

Healthy together

Care and coverage that fit your life

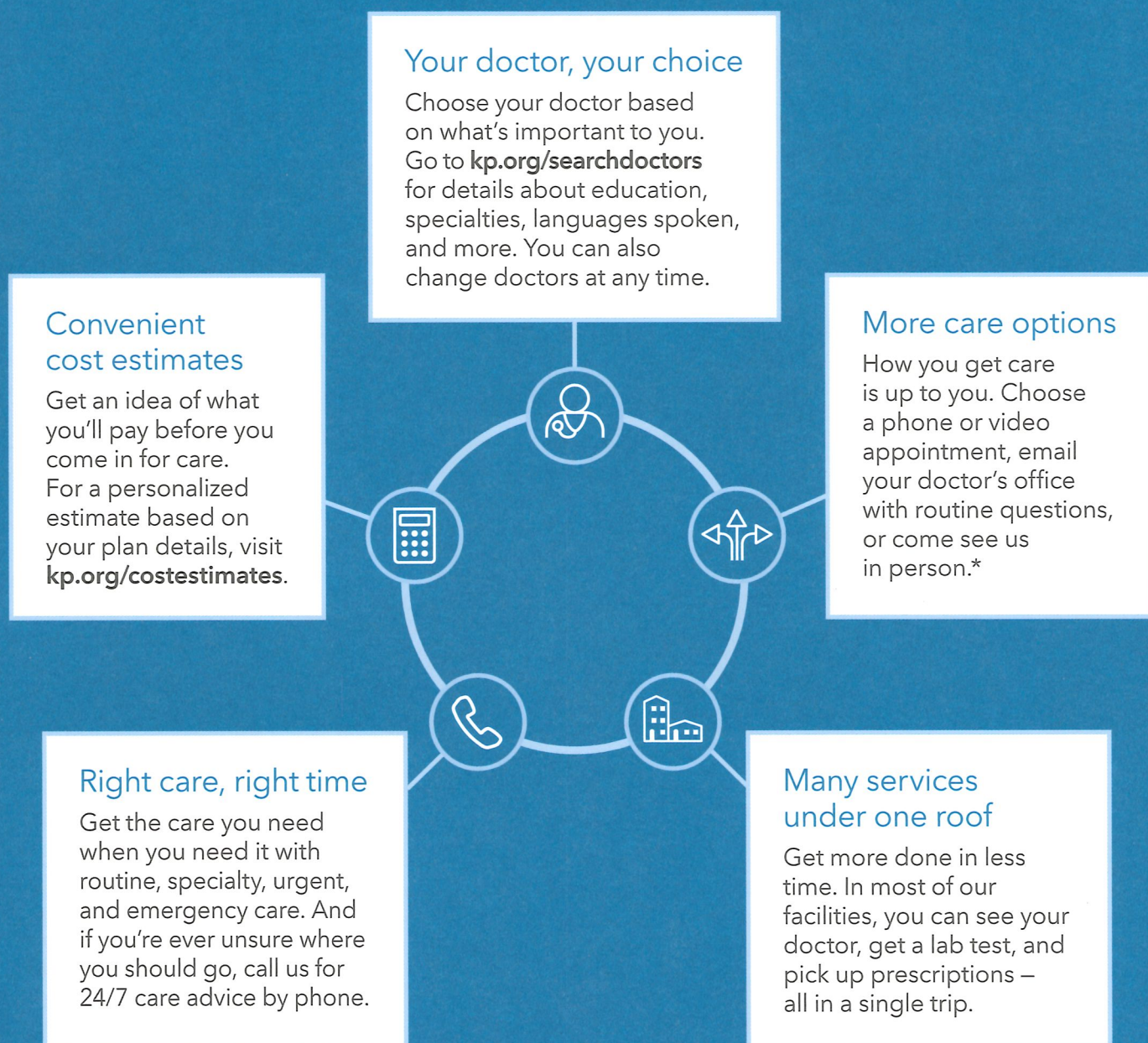


kp.org

2018 Enrollment
Oregon and Southwest Washington (Clark and Cowlitz Counties)

All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.
500 NE Multnomah St., Suite 100, Portland, OR 97232.

Welcome to care that fits your life



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

Experience the Kaiser Permanente difference

To help yourself be healthy, you need quality care that's personalized, coordinated, and accessible. At Kaiser Permanente, care and coverage come together – so you can get everything you need to help stay on top of your health in one convenient package.

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3 easy steps to get started!



Step 1: Choose your doctor – and change anytime

Getting you connected with a doctor who suits your individual needs is the first priority. Choose from a wide range of doctors. And, remember – you can change for any reason, at any time. Browse our online doctor profiles at kp.org/newmember and see how patients rate our doctors at kp.org/doctorreviews/nw. Call us at **1-888-491-1124 (TTY 711)**, Monday through Friday, 7 a.m. to 8 p.m., and Saturday, 8 a.m. to 4:30 p.m., if you want help choosing a doctor.



Step 2: Register on kp.org

Next, let's get you plugged in to your online gateway to health – **kp.org**. Once your coverage begins, you can register on **kp.org** and start using the many convenient features. You can email your provider with nonurgent questions, schedule routine appointments, refill most prescriptions, and even schedule a video visit from anywhere you are.*

Registering is easy! Go to **kp.org/newmember** from a computer (not a mobile device) and follow the sign-on instructions.



Step 3: Get prescriptions

Finally, we'll help you transition your prescriptions to Kaiser Permanente. We make it easier with just a call or a click. Have your prescription information handy, and we'll help you take care of the rest. Simply give us a call at **1-888-491-1124 (TTY 711)**, Monday through Friday, 7 a.m. to 8 p.m., and Saturday, 8 a.m. to 4:30 p.m., or go to **kp.org/newmember** and follow the steps.



Tip for getting started:

Have your specialist info and a list of your current prescriptions on hand when you contact our New Member Welcome Desk – we'll be able to help you faster.

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



New member care transition

Our goal is to help determine your unique needs and connect you with the right doctors, specialists, and prescription medications to effectively manage your care transition. This new member process allows us to help manage the administrative tasks so your first interactions with our doctors are more useful.

Types of medical needs our New Member Welcome Desk can help with:



COMMON NEEDS

- Choose a doctor.
- Schedule a routine appointment.
- Transfer prescriptions.

Also available 24/7 for self-service at kp.org.

PARENT AND CHILD NEEDS

- Select a pediatrician or family practice doctor.
- Transfer records and health history.
- Transfer prescriptions.
- Schedule vaccinations.

SPECIALTY CARE NEEDS

- Connect with specialists such as oncologists, neurologists, and dermatologists.
- Connect with mental health professionals.
- Choose an ob-gyn and pediatrician.
- Determine durable medical equipment needs.

COMPLEX MEDICAL NEEDS

- Connect with specialty care for conditions such as cancer, renal disease, pre-/post-surgery, and transplants.
- Connect with a pharmacy for specialty prescriptions.

When to call our New Member Welcome Desk:

Help is available at **1-888-491-1124 (TTY 711)**, Monday through Friday, 7 a.m. to 8 p.m., and Saturday, 8 a.m. to 4:30 p.m.

- Are you working with a health care professional to manage your medical conditions or achieve your health goals?
- Have you recently had or are you scheduled for an upcoming surgery?
- Are you currently taking any prescriptions or using any medical equipment?
- Are you on a treatment plan that you would like to continue at Kaiser Permanente?
- Are you currently pregnant?



If you have any other questions or want help getting started, give us a call. We're here to help.



Your care, your way

Get care where, when, and how you want it. With more options to choose from, it's easier to stay on top of your health.

Choose how you connect to care



Email

Email your doctor's office anytime with nonurgent questions. You'll usually get a response within 2 business days – if not sooner.



Video

For some conditions, you can meet face-to-face online with your doctor on your computer, smartphone, or tablet. Learn more at kp.org/mydoctor/videovisits.



Phone

You may be able to save a trip to the doctor's office by having a phone appointment instead. We also offer care guidance and advice by phone 24/7.



In person

Most of our locations have many services under one roof, so you can see your doctor, get lab services or X-rays, and pick up a prescription – all in the same trip.

Save time and manage your health your way



Online

Stay on top of your care at kp.org. Once you're registered, you can view your medical record, refill most prescriptions, schedule routine appointments, and more.



In app

Manage your care anytime, anywhere. Access many of the features on kp.org with the Kaiser Permanente app.* Learn more at kp.org/mobile.

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



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 – anywhere, anytime.* You can get care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.

Examples include: chest pain or pressure that may move to the arm, neck, back, shoulder, jaw, or wrist; severe stomach pain that comes on suddenly; severe shortness of breath; decrease in or loss of consciousness.



Urgent care

If you have urgent care needs, we're here for you. You can walk in or get care where you are by making a same-day video or telephone appointment. You can also call our advice nurses, who will assess your situation and help you decide what to do.

Examples include: minor injuries, including sprains and falls; minor backaches; flu symptoms; sore throats; coughs; earaches.

[For a list of urgent care locations, please see the facilities map on pages 12-13.](#)



Specialty care

We have one of the largest multispecialty medical groups in the country, so when you need specialty care, your personal doctor will help coordinate your care with specialists. You don't need referrals for certain specialized departments, including obstetrics-gynecology, psychiatry, and drug dependency services.



24/7 nurse advice

If you're not sure what kind of care you need, you can call our advice nurses anytime at **1-800-813-2000 (TTY 711)**. They'll help you figure out what type of care is best for your symptom or condition, help you decide where to go for care, and even schedule a routine appointment for you, if appropriate.

*If 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 *Evidence of Coverage*.



Care when and where you need it

It's easy for you and your family to get the care you need when you need it. There are many Kaiser Permanente facilities in your area, offering convenient hours and a wide range of care and services.



Convenient care near you

With multiple locations to choose from, it's easy to find one near home or work. You can also see different doctors at different locations – whatever works best for you.



Many services under one roof

Most of our facilities offer a variety of care and services, so you can take care of several health care needs in one visit. You can see your doctor or specialist, get a lab test or an X-ray, and pick up your medications – all without leaving the building.



Finding the right location

Choosing a convenient place to get care can be simple – just hop online or grab your smartphone.

- Visit **kp.org/facilities** to search by ZIP code, keyword, or the type of service you need.
- Search on your smartphone with the location finder on the Kaiser Permanente app.*

For a list of locations, please see the facilities map on page 12.



Getting care anytime, anywhere

Making an appointment

Scheduling routine appointments is quick and convenient at **kp.org** or via the Kaiser Permanente app.* You can view or cancel upcoming appointments and see details on past visits. You can also call Member Services at **1-800-813-2000** (TTY **711**), and we'll help you get an appointment. In many cases, if you call before 3 p.m., you may be able to get a same-day appointment.

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



Care when and where you need it

We want you to access quality care when you need it, so we're building new facilities and collaborating with other providers to make getting care more convenient.



Care away from home

Care while traveling

If you get hurt or sick while traveling, we'll help you get care. We can also help you before you leave town by checking to see if you need a vaccination, a prescription refill, and more. Just call our 24/7 Away from Home Travel Line at **951-268-3900** or visit [kp.org/travel](https://www.kp.org/travel).

Visiting member care

You can get care in all or parts of California, Colorado, Georgia, Hawaii, Maryland, Virginia, Washington, and Washington, D.C. as a visiting member. Call our Away from Home Travel Line at **951-268-3900** and let them know you plan to visit another Kaiser Permanente service area for care.

Dependent children are covered for routine, continuing, and follow-up care when they are temporarily residing outside the service area. We also cover urgent and emergency care.



The Portland Clinic

Through our collaboration with The Portland Clinic, you also have access to 6 additional medical offices throughout the Portland metro area. Costs are the same for covered services whether you seek care from Kaiser Permanente or The Portland Clinic,* and services not offered by The Portland Clinic can be performed at Kaiser Permanente facilities. To make an appointment, call The Portland Clinic at **503-223-3113**.



Care Essentials® by Kaiser Permanente

You also have the option to visit our Care Essentials clinic for treatment of minor illnesses and injuries, routine care, sports physicals, and checkups. With evening and weekend hours, it's care that fits your schedule. Call **1-855-235-0491** to schedule an appointment and visit [careessentials.org](https://www.careessentials.org) for more information.

*Exceptions include members on Medicaid, receiving full financial assistance, or visiting from another Kaiser Permanente region.



Great care, great results

From preventive screenings that help keep you healthy to quality care if you get sick, we've got you covered.



Preventive care to help keep you healthy

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

Your electronic health record plays a vital role – all your preventive care services are tracked in the system, which triggers automatic reminders when you're due for your next screening. We'll let you know when to come in, and you're free to focus on living your life.



Specialty care when you need it

Preventive care can help keep you healthy, but we're also here for you if you get sick or need specialty care.

From high-quality maternity care to treatment for cancer, heart problems, and more, you get skilled 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 to help you get the care you need to continue living life to the fullest.

Similarly, if you need mental health and wellness services, we'll help you get care.



A leader in clinical quality

In 2017, Kaiser Permanente led the nation in 20 care quality measures, including prevention and screenings, cardiovascular care, and comprehensive diabetes care.¹ Learn more at thrive.kp.org/quality.

Kaiser Permanente received NCQA top ratings for plans in Oregon and Washington in 2017.²

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

¹Kaiser 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.

²NCQA is a private, nonprofit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA's HEDIS® reporting system (Healthcare Effectiveness Data and Information Set) is the most widely used performance measurement tool in health care. HEDIS® is a registered trademark of NCQA.



Quality care with you at the center

Our physician-led care teams work together to help 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. View doctor profiles on kp.org to learn more.

No matter which personal doctor you choose, you'll be in highly skilled, experienced hands – and your health is their chief concern.

The Society of Thoracic Surgeons gave its highest rating to the Center for Heart and Vascular Care at Kaiser Permanente Sunnyside Medical Center, based on performance for adult heart bypass and valve replacement surgeries.¹



Choosing a doctor – your partner in health

We make it easy to find the doctor who's right for you. Select one doctor for your whole family or a different doctor for each family member. Having a good relationship is important because your primary care physician is 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 help 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.

Our integrated system helps make sure nothing gets missed or forgotten, and you get personalized care.



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.² To deliver care that's sensitive to all cultures, ethnicities, and lifestyles, we:

- Focus on hiring doctors and staff who speak more than one language
- Offer telephone interpretation services in more than 150 languages
- Provide 5 Salud en Español modules where members will interact with Spanish speakers from beginning to end – from reception to nurses to doctors

¹The Society of Thoracic Surgeons' comprehensive rating system allows for comparisons regarding the quality of cardiac surgery among hospitals across the country. Approximately [10%] of hospitals receive the "3 star" rating, which denotes the highest category of quality. Rating based on an analysis of national data covering the period from June 2010 through June 2017. <http://www.sts.org/quality-research-patient-safety/sts-public-reporting-online>.

²Through our culturally responsive care programs, we've improved health outcomes among diverse populations for conditions like high blood pressure, diabetes, and colon cancer. We improved blood pressure control in our black/African-American members, raised colon cancer screening rates in our Hispanic/Latino members, and improved blood sugar control (HbA1c levels under 9%) in our Hispanic/Latino and black/African-American members with diabetes. Self-reported race and ethnicity data are captured in Kaiser Permanente HealthConnect®, and HEDIS® measures are updated quarterly in the interregional CORE Datamart.



Get more from your health plan

Good health goes beyond the doctor's office. That's why we offer so many convenient resources to our members. Explore them all, and choose the ones that fit your life.

Tools and resources for good health



Online wellness tools

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



Healthy lifestyle programs

Connect to better health with programs to help you lose weight, quit smoking, reduce stress, and more – all at no additional cost. Learn more at kp.org/healthylifestyles.



Personal wellness coaching

Get help reaching your personal health goals, sign up for health classes, get support on a variety of wellness topics, and work one-on-one with a wellness coach by phone at no additional cost. Find out more at kp.org/healthengagement.



Mail-order prescriptions

Skip the pharmacy line and have your medications delivered to your home. There is no additional cost for shipping, and most members save one copay on a 90-day supply. New and refill prescriptions qualify. Visit kp.org/pharmacy to sign on and manage your prescriptions.

Extra value discounts for members

At Kaiser Permanente, you can enjoy discounted online tools, classes, programs, and activities that can help keep you happy and healthy. Visit kp.org/memberdiscounts for more information.



CHP Active and Healthy

This program helps you and your family save money on your favorite healthy, fun, and stress-relieving activities.

Explore the below options and more at chpactiveandhealthy.com.

Outdoor and adventure

Save on rock-climbing gyms, outdoor schools, guided fishing trips, ski rentals, and other activities that will get you out and about.

Arts and culture

Get discounts that will help you explore local museums, gardens, art galleries, and performing arts centers. You can also save on music lessons and get discounted movie tickets.

Exercise

From boot camps, martial arts classes, and health and fitness clubs, to aquatic centers, dance studios, and personal training lessons, you'll save on a host of exercise-related memberships and services.

Eating well

You'll find deals on cooking classes, nutritional supplements, weight management services, gardening supplies, and more.



Alternative care and chiropractic

Get discounts on naturopathic medicine, chiropractic care, massage, and other alternative therapies from providers belonging to The CHP Group network. Visit chpgroup.com.



ChooseHealthy™

With the ChooseHealthy program, you can continue on the road to better health. ChooseHealthy is an online resource for health information, health and fitness tools, and discounts on health products. This program is available at no additional cost to you. Learn more at kp.org/choosehealthy.

- Plan your meals for the month with meal plans that are suited to your tastes, fitness level, and weight goals.
- Get personalized cardio and strength training plans based on your fitness goals.
- Get savings like membership discounts and initiation fee discounts at more than 100 fitness clubs, yoga studios, and exercise centers from Longview, Washington, to Eugene, Oregon.

These products and services are provided by entities other than Kaiser Foundation Health Plan of the Northwest (KFHPNW). Certain KFHPNW benefit plans include coverage for some of these discounted services. Check your *Evidence of Coverage* for details. KFHPNW disclaims any liability for these discounted products and services. Should a problem arise, you may take advantage of our grievance process by calling Member Services at **1-800-813-2000 (TTY 711)**.



MEDICAL FACILITIES

Portland-area medical centers

- 1 Kaiser Permanente Sunnyside Medical Center
10180 SE Sunnyside Road
Clackamas, OR 97015
- 2 Kaiser Permanente Westside Medical Center
2875 NW Stucki Ave.
Hillsboro, OR 97124
- 3 OHSU Doernbecher Children's Hospital
3181 SW Sam Jackson Park Road
Portland, OR 97239
(For children 17 and younger)

Portland-area medical offices

- U 4 Beaverton Medical Office
4855 SW Western Ave.
Beaverton, OR 97005
- 5 Brookside Center
10180 SE Sunnyside Road
Clackamas, OR 97015
- 6 Care Essentials by Kaiser Permanente
1035 NW Northrup St.
Portland, OR 97209
- 7 Cedar Hills Medical Office
12450 SW Walker Rd.
Beaverton, OR 97005
- 8 Center for Health Research
3800 N. Interstate Ave.
Portland, OR 97227
- 9 Clackamas Eye Care
12100 SE Stevens Court, Suite 106
Portland, OR 97086
- 10 Gateway Medical Office
1700 NE 102nd Ave.
Portland, OR 97220
- 11 Hillsboro Medical Office
5373 E. Main St.
Hillsboro, OR 97123
- 12 Interstate Medical Office Central
3600 N. Interstate Ave.
Portland, OR 97227
- 13 Interstate Medical Office East
3550 N. Interstate Ave.
Portland, OR 97227
- U 14 Interstate Medical Office South
3500 N. Interstate Ave.
Portland, OR 97227
- 15 Interstate Medical Office West
3325 N. Interstate Ave.
Portland, OR 97227
- 16 Interstate Radiation Oncology Center
3620 N. Interstate Ave.
Portland, OR 97227
- 17 Lake Road Nephrology Center
6902 SE Lake Road, Suite 100
Milwaukie, OR 97267
- 18 Mt. Scott Medical Office
9800 SE Sunnyside Road
Clackamas, OR 97015

- U** 19 Mt. Talbert Medical Office
10100 SE Sunnyside Road
Clackamas, OR 97015
- 20 Murrayhill Medical Office
11200 SW Murray Scholls Place, Suite 100
Beaverton, OR 97007
- 21 One Town Center
10163 SE Sunnyside Road, Suite 490
Clackamas, OR 97015
- 22 Rockwood Medical Office
19500 SE Stark St.
Portland, OR 97233
- 23 Sunnybrook Medical Office
9900 SE Sunnyside Road
Clackamas, OR 97015
- 24 Sunnyside Medical Office
10180 SE Sunnyside Road
Clackamas, OR 97015
- 25 Sunset Medical Office
19400 NW Evergreen Parkway
Hillsboro, OR 97124
- 26 Tualatin Medical Office
19185 SW 90th Ave.
Tualatin, OR 97062
- 27 Westside Medical Office
2875 NW Stucki Ave.
Hillsboro, OR 97124
(located inside Kaiser Permanente
Westside Medical Center)

The Portland Clinic facilities*

- 28 The Portland Clinic – Beaverton
15950 SW Millikan Way
Beaverton, OR 97003
- 29 The Portland Clinic – Columbia
5847 NE 122nd Ave.
Portland, OR 97230
- 30 The Portland Clinic – Downtown
800 SW 13th Ave.
Portland, OR 97205
- 31 The Portland Clinic – East
541 NE 20th Ave., Suite 210
Portland, OR 97232
- 32 The Portland Clinic – South
6640 SW Redwood Lane
Portland, OR 97224
- 33 The Portland Clinic – Tigard
9250 SW Hall Blvd.
Tigard, OR 97223

Vancouver-area medical center and offices

- 34 Legacy Salmon Creek Medical Center
2211 NE 139th St.
Vancouver, WA 98686
(24-hour, emergency, low-risk childbirth,
and selected services only)
- U** 35 Cascade Park Medical Office
12607 SE Mill Plain Blvd.
Vancouver, WA 98684

- 36 Mill Plain One Medical Office
203 SE Park Plaza Drive, Suite 140
Vancouver, WA 98684
- 37 Orchards Medical Office
7101 NE 137th Ave.
Vancouver, WA 98682
- 38 Salmon Creek Medical Office
14406 NE 20th Ave.
Vancouver, WA 98686

Salem-area medical center and offices

- 39 Salem Hospital
890 Oak St. SE
Salem, OR 97301
- 40 Keizer Station Medical Office
5940 Ulali Drive
Keizer, OR 97303

- U** 41 North Lancaster Medical Office
2400 Lancaster Drive NE
Salem, OR 97305

- 42 Skyline Medical Office
5125 Skyline Road S.
Salem, OR 97306
- 43 West Salem Medical Office
1160 Wallace Road NW
Salem, OR 97304

Longview-area medical center and office

- 44 PeaceHealth St. John Medical Center
1614 E. Kessler Blvd.
Longview, WA 98632

- U** 45 Longview-Kelso Medical Office
1230 Seventh Ave.
Longview, WA 98632

Eugene-Springfield-area medical office

- 46 Downtown Eugene Medical Office
100 W. 13th Ave.
Eugene, OR 97401

Battle Ground-area medical office

- 47 Battle Ground Medical Office
720 W. Main St., Suite 15
Battle Ground, WA 98604

DENTAL FACILITIES

Portland-area dental offices

- 48 Aloha Dental Office
17675 SW Tualatin Valley Hwy.
Beaverton, OR 97003
- 49 Beaverton Dental Office
4855 SW Western Ave.
Beaverton, OR 97005
- 50 Cedar Hills Dental Office
12450 SW Walker Rd.
Beaverton, OR 97005
- 51 Clackamas Dental Office
10209 SE Sunnyside Road
Clackamas, OR 97015

- 52 Eastmoreland Dental Office
5025 SE 28th Ave.
Portland, OR 97202
- 53 Glisan Dental Office
10102 NE Glisan St.
Portland, OR 97220
- 54 Grand Avenue Dental Office
1314 NE Grand Ave.
Portland, OR 97232
- 55 Gresham Dental Office
360 NW Burnside St.
Gresham, OR 97030
- 56 Kaiser Permanente Dental
at Johnson Creek
9300 SE 91st Ave., Ste. 310
Happy Valley, OR 97086
- 57 North Interstate Dental Office
7201 N. Interstate Ave.
Portland, OR 97217
- 58 Oregon City Dental Office
1900 McLoughlin Blvd., Suite 68
Oregon City, OR 97045
- 59 Rockwood Dental Office
822 NE 181st Ave.
Portland, OR 97230
- 60 Sunset Dental Office
19075 NW Tanasbourne Drive
Hillsboro, OR 97124
- 61 Tigard Dental Office
7105 SW Hampton St.
Tigard, OR 97223

Vancouver-area dental offices

- 62 Cascade Park Dental Office
12711 SE Mill Plain Blvd.
Vancouver, WA 98684
- 63 Salmon Creek Dental Office
14406 NE 20th Ave.
Vancouver, WA 98686

Salem-area dental offices

- 64 North Lancaster Dental Office
2300 Lancaster Drive NE
Salem, OR 97305
- 65 Skyline Dental Office
5135 Skyline Road S.
Salem, OR 97306

Longview-area dental office

- 66 Longview-Kelso Dental Office
1230 Seventh Ave.
Longview, WA 98632

Eugene-Springfield-area dental office

- 67 Valley River Dental Office
1011 Valley River Way
Eugene, OR 97401

NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **1-800-813-2000** (TTY: **711**)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or phone at: Member Relations, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232, telephone number: 1-800-813-2000.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

HELP IN YOUR LANGUAGE

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-813-2000** (TTY: **711**).

አማርኛ (Amharic) ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ **1-800-813-2000** (TTY: **711**)፡

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-813-2000** (TTY: **711**)፡

中文 (Chinese) 注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-813-2000** (TTY: **711**)፡

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-813-2000** (TTY: **711**) تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-813-2000** (TTY: 711).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.
Rufnummer: **1-800-813-2000** (TTY: 711).

日本語 (Japanese) 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。**1-800-813-2000** (TTY: 711) まで、お電話にてご連絡ください。

ខ្មែរ (Khmer) ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-800-813-2000** (TTY: 711)។

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-813-2000** (TTY: 711) 번으로 전화해 주십시오.

ລາວ (Laotian) ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ **1-800-813-2000** (TTY: 711).

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíłnih **1-800-813-2000** (TTY: 711).

Afaan Oromoo (Oromo) XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-800-813-2000** (TTY: 711).

ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **1-800-813-2000** (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

Română (Romanian) ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-800-813-2000** (TTY: 711).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-813-2000** (TTY: 711).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-813-2000** (TTY: 711).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.
Tumawag sa **1-800-813-2000** (TTY: 711).

ไทย (Thai) เรียน: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-813-2000** (TTY: 711).

Українська (Ukrainian) УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-800-813-2000** (TTY: 711).

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-813-2000** (TTY: 711).

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