

THINK YOU KNOW KAISER PERMANENTE?

# Take a closer look.

## Big things are happening.

Our doctors are recognized as Top Doctors throughout Maryland, Virginia, and Washington, DC.<sup>1</sup> We're one of the highest rated plans in the nation for quality care,<sup>2</sup> and we're constantly expanding with new partners. Let's take a look at the top questions people have about Kaiser Permanente.

### Question

### Answer

**Does Kaiser Permanente have high-quality doctors?**

Kaiser Permanente members see doctors from the Mid-Atlantic Permanente Medical Group, P.C. (Permanente), a leading multispecialty group of physicians rigorously vetted and monitored for quality. Hundreds of individual Permanente physicians have been named Top Doctors by publications such as *Washingtonian* magazine, *Northern Virginia Magazine*, and *Baltimore* magazine.<sup>1</sup> The Medicare Advantage network also includes highly qualified primary and specialty care physicians throughout the region. Visit [kp.org/directory](https://www.kp.org/directory) to view a list of providers in our network.

**Can I change my doctor with Kaiser Permanente?**

Our members can choose and change their doctors at any time, for any reason. In fact, you can view profiles of most of our doctors at [kp.org/doctor](https://www.kp.org/doctor) to ensure you select the doctor who best fits your needs. Our doctor profiles include education, personal and professional interests, languages spoken, and much more.

**How easy is it to see a doctor?**

24/7 online scheduling enables us to make appointments quickly, sometimes on the same day.

**Do you offer virtual care?**

Our members choose how, when, and where to access care. We offer flexible virtual options to visit with your Permanente doctor, specialist, emergency physician, or other clinical providers, such as:

- Video visits<sup>3</sup> for routine, specialty, emergency, or urgent health concerns
- Phone appointments with a doctor or nurse for on-demand urgent medical needs
- 24/7 advice line
- Secure email consultations with your doctor for nonurgent questions when you register and log in to [kp.org](https://www.kp.org) or the KP app
- E-visits for personalized advice

## Question

## Answer

**Do I need a referral to see a specialist?<sup>4</sup>**

If your primary care physician determines that you require covered services from other providers, you will be referred to an in-network specialist. You don't need a referral for obstetrics-gynecology, optometry, dental, or some behavioral health services.

**Can I get care while I'm traveling?**

You're covered for emergency and urgent care anywhere in the world, including from non-Kaiser Permanente providers, and CVS MinuteClinic® and Concentra Urgent Care locations across the nation.<sup>5</sup> For additional information, call our 24/7 Away from Home Travel Line at **1-951-268-3900** or visit **kp.org/travel**. (International calls are not toll free.)

**What if I get sick and need to see an oncologist, cardiologist, or other specialist?**

Kaiser Permanente has hundreds of highly trained specialists, including award-winning oncologists, nephrologists, and cardiologists; we have expert doctors in more than 50 medical and surgical specialties.<sup>1</sup> We want our members to get the highest quality care, no matter where that takes them. Most of the time that care can be found at Kaiser Permanente. However, if we're unable to provide the care or treatment you need, our doctors can refer you to one of our affiliated specialists.

**Can I see doctors that are not in the Kaiser Permanente network?**

We want our members to get the right care, no matter where they get it. Most of the time that care can be found right at Kaiser Permanente. But, for some rare conditions, our doctors may refer members to an affiliated provider in our area.

**Surprised?**

**There's even more we want to share with you. Visit [kp.org/thrive](https://kp.org/thrive) to see how we can help you live better and thrive.**

Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. You must reside in the Kaiser Permanente Medicare health plan service area in which you enroll.

<sup>1</sup> The physicians who practice at Kaiser Permanente are recognized as Top Doctors in *Northern Virginia Magazine* (2021), *Washingtonian* magazine (2020), *Baltimore* magazine (2020).

<sup>2</sup> In NCQA's Medicare Health Insurance Plan Ratings 2019-2020, the Medicare health plan of Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., was rated 4.5 out of 5. Due to COVID-19, NCQA will not release 2020-2021 Health Plan Ratings for any product line. This rating is based upon 2019-2020 Health Plan Ratings.

<sup>3</sup> If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors and health care providers from providing care across state lines. Laws differ by state.

<sup>4</sup> Receiving services from out-of-network providers will be authorized only if the services are not available from existing in-network providers. A referral from your physician is required.

<sup>5</sup> If you get care at a CVS MinuteClinic, Concentra Urgent Care, or any other urgent care facility within a state with Kaiser Permanente providers, you'll be asked to pay up front for services you receive and will need to file a claim for reimbursement. If you get care at a CVS MinuteClinic or Concentra Urgent Care you'll be charged your standard copay or coinsurance.