

2023 Open Enrollment

**City of Los Angeles**

# Find your healthy place

With care for all that is you



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# Care that meets you where you are

When you're a member, you get access to our doctors and facilities — conveniently located near where you live, work, and play. And when you can't come to us, you can get care virtually or have most prescriptions delivered.

117.8M

## VIRTUAL CONNECTIONS

between members and their care teams in 2021\*



12.6M

## MEMBERS

covered for care needs in mind and body



42.5M

## PRESCRIPTION DELIVERIES

to members' homes in 2021



23,656

## DOCTORS AND SPECIALISTS

connected to easily share the latest medical advancements



773

## HOSPITALS AND MEDICAL OFFICES

with many services often under one roof, so you can get everything done quickly



9

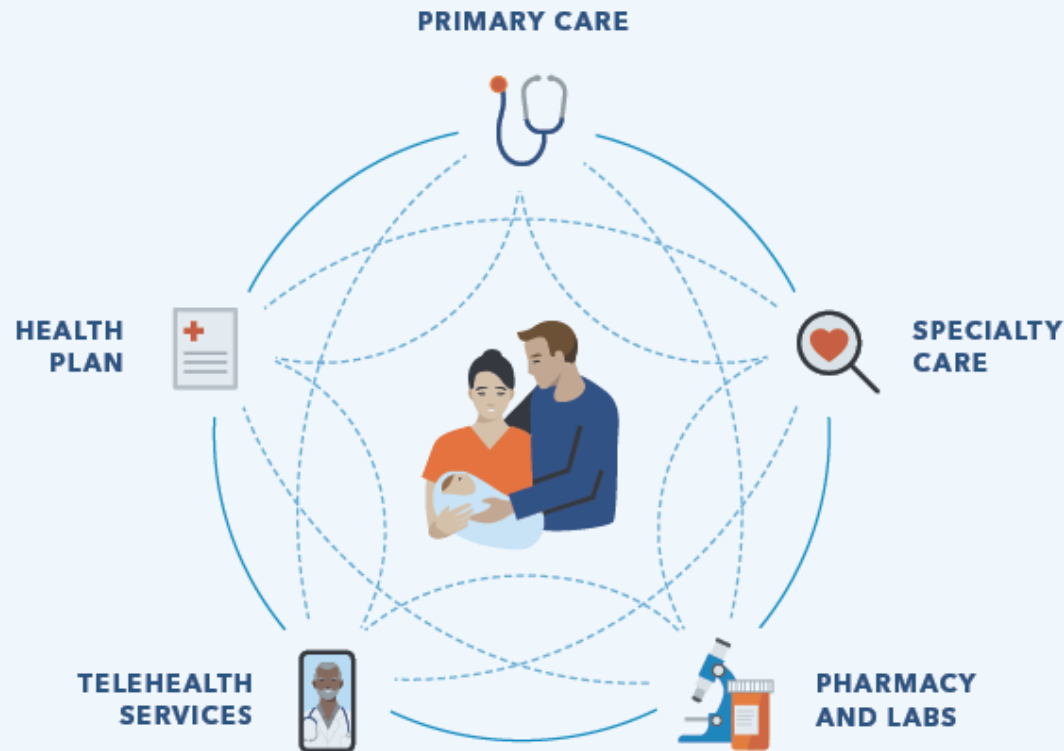
## AREAS

to get Kaiser Permanente care in person — California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, and Washington, D.C.



\*Source: Kaiser Permanente Telehealth Insights Dashboard. Doctor and facility counts include affiliated medical professionals and locations.

# It's easier to find your healthy place with connected care




We combine care and coverage:

- **Doctors**
- **Hospitals**
- **Health plan**

**Quality care with you at the center** – Your doctor will build a care plan based on your needs and work with your care team to deliver high-quality, personalized care.

 **Preventive care to keep you healthy**

 **Specialty care when you need it**

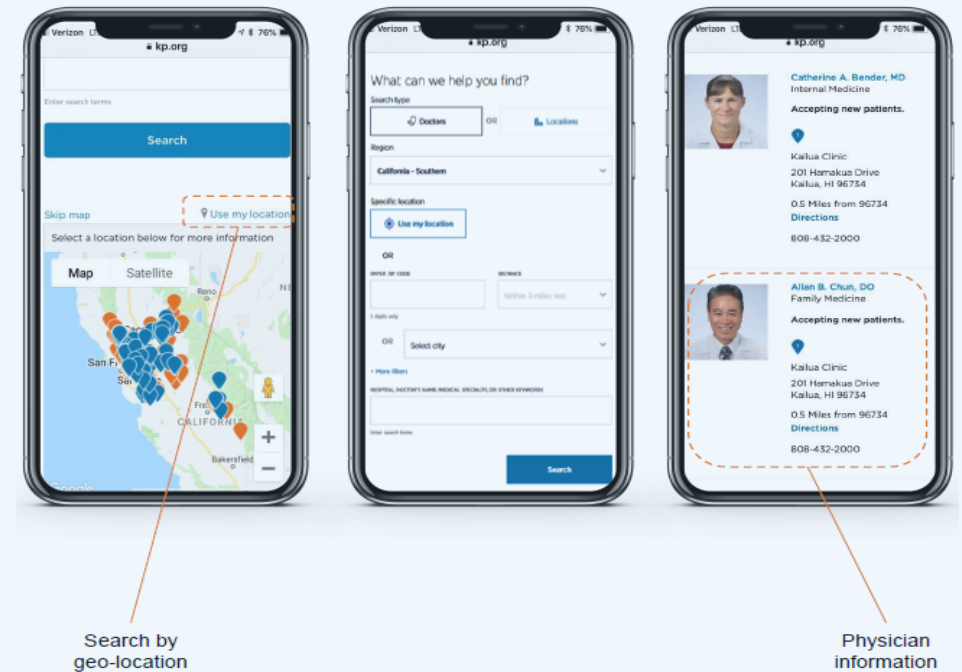
 **Support for ongoing conditions**

Care feels easier and faster and is centered around you.

# 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

- Choose your new doctor
- Transition your care and prescriptions seamlessly
- Get care on your schedule

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



# Summary of benefits

## Traditional HMO Plan (1/1/2023–12/31/2023)

|                                                       |                                                                                                                                       |
|-------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| <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                                                                                                                            |
| <b>Telehealth visit</b>                               | No charge                                                                                                                             |
| <b>Lab tests and radiology</b>                        | No charge                                                                                                                             |
| <b>Outpatient surgery</b>                             | \$15 copay                                                                                                                            |
| <b>Hospitalization</b>                                | No charge                                                                                                                             |
| <b>Emergency care</b>                                 | \$100 copay                                                                                                                           |
| <b>Prescribed medications (up to a 30-day supply)</b> | Generic medications (Tier 1): \$10 copay<br>Brand-name medications (Tier 2): \$20 copay<br>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*.

# Convenient ways to get what you need

Good health goes beyond the doctor's office. Manage your care 24/7 with the Kaiser Permanente app or at [kp.org](https://kp.org).<sup>1</sup>



## Stay on top of your health<sup>2</sup>

- Schedule or cancel vaccinations and routine appointments.
- Email your doctor's office with nonurgent questions.
- Order a COVID-19 self-test.
- See most test results.
- Read your doctor's notes.



## Fill prescriptions<sup>2</sup>

- Have most prescriptions delivered directly to your front door.<sup>3</sup>
- Get same-day or next-day delivery for an additional fee.<sup>4</sup>
- Order them for same-day pickup.

1. To use the Kaiser Permanente app, you must be a member registered on [kp.org](https://kp.org). 2. These features are available when you get care from Kaiser Permanente facilities. 3. Not all prescriptions can be mailed, restrictions may apply. Please check with your local pharmacy. 4. 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 prescriptions.







## Mental health services — care for the whole you

Your thoughts and feelings affect your overall well-being. We're committed to helping you achieve and maintain optimal health for your mind, body, and spirit.

- Get support for a wide range of conditions, like anxiety, depression, substance use disorder, 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 a wide range of 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).

# Manage your prescriptions

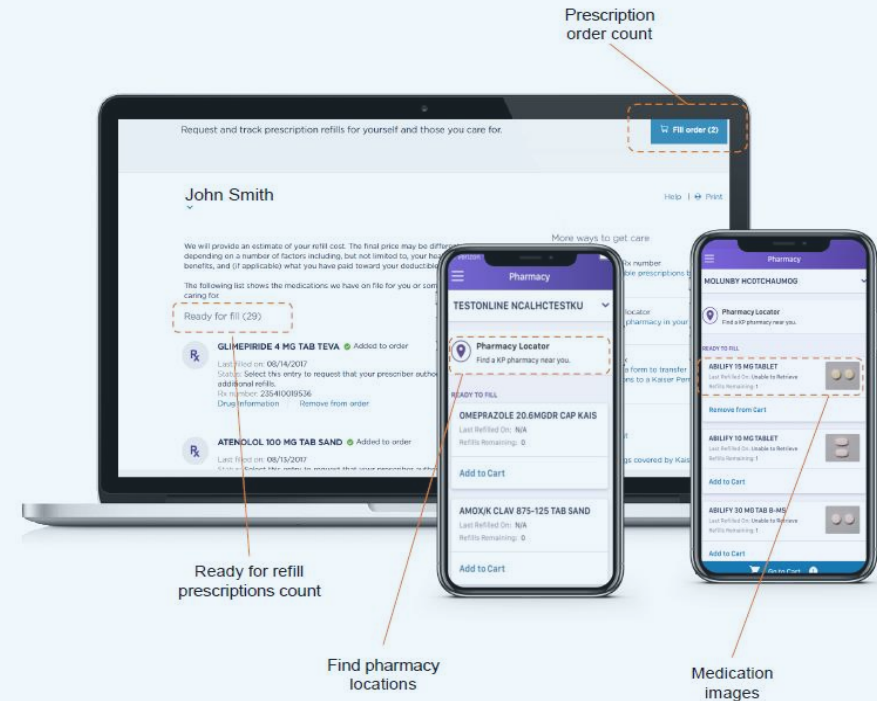
## Simple and convenient

- Order refills
- Pay for prescriptions
- Locate a pharmacy
- Find instructions on prescribed medication
- Review dispensed medication with images and a list of physical details

Get your prescriptions delivered to your door — quickly and conveniently

## 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





## Care while traveling

- If you get hurt or sick while traveling, you're covered for emergency and urgent care anywhere in the world.
- Get urgent care at a MinuteClinic (in select CVS and Target stores) or Concentra urgent care center and Cigna's PPO network when you're traveling outside a Kaiser Permanente area.
- We can also help you before you leave town by checking to see if you need a vaccination, refilling eligible prescriptions, and more. Just call us or go online:



24/7 Away from Home Travel Line: **951-268-3900\***  
or [kp.org/travel](https://kp.org/travel)

More information about how and when to use Cigna's extensive national directory of care providers, clinics, and hospitals is available on [kp.org/cigna](https://kp.org/cigna)

\*This 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 United States. 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.

# Specialty care you can trust

No matter what life throws your way, you can count on us. Get access to quality care from top doctors across a wide range of specialties. Here are a few areas where we lead the way.

## Cancer care

Hearing that you have a cancer diagnosis can be overwhelming. But no member — or doctor — goes it alone. A multidisciplinary team works with you and your family to determine the best approach to your treatment.

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

## Cardiac care

No 2 hearts are alike. There are many types of heart disease, and different people need different types of care. You and your doctor will make decisions about your care together, and you'll have guidance and support at every step.

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

## Maternity care

We're here for you before, during, and after the birth of your baby. As you prepare to welcome your new baby, we're here to give you the care and support you need for a happy, healthy pregnancy.

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



# Quality care when you need it

Same-day, next-day, and weekend appointments are available at most locations and by phone and video.<sup>1</sup>



Visit us in person at a location near you.



Talk to a health care professional by phone or video.<sup>1</sup>

## 24-hour virtual care on your schedule

If a trip to the doctor's office doesn't fit your schedule, it's easy to get fast, personalized support — daytime, nighttime, anytime.



- Schedule a phone or video visit with a doctor or clinician.<sup>1</sup>
- Get 24/7 care advice by phone.
- Use our e-visit questionnaire to get personalized care advice for certain conditions, order many tests, and get some prescriptions online.

1. When appropriate and available. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent licensed clinicians from providing care across state lines. Laws differ by state. 2. High deductible health plans may require a copay or coinsurance for phone and video visits.

## Save time and money

Telehealth is covered at no additional cost with most plans.<sup>2</sup>

# Phone appointment

High-quality care over the phone — just like an in-person visit.  
Great for minor health conditions, prescriptions, and referrals.

## 1. Make an appointment

You can schedule phone appointments on [kp.org](https://kp.org) and the Kaiser Permanente app or call the 24/7 advice line. Appointments are often on the same or next day.

## 2. Pick up the phone

We'll call you within a few minutes of your appointment time at the phone number provided.

## 3. Talk with a health care professional

You can explain your symptoms or health concerns to health care clinicians who know your medical history.



no cost to members



all devices



clinical care

 KAISER PERMANENTE®



# Video visit

## 1. Make an appointment

You can schedule video visits on [kp.org](https://kp.org) and the Kaiser Permanente app or call the 24/7 advice line. Appointments are often on the same or next day.

## 2. Ready with the right equipment

You need an Internet connection and a device with a camera and microphone.

## 3. Start the visit

Download the Kaiser Permanente mobile app or sign in to [kp.org](https://kp.org) during the appointment window to get started.



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all devices



clinical care





# Clinical advice

A 24/7 clinical concierge service that can help connect you with a doctor, schedule appointments, and offer personalized care guidance based on your needs.

- 1. Call 24/7 – 1-833-KP4-CARE (1-833-574-2273)**  
You have only one phone number to call, 24 hours a day, 7 days a week.
- 2. Get answers to common care questions**  
Learning how and where to get care, can help you save time and money.
- 3. If needed, make an appointment**  
You can get appointment recommendations based on condition.



no cost to members



by phone



care + advice







# Email your doctor's office

A secure way for you to get follow-up care by messaging their doctor's office with nonurgent questions.

## 1. Choose a device

You can send emails from our Message Center on [kp.org](https://kp.org) or the Kaiser Permanente app.

## 2. Email doctor's office

You can contact doctors, nurses, and specialists you've seen in the past. They'll get a reply usually within 2 business days.

## 3. Check the inbox

Every message is saved in a personal inbox, making receiving and reviewing messages easy.



no cost to members



all devices



care + advice





## E-visit

A personalized care plan — straight from a health care professional, entirely online. Great for minor health conditions and prescriptions.

### 1. Answer some health questions

You fill out a short questionnaire to help us learn more about your symptoms.

### 2. Get immediate next steps

Right after finishing, you receive online self-care resource and appointment recommendations.

### 3. Hear from a health care professional

Within about 2 hours, a clinician will provide a tailored treatment plan and prescriptions straight to your inbox on kp.org.



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all devices



care + advice

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# Mobile app and kp.org

Two easy ways to connect with care, track health history, and access health information.

## 1. Register or download

To manage your health online, you can register on [kp.org](https://kp.org) or download the [Kaiser Permanente app](#).

## 2. Connect with health online

Schedule appointments. Refill prescriptions. [Find doctors and locations](#). Available every day to every member.

## 3. Stay organized

Every encounter is saved online, making it easy to track lab results, doctor messages, past and upcoming appointments, and more.



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all devices



health care tools

 KAISER PERMANENTE®

# Added support to help you thrive<sup>1</sup>



ClassPass reduced rates on fitness classes  
[kp.org/exercise](https://kp.org/exercise)



Self-care apps Calm, myStrength  
[kp.org/selfcareapps](https://kp.org/selfcareapps)



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



Online healthy lifestyle programs, videos,  
podcasts, recipes, and more  
[kp.org/healthylifestyles](https://kp.org/healthylifestyles)



Reduced rates on specialty care services like  
acupuncture, chiropractic care, massage therapy,  
and gym memberships — Active&Fit Direct  
[kp.org/choosehealthy](https://kp.org/choosehealthy)



On-site health education classes and support  
groups<sup>2</sup>  
[kp.org/classes](https://kp.org/classes)



Seasonal farmers markets<sup>3</sup>  
[kp.org/farmersmarkets](https://kp.org/farmersmarkets)

**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. **3.** Not available in all areas. myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.



# 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

 KAISER PERMANENTE®

# Exercise and physical activity

## CLASSPASS

### ClassPass workouts

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

- **Reduced rates on fitness classes** – In-person classes from top fitness studios
- **Online video workouts at no cost** 4,000+ on-demand fitness classes

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



no cost to members



all devices



self-care and  
wellness resources

 KAISER PERMANENTE®



# Online self-care

A broad range of on-demand resources, including activities, health programs, articles, and more.

## 1. Visit [kp.org/selfcare](https://kp.org/selfcare)

Most self-care and wellness resources are available to everyone, even without signing into an online account.

## 2. Explore health topics

You have unlimited access to information on medical conditions, symptoms, and prescriptions to boost your knowledge and start building healthy habits.

## 3. Take action

Online programs and tools give you an easy way to reach your health goals, like losing weight, reducing stress, and more.



no cost to all



all devices



wellness resources

 KAISER PERMANENTE®

# Mental health and wellness apps

Digital mental health support — praised by professionals and users alike



Build mental resilience, reduce stress, and experience better sleep alongside 70 million other active users.



Set mental health goals, track progress, and get support managing depression, anxiety, and more.

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



no cost to members



all devices



self-care and  
wellness resources

 KAISER PERMANENTE®





# 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**



**all devices**



**self-care and  
wellness resources**

 **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

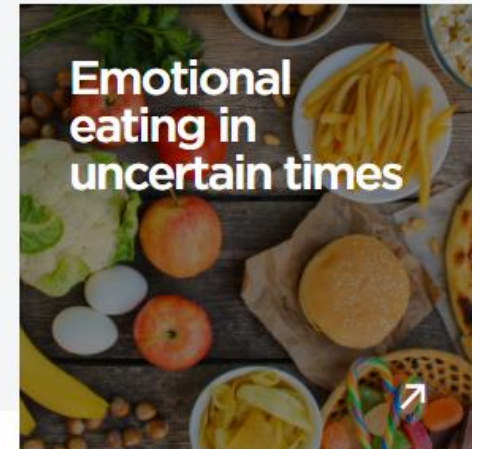
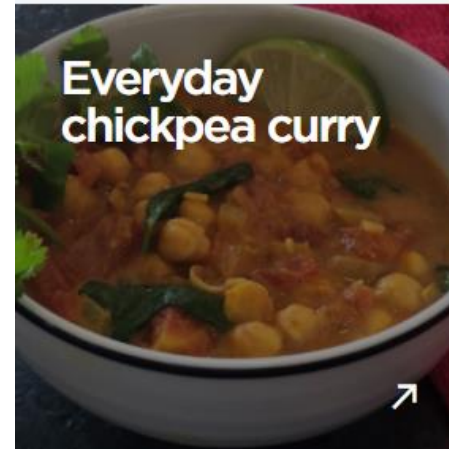
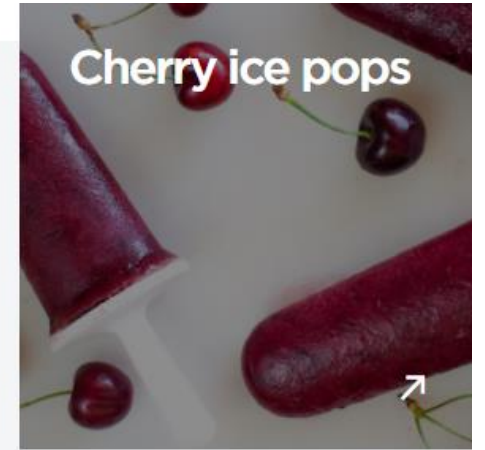
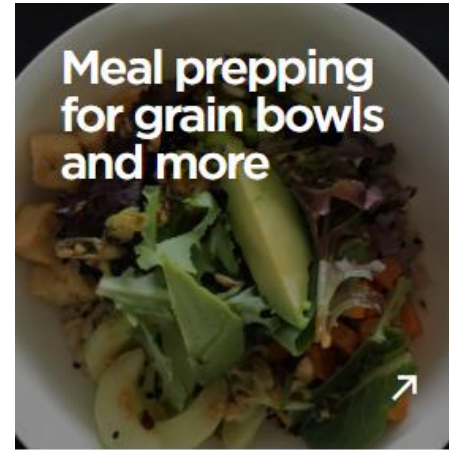
- 700+ Healthy Recipes
- Browse by season, appetizer, meals, and more

## 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