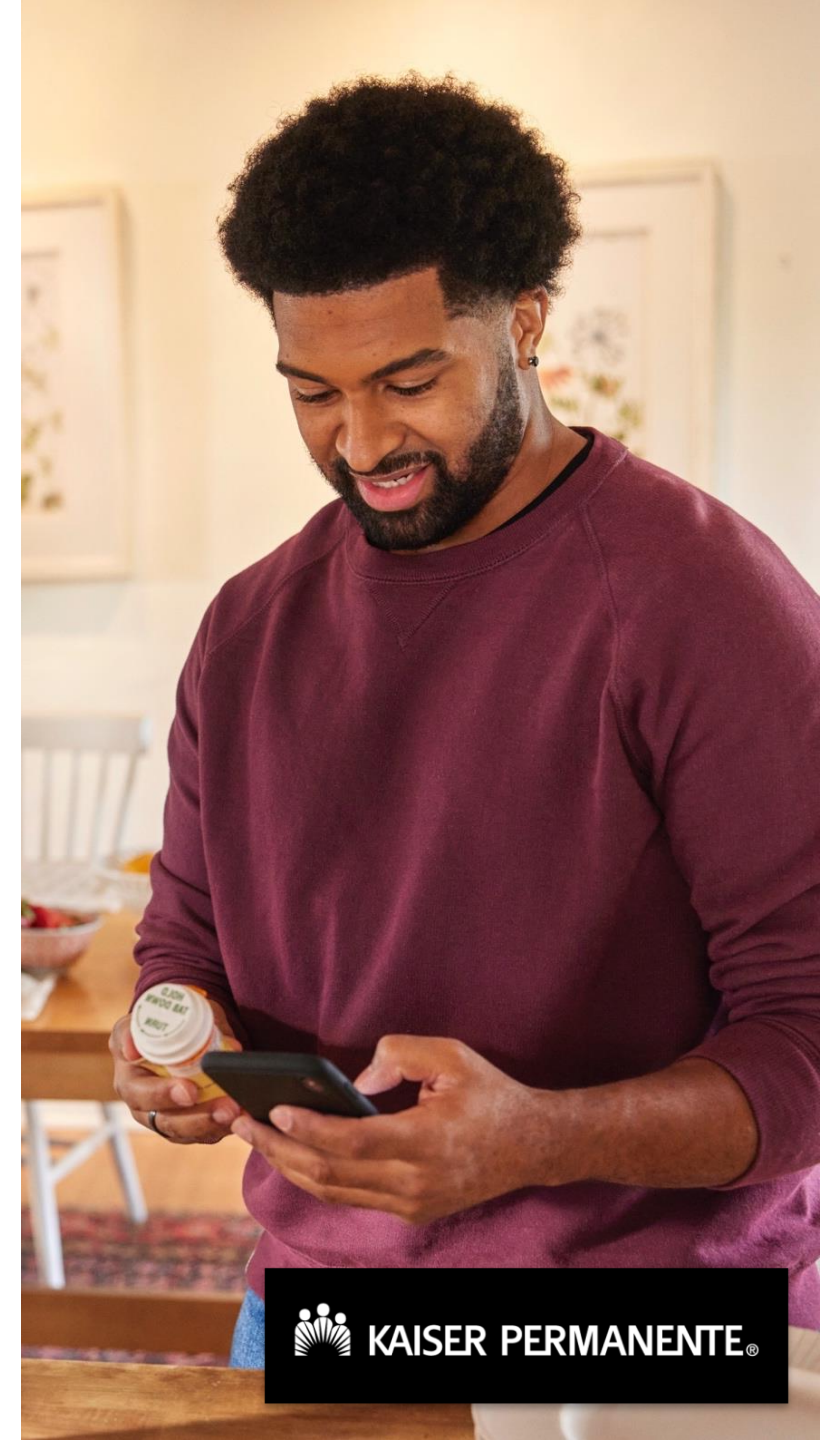
## Get your prescriptions:

- At any Kaiser Permanente pharmacy, including same-day pickup
- Delivered to your door with same-day or next-day delivery<sup>1,2</sup>

### 3 easy ways to get started

1. Visit [kp.org/pharmacy](https://kp.org/pharmacy)
2. Sign into the Kaiser Permanente App
3. Call **1-866-206-2983 (TTY 711)** Monday through Friday, 7:00 a.m. to 7:00 p.m. PT

**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](https://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.

# Care that's world class

No matter your needs — mental health, maternity, cancer care, heart health, and beyond — you'll have access to expert doctors, advanced technology, and the latest evidence-based care.

We're a national leader in screening rates and research, and we're among the top-rated health plans in every state we serve.<sup>1,2,3</sup>



## Kaiser Permanente members are:

 **33%**

more likely to survive heart disease<sup>4</sup>

 **52%**

more likely to survive colorectal cancer<sup>5</sup>

 **20%**

less likely to experience premature death due to cancer<sup>6</sup>

1. Kaiser Permanente 2022 HEDIS® scores. 2. 2021 Annual Report, Kaiser Permanente, [about.kaiserpermanente.org/who-we-are/annual-reports/2021-annual-report](https://www.kaiserpermanente.org/who-we-are/annual-reports/2021-annual-report). 3. NCQA's Private Health Insurance Plan Ratings 2022–2023, National Committee for Quality Assurance, 2022: Kaiser Foundation Health Plan of Colorado — HMO (rated 4 out of 5); Kaiser Foundation Health Plan of Georgia, Inc. — HMO (rated 4 out of 5); Kaiser Foundation Health Plan, Inc., of Hawaii — HMO (rated 4 out of 5); Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. — HMO (rated 5 out of 5); Kaiser Foundation Health Plan, Inc., of Northern California — HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan of the Northwest — HMO (rated 4 out of 5); Kaiser Foundation Health Plan, Inc., of Southern California — HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan of Washington — HMO (rated 4 out of 5). 4. Elizabeth A. McGlynn, PhD, et al., "Measuring Premature Mortality Among Kaiser Permanente Members Compared to the Community," July 20, 2022. 5. Theodore R. Levin, MD, et al., "Effects of Organized Colorectal Cancer Screening on Cancer Incidence and Mortality in a Large, Community-Based Population," *Gastroenterology*, November 2018. 6. See note 4.

# World Class Maternity Care

Expect great care when you're expecting



A dedicated prenatal care team



A personalized birth plan



Care and support every step of the way



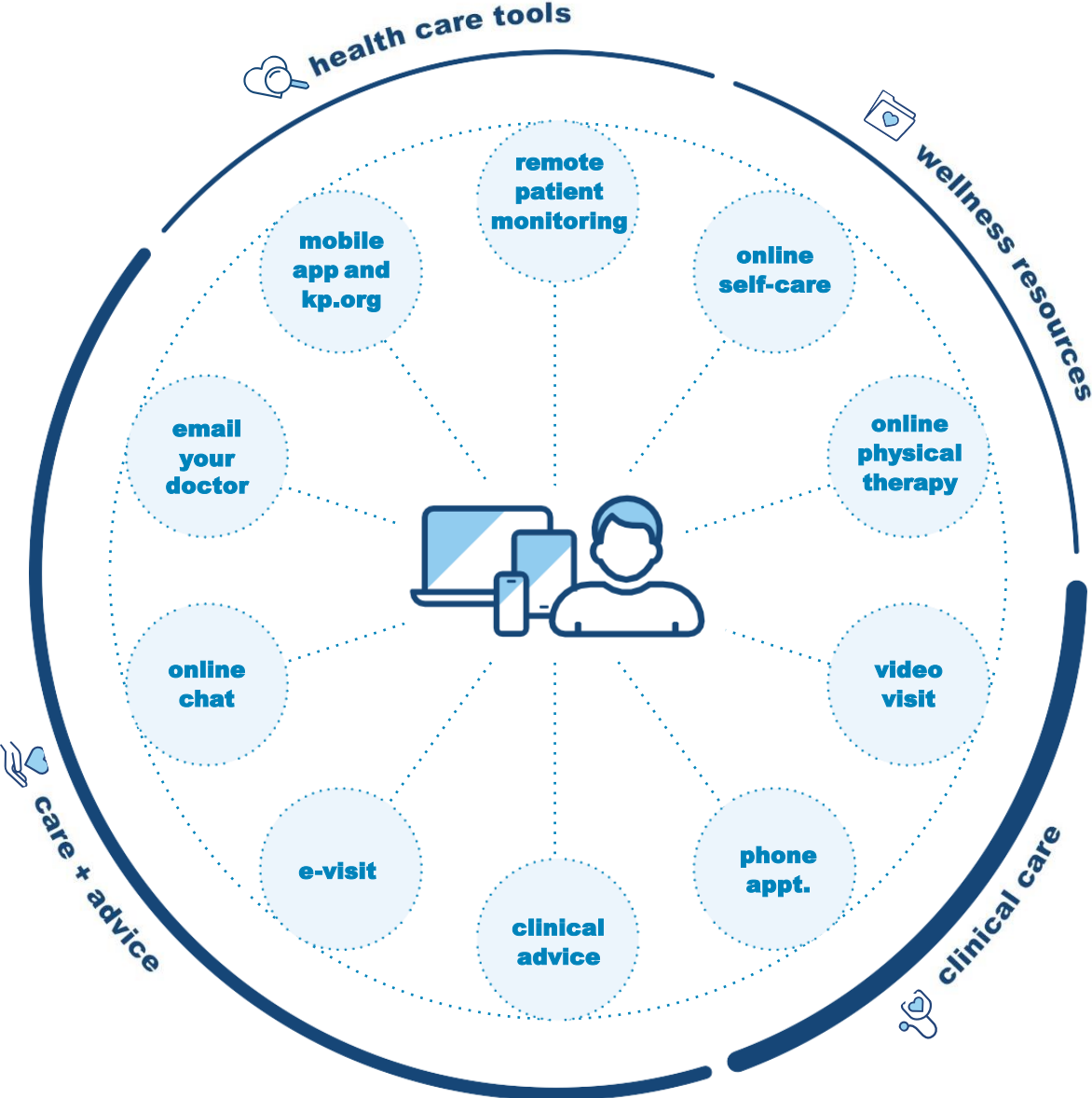
Support that doesn't stop at delivery

Learn more at [kp.org/maternitycare](https://kp.org/maternitycare).



# Telehealth options for our members

Members have many ways to get care — when and where it works for them. Primary care and specialty care are available through e-visits, phone or video visits, and more.



# Resources for everyday wellness

Take advantage of classes, services, and programs to help you achieve your health and fitness goals.<sup>1</sup> Visit [kp.org/health-wellness](https://kp.org/health-wellness) to learn more.



Acupuncture, massage therapy, and chiropractic care  
[kp.org/choosehealthy](https://kp.org/choosehealthy)



Wellness Coaching by Phone  
[kp.org/wellnesscoaching](https://kp.org/wellnesscoaching)



Reduced rates on gym memberships  
[kp.org/exercise](https://kp.org/exercise)



Online fitness with the ClassPass app  
[kp.org/exercise](https://kp.org/exercise)



Healthy lifestyle programs and classes<sup>2</sup>  
[kp.org/healthylifestyles](https://kp.org/healthylifestyles)



**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.



# Health education classes

Learn what you can do to improve your health.

Visit [kp.org/classes](https://kp.org/classes)

The programs and services we offer underscore our dedication to the promotion of health and the prevention of disease, not just treatment.

## Our Health Education Department offers:

- Health Classes and Resources
- Health Nutrition and Counseling
- Patient Education Videos
- Online Health tools



no cost to members



In-person or  
online



self-care and  
wellness resources

# Resources for self-care

You have access to self-care apps to help reduce stress, improve sleep, and manage overall mental wellness.<sup>1,2</sup>

Visit [kp.org/selfcareapps](https://kp.org/selfcareapps) to learn more.



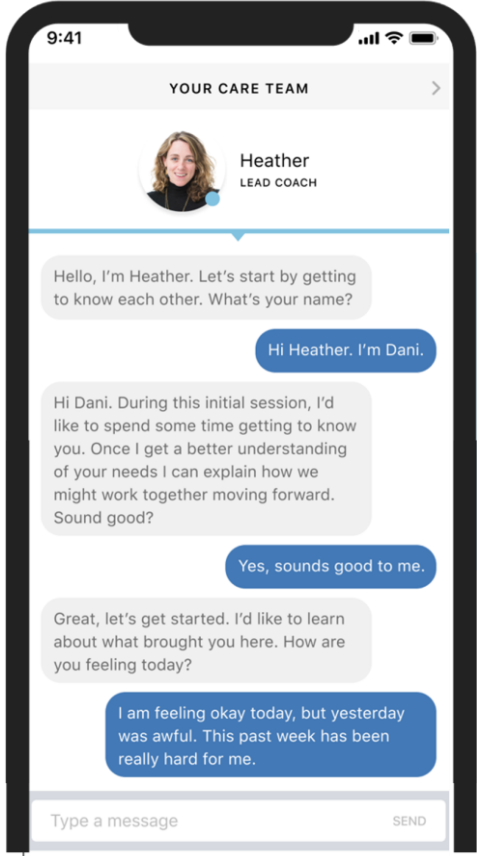
**Calm**  
The number one app for sleep and meditation



**Ginger**  
Text one-on-one with an emotional support coach anytime, anywhere.<sup>3</sup>



**myStrength**  
Build a personalized plan to strengthen your emotional health.



**47%**  
of users say  
Ginger helps  
with anxiety<sup>4</sup>

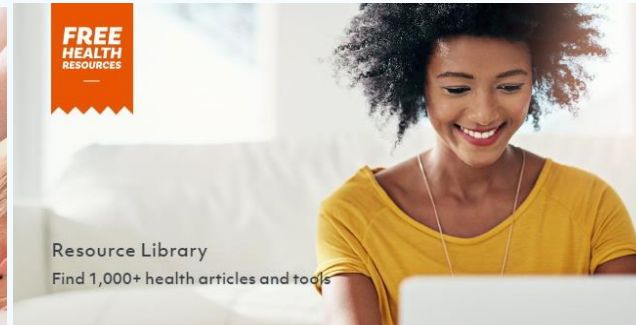
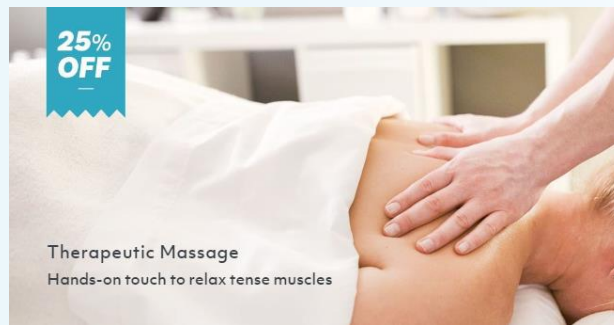
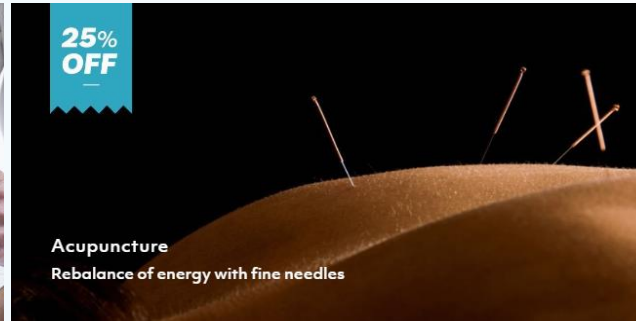
 **classpass** [kp.org/exercise](https://kp.org/exercise)

Get moving with fitness options that fit your schedule and lifestyle, including Pilates, dance, boxing, cardio, strength training, and yoga.

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.



# ChooseHealthy Program



## \$ Enjoy reduced rates

Get reduced rates on a variety of health-related products and services through The ChooseHealthy program. These include:

- Active&Fit Direct – members pay \$28 per month (plus a one-time \$28 enrollment fee) for access to a national network of more than 12,000 fitness centers
- Up to 25% off contracted provider's regular rates for:
  - Acupuncture
  - Chiropractic care
  - Message therapy

[kp.org/choosehealthy](https://kp.org/choosehealthy)



wellness resources



# Wellness coaching by phone

**Convenient, ongoing support from a specially trained health professional**

## **Many areas of focus**

Whether you want less stress or better sleep, wellness coaches can help. They're not mental health care providers, but they can set up an action plan to keep you motivated toward your health goals.

## **Convenient scheduling**

Phone sessions are available 5 days a week and typically last 20 minutes.

## **A dedicated partner in health**

The same coach will get to know you over multiple sessions — providing tailored guidance at whatever time and frequency works best for you.



no cost to members



by phone  
1-866-862-4295



self-care and  
wellness resources

# Healthy lifestyle programs

**Online health guidance** and action items to help build and reach health goals

## Health assessment

A quick, 10-minute survey will help us assess your health and medical history.

## Goal setting

Based on your answers, we'll help you choose some goals to focus on, like improving your mood, keeping stress in check, and sleeping better.

## Activity recommendations

We'll help you form better habits by suggesting a handful of activities you can fit into your daily or weekly routines.



**no cost to members**

 **KAISER PERMANENTE®**

# Food for health resources

Find easy and delicious healthy recipes! We make it easy to cook and eat wholesome food for a healthier life.

## Recipe library

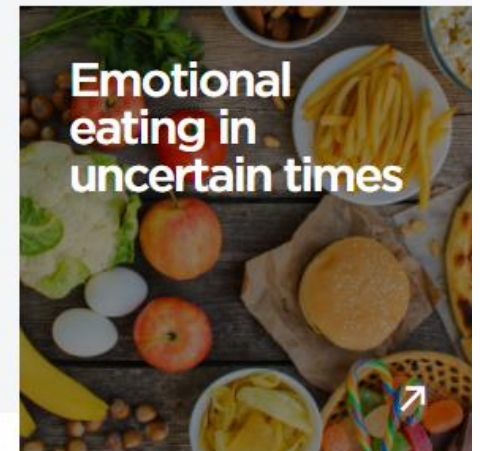
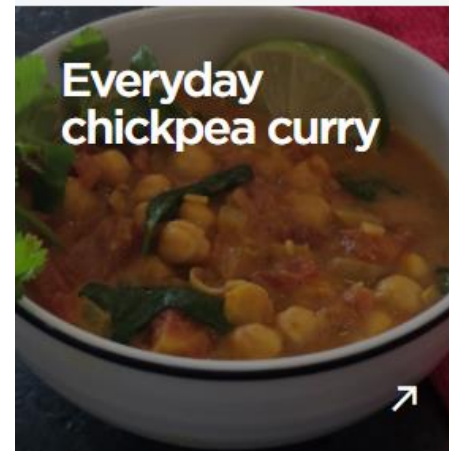
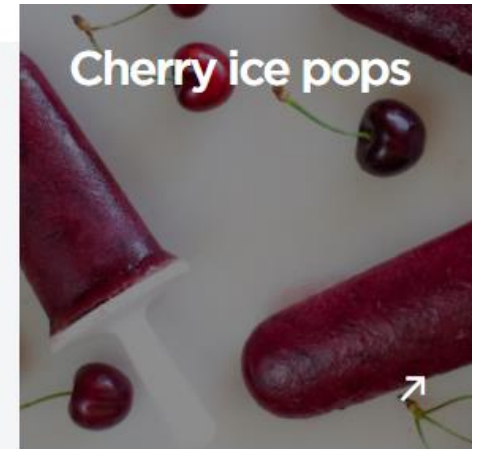
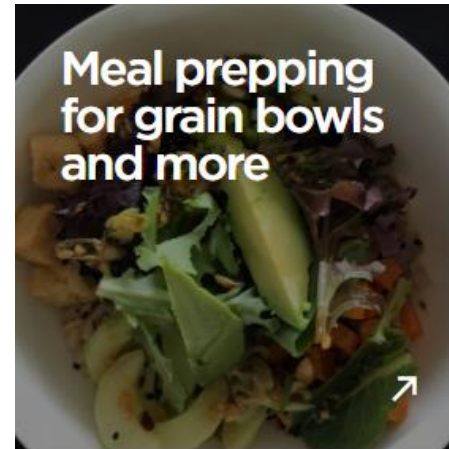
- 700+ Healthy Recipes
- Browse by season, appetizer, meals, and more

## Need nutrition advice?

- Meal Prepping
- Plant Based / Vegetarian Diet
- Nutrition when it comes to total health

**Start cooking healthy today!**

[kp.org/FoodforHealth](https://kp.org/FoodforHealth)



no cost to all



all devices



wellness resources



## Want to learn more?

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

Visit [my.kp.org/cityofla](https://my.kp.org/cityofla), a website just for City of Los Angeles Employees.



### 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

We have an advocate for you at City of Los Angeles to help with questions about your coverage, finding a doctor/location, information on added resources, online tools, and ways to seek care.

Tuesday through Thursday, 8:00 a.m. to 4:00 p.m. PT

Phone: [323-219-6704](tel:323-219-6704)

Email: [LACity.Advocate@kp.org](mailto:LACity.Advocate@kp.org)

Thank you