2021 Open Enrollment Presentation for
American University
It’s easier to find your healthy place with connected care

We combine care and coverage:

- Doctors
- Hospitals
- Health plan

Care feels easier and faster and is centered around you.
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

Get care in your language — with multilingual doctors and phone interpretation in more than 150 languages.

kp.org/searchdoctors
Convenient ways to get care – KP.ORG

You have flexible options to get care beyond the doctor’s office — and you can manage your care anytime with the Kaiser Permanente app or at kp.org.

### Getting care

- Talk with a Kaiser Permanente clinician by video or phone for the same high-quality care as an in-person visit.\(^1\)
  - Get 24/7 medical advice by phone.
  - Email your doctor’s office with non-urgent questions.\(^2\)

### Managing care\(^2\)

- Schedule or cancel routine appointments.
- Order most prescription refills.
- Check your medical records.

More than 80% of care visits during the COVID-19 outbreak have been phone appointments or video visits.

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1. When appropriate and available. 2. Available when you get care from Kaiser Permanente facilities.
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 MinuteClinic in select CVS stores 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*

  [kp.org/travel](http://kp.org/travel)

*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.
International Travel

- If you have an emergency or urgent situation while traveling outside of the United States, immediately go to the nearest hospital or any facility that can give you the care you need.

- Call the medical advice line at 800-777-7904/703-359-7878*, 24 hours a day, 7 days a week, when your condition is stable to let us know you’ve been treated for an emergency or admitted to a hospital, or to check if follow-up care is covered.

- You may ask the doctor treating you to call us on your behalf. We have interpreter services.

- Please submit a claim for reimbursement when you get home. Make sure to keep: an itemized bill, a copy of medical records, proof of payment, proof of travel, and other documentation for services.

- You may want to get extra travel insurance to cover any unexpected costs.

- Visit KP.org/travel or call the Away from Home Travel Line, at 951-268-3900*, for more information about getting care while traveling.

*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.
Plan benefits and the latest information on locations near you
Mid-Atlantic Service Area

33 medical centers

New medical center in Bowie coming 2021
Plus, new centers in Lutherville-Timonium and Caton Hill coming 2022
14 urgent care centers
6 are open 24/7

URGENT CARE CENTERS:
Open nights, weekends, and holidays (call for specific hours). With general radiology (X-ray), lab, and pharmacy services, plus on-site IV treatments.

ADVANCED URGENT CARE CENTERS
(Open 24/7):
Like our urgent care centers, with even more services under one roof, including advanced imaging (such as CT), observation unit, cardiac monitoring—all open around the clock.
24/7 Services
urgent care, pharmacy, radiology, laboratory, and more

<table>
<thead>
<tr>
<th>Tysons Corner Medical Center</th>
<th>Capitol Hill Medical Center</th>
<th>Woodbridge Medical Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Easy access from I-495 &amp; I-66</td>
<td>✓ Easy access from I-395/295, attached to Union Station</td>
<td>✓ Easy access from I-95</td>
</tr>
<tr>
<td>✓ Free member parking</td>
<td>✓ Free member parking</td>
<td>✓ Free member parking</td>
</tr>
<tr>
<td>✓ More than 20 specialties</td>
<td>✓ More than 30 specialties</td>
<td>✓ More than a dozen specialties</td>
</tr>
<tr>
<td>✓ Ambulatory surgery center</td>
<td>✓ Ambulatory surgery center</td>
<td>✓ Vision Center</td>
</tr>
<tr>
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</tr>
</tbody>
</table>
24/7 Services
urgent care, pharmacy, radiology, laboratory, and more

South Baltimore County Medical Center
- Easy access from I-695 & I-95
- Free member parking
- More than 20 specialties
- Ambulatory surgery center

Largo Medical Center
- Easy access from I-495 & I-95
- Free member parking
- More than 30 specialties
- Ambulatory surgery center with outpatient surgical rooms

Gaithersburg Medical Center
- Easy access from I-270
- Free member parking
- More than 25 specialties including infusion center
- Ambulatory surgery center
2 New locations in Maryland

Now open for services:
- Occupational therapy
- Physical therapy
- Speech therapy

Services have been moved from Largo Medical Center to the Lanham Rehabilitation Center starting August 10, 2020

Services offered*:
- Primary care (adult family medicine)
- Behavioral health
- Obstetrics-gynecology
- Laboratory
- Pharmacy
- Radiology/imaging services

Opening late 2021

*The continued availability and/or participation of services at any facility cannot be guaranteed. For the most up-to-date information, visit kp.org/facilities.
We’re expanding in Anne Arundel County
Labor & Delivery Services at Anne Arundel Medical Center, a premier hospital*
Opening early 2021

Our care team consists of:
- Labor & delivery
- Permanente obstetricians
- Permanente neonatologists
- Lactation consultants
- Permanente pediatricians

All working together to provide high-quality care to our members.**

Learn more at kp.org/annearundel.
## HMO Signature Plan Overview

This table shows an example of some of your group’s benefits.

<table>
<thead>
<tr>
<th>Yearly Deductible</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yearly Out-of-pocket maximum</td>
<td>$3,500 individual, $9,400 family</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Covered service</th>
<th>You pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventive Care</td>
<td>$0</td>
</tr>
<tr>
<td>Doctor’s Office Visit</td>
<td>$20 copay for primary, $40 copay for specialty per visit</td>
</tr>
<tr>
<td>Diagnostic Test</td>
<td>$0 copay for lab &amp; x-ray</td>
</tr>
<tr>
<td></td>
<td>$50 for specialty imaging (MRI/CT/PET) per test</td>
</tr>
<tr>
<td>Outpatient Surgery</td>
<td>$50 copay per visit</td>
</tr>
<tr>
<td>Hospitalization</td>
<td>$250 copay per admission</td>
</tr>
<tr>
<td>Emergency and Urgent Care</td>
<td>$75 copay for emergency, $40 for urgent care per visit</td>
</tr>
<tr>
<td>Prescribed Medications (30-day supply) at KP Pharmacy</td>
<td>$10 (generic), $20 (preferred brand), $35 (non-preferred brand)</td>
</tr>
<tr>
<td></td>
<td>2 copays for 90-day supply mail order</td>
</tr>
</tbody>
</table>

Vision Discount: $75 off the retail price of eyeglasses, combined for frames and lenses, or $25 off the retail price of contact lenses once per year.

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.
KAISER PERMANENTE’S RESPONSE TO COVID-19
Leveraging our strengths to keep delivering high-quality care

**Telehealth**
- Massive increase in telehealth visits
- Using virtual visits for more than 80% of all care visits systemwide*
- Expanding our **mail-order pharmacy** capacity

**Testing and care**
- Covering COVID-19 testing at **no cost** for our members
- Ensuring long-term access to care

**Communication**
- Sending out **timely communications** to our members

*Kaiser Permanente internal data as of April 30, 2020.*
Healthy Resources
New perks for your total health

**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 — Take real-time online and in-person classes from top fitness studios
- Online video workouts at no cost — 4,000+ on-demand fitness classes

**Calm app**
Calm uses meditation and mindfulness to help lower stress, reduce anxiety, and improve sleep quality.
- A new 10-minute Daily Calm meditation every day
- Guided meditations for anxiety, stress, gratitude, and more
- Sleep Stories (soothing bedtime tales for grown-ups)

**myStrength**
myStrength platform empowers individuals with personalized pathways incorporating multiple programs to help manage and overcome challenges.
- Managing Depression
- Controlling Anxiety
- Reducing Stress
- Improving Sleep
Added support to help you thrive

- ClassPass reduced rates on fitness classes
- Self-care apps Calm and myStrength
- Wellness Coaching by Phone
- Online healthy lifestyle programs, videos, podcasts, recipes, and more
- Reduced rates on specialty care services like acupuncture, chiropractic care, and massage therapy
- On-site health education classes and support groups
- Seasonal farmers markets

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.
Why choose Kaiser Permanente?

Quality care
- Stay healthy with leading preventive care
- One of the nation’s largest multispecialty medical groups

More digital options
- Phone or video appointments\(^1\)
- Medical advice by email, phone, or online
- Connect anytime with the Kaiser Permanente app\(^2\)

Membership perks
- Acupuncture, chiropractic care, and massage therapy at reduced rates
- ClassPass reduced rates for fitness classes
- Calm meditation app at no cost for adult members

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1. When appropriate and available. 2. To use the Kaiser Permanente app, you must be a member registered on kp.org.
A better experience from the start

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 and member book 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](http://kp.org/newmember).
Thank you