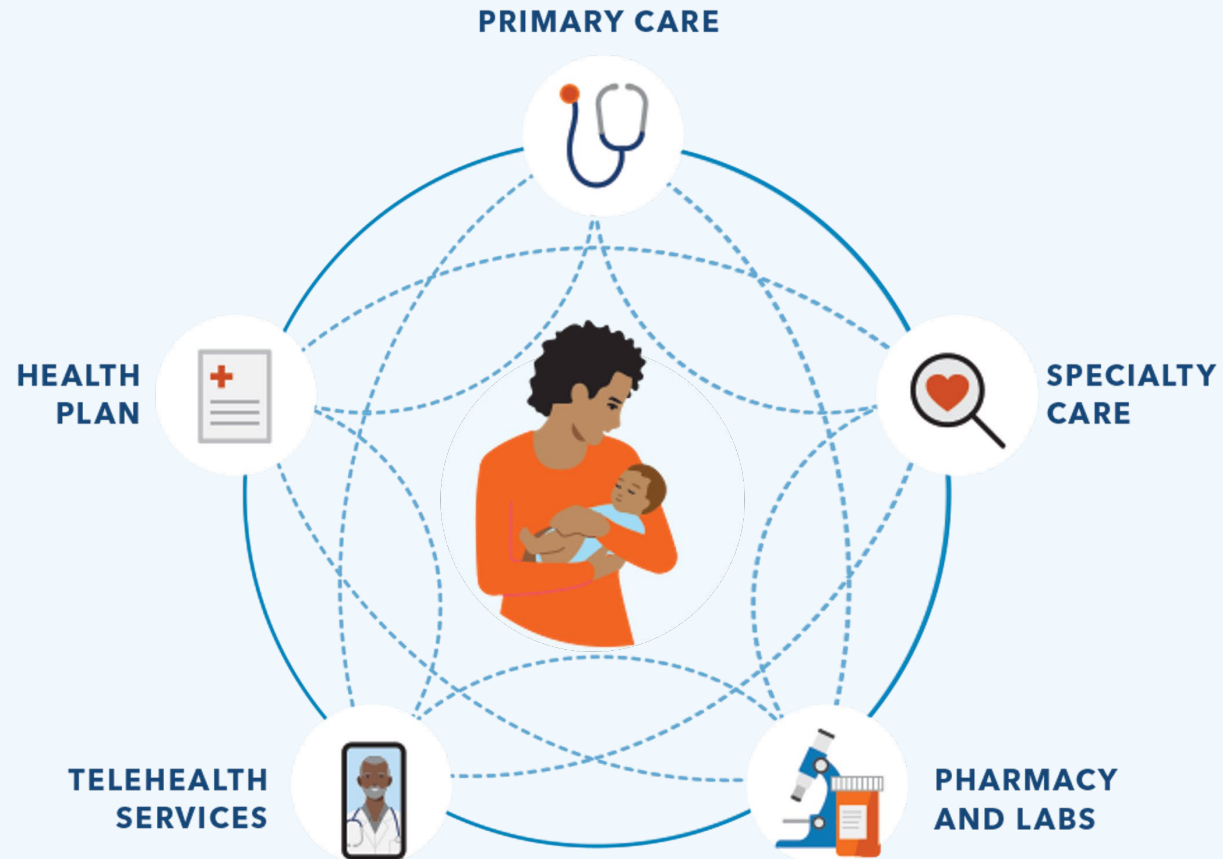


San Francisco Health Service System

Care for all that is you



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.

Care that's right for you



Personalized onboarding

- A welcome call to answer your questions
- A member guide to get you started



Member Outreach

- Call **415 833 3875** (TTY **711**), Monday through Friday, 8:30 a.m. to 5:00 p.m. Pacific time.

Visit kp.org/newmember to learn more.



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



Care that's personalized

Your doctor is your best health advocate. They learn what matters most to you and work with you to build a care plan that fits your health needs, personal preferences, and values.

Care teams that feel reflective of who you are

- Access many clinicians who speak more than one language
- Utilize interpretive services for more than 150 languages
- Browse doctor profiles and change your personal doctor anytime

Learn more about our doctors at kp.org/doctors.

Connected by your electronic health record



Your health history lives on your electronic health record.



It helps connect your care through each visit, including with specialists.



Your records are available to you and your care team 24/7.



It helps ensure you don't miss checkups and tests.

Care that's convenient

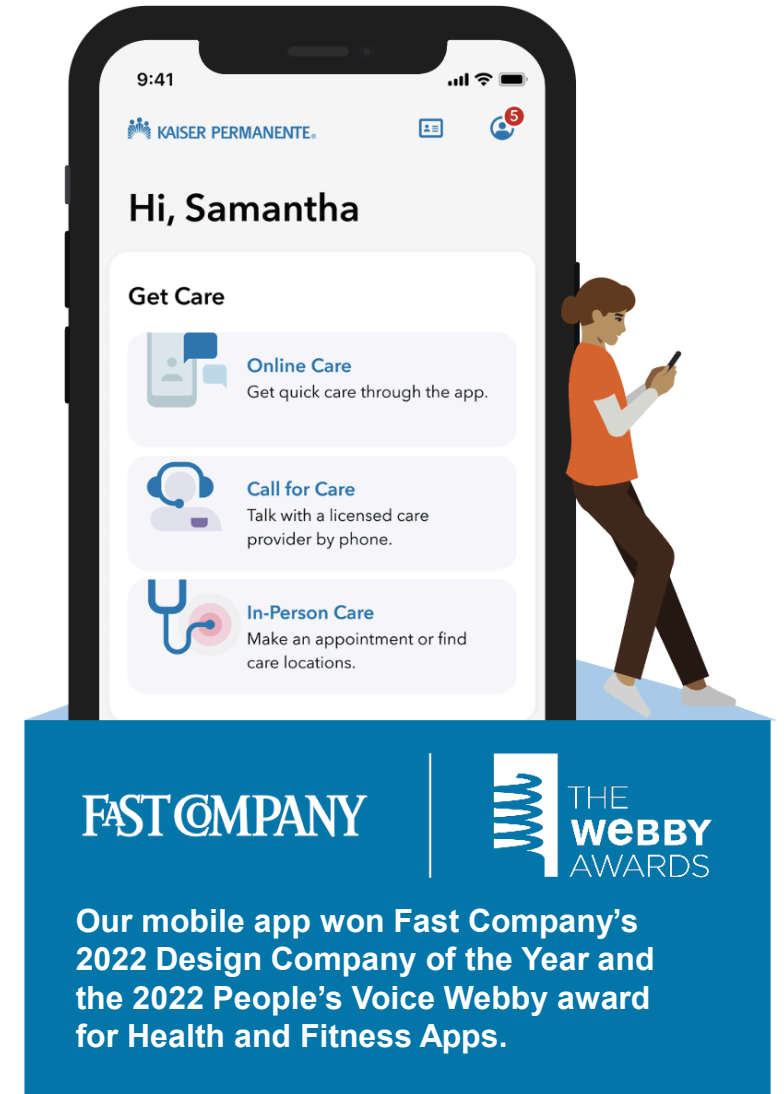
We make it easy to get high-quality care when and where you want it. No matter how you connect, you'll always talk with a medical professional who can see your health history and pick up where you left off.

Learn more at kp.org/mobile

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.

Convenient care in person



Whether you're visiting your Kaiser Permanente personal doctor or getting care at one of our other facilities, you'll always talk with a medical professional who can see your health history and pick up where you left off.



Same-day, next-day, and weekend appointments are available at most Kaiser Permanente locations.



Many of our facilities have pharmacies and labs in the same building, so you can see your doctor, get your tests, and pick up your prescriptions all in one stop.

Choose how you get care and get advice by phone:

Call us anytime at **1-866-454-8855 (TTY 711)** to make an appointment or to speak to a nurse for medical advice and care guidance.



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^{1,2}

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 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.^{1,2,3}



Kaiser Permanente members are:



33%

more likely to survive heart disease⁴



52%

more likely to survive colorectal cancer⁵



20%

less likely to experience premature death due to cancer⁶

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.



Providing inclusive, personalized, high-quality care

We understand that having a care team who sees you for the person you truly are is meaningful and important. We'll treat you with the compassion and respect you deserve.



Creating a safe and welcoming space for you to get care



Keeping your personal information secure, confidential, and protected



Using your true name and pronouns



Supporting your gender expression goals, whatever they might be



Gender Pathways Clinic

Call 415-833-TRNS (8767)

Gender-affirming care at Kaiser Permanente

How do you identify?

We'll capture that information in your electronic health record. And if something changes along the way, your care team can update that information so everyone else at Kaiser Permanente uses your true name and pronouns.



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.

Resources for self-care

You have access to apps to help reduce stress, improve sleep, and manage overall mental wellness.^{1,2}

Visit kp.org/selfcareapps to learn more.



Calm

The number one app for sleep and meditation



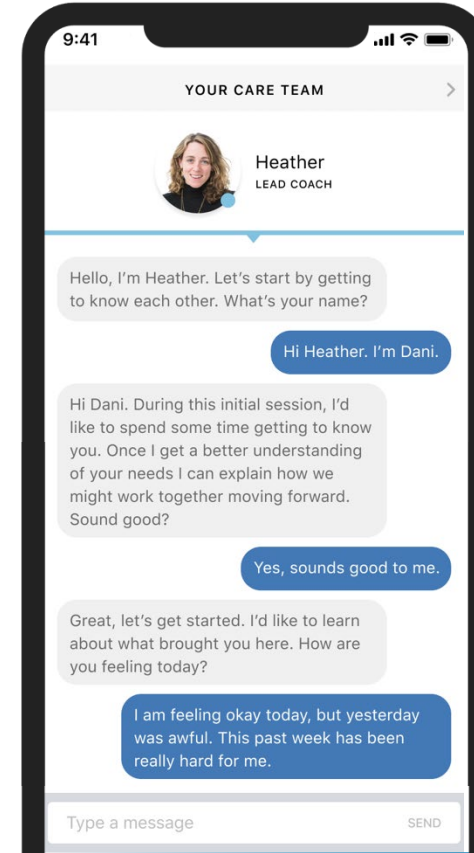
Ginger

Text one-on-one with an emotional support coach anytime, anywhere.³



myStrength

Build a personalized plan to strengthen your emotional health.



47%

of users say
Ginger helps
with anxiety⁴

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.

Resources for everyday wellness

Take advantage of classes, services, and programs to help you achieve your health and fitness goals.¹ Visit kp.org/health-wellness to learn more.



Acupuncture, massage therapy, and chiropractic care



Wellness Coaching by Phone



Reduced rates on gym memberships



Online fitness with the ClassPass app



Healthy lifestyle programs and classes²



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.

Chiropractic and Acupuncture Benefits

Kaiser Permanente Supplemental Chiropractic and/or Acupuncture Plan is not just health coverage, it's a partnership in health. The plan provides benefits in partnership with American Specialty Health Plans of California, Inc. (ASH Plans). Your plan provides you with 30 combined visits for \$15 per visit.

- You can choose any ASH Plans participating chiropractor or participating acupuncturist.
- When you need chiropractic or acupuncture care
 1. Find an ASH Participating Provider near you:
 - Go to ashlink.com/ash/kp.org
- 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.

For more information visit: [Here](#)

Your Kaiser Permanente
**CHIROPRACTIC and
ACUPUNCTURE** benefits



ASHLink

Find A Provider

Commercial Members: If you are a Commercial member, please use the search below to find a participating provider.

Medicare Members: If you are a Medicare member, please visit the Medicare Provider Search.

Medi-Cal Members: If you are a Medi-Cal member, please visit the Medi-Cal Provider Search.

Exclusive Provider Organization (EPO) Members: If you are an EPO member, please visit the EPO Provider Search.

Specialty

Select a Specialty

Location

Address, City, State or Zipcode

Advanced Search

Search

American Specialty Health
Plans of California

 **KAISER PERMANENTE**

Plan benefits and the latest
information on locations near you

Updates in California

Across California, we have 541 medical facilities and 17,410 doctors available to our members. And we're producing recognized results for our members.

Care delivery

Among the highest-rated health plans in California — 7 years in a row¹

Of the 24 commercial health plans in California rated by the National Committee for Quality Assurance, our plans are among the top-rated in the state for the seventh year in a row.

1. National Committee for Quality Assurance, 2015–2023.

2. Health Care Quality Report Card, 2022–23, California Office of the Patient Advocate. 2022–23 edition results are based on 2021 performance data. View the complete report at reportcard.opa.ca.gov. 3. Kaiser Permanente 2022 HEDIS® scores.

Quality of care

Best in state for behavioral and mental health care²

Kaiser Permanente has the only plans to get perfect scores for clinical quality on the California Office of the Patient Advocate's Health Care Quality Report Card. In the 2022–23 edition of the HMO quality report card, we're also the only plan to earn a perfect 5 stars for:

- Behavioral and mental health care
- Appropriate use of tests, treatments, and procedures

Quality of care

Leading California in 74 effectiveness-of-care measures³

In 2022, Kaiser Permanente led the state as the top performer in 74 HEDIS® (Healthcare Effectiveness Data and Information Set) effectiveness-of-care measures — the most of any health plan.

Updates in Northern California

Care delivery

Care Essentials in downtown San Francisco

Located at the Salesforce Transit Center to meet members where they are, this innovative new facility offers extended hours. Services include same-day appointments, pharmacy, lab tests, vaccines, injections, and treatment of minor illnesses and injuries.

Now open

- Level II Neonatal Intensive Care Unit at Vacaville Medical Center
- Santa Cruz Medical Offices
- Urgent Care Clinic at Geary Medical Offices in San Francisco



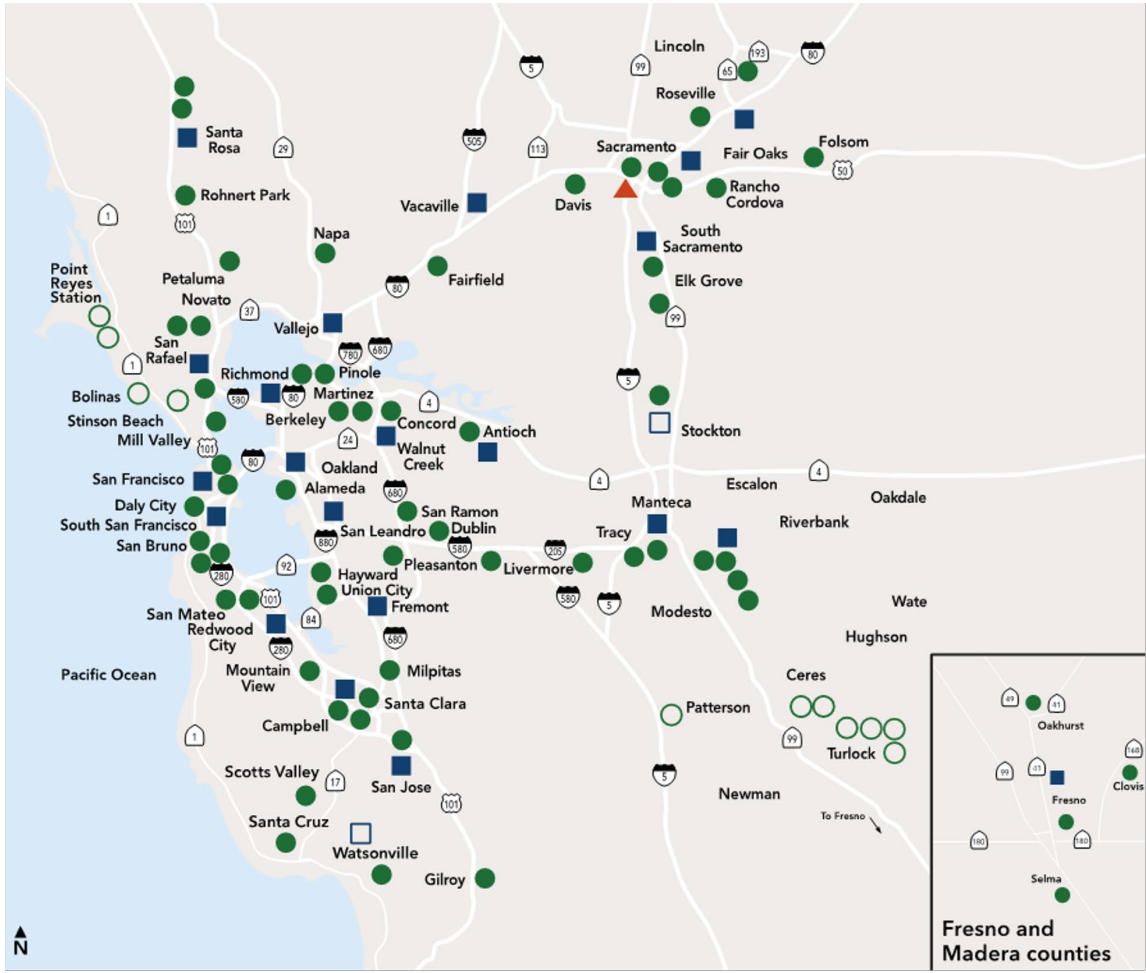
Care Essentials is located at the Salesforce Transit Center in downtown San Francisco.



At the new Santa Cruz Medical Offices, members have access to family medicine, lab, mammography, ob-gyn, pediatric, pharmacy, and X-ray services.

Updates in Northern California *(continued)*

- Central Valley
- Diablo
- East Bay
- Fresno
- Greater Southern Alameda
- Marin
- Napa/Solano
- Redwood City
- Roseville
- Sacramento
- San Francisco
- San Jose
- Santa Clara
- Santa Cruz
- Sonoma
- South Sacramento
- South San Francisco



Map not to scale

- Kaiser Permanente medical centers (hospital and medical offices)
- Kaiser Permanente medical offices
- ▲ Specialty facilities sports medicine
- Affiliated hospitals
- Affiliated medical offices



High Medicare Star Quality Ratings You Can Depend On*

Kaiser Permanente region	Star rating*
California	★★★★★
Colorado	★★★★★
Georgia	★★★★★
Hawaii	★★★★★
Mid-Atlantic States (MD, VA, D.C.)	★★★★★
Northwest (OR, SW Washington)	★★★★
Kaiser Permanente Washington	★★★★☆

Check out our highly rated* 2023 Medicare health plans at kp.org/medicarestars.

*Every year, Medicare evaluates plans based on a 5-star rating system.

San Francisco Health Service System Senior Advantage

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

Benefits	Details
Maximum yearly out-of-pocket costs	\$1,000 individual/\$2,000 family
Covered services	You pay
Preventive care	\$0 copay
Doctor's office visit	\$20 copay per visit
Lab tests and radiology	No charge
Outpatient surgery	\$35 copay per procedure
Hospitalization	\$100 per admission
Emergency care	\$100 copay per visit
Prescribed medications (30-day supply)	\$5 copay (generic medication) /\$15 copay (brand-name medication)
Prescribed medications (100-day supply)	\$10 copay (generic medication) /\$30 copay (brand-name medication)
Prescribed medications at a Plan Pharmacy	20% coinsurance (not exceed \$100 for up to a 30-day supply)
Chiropractic care and Acupuncture care	\$15 per visit (up to 30 combined visits 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*.



Hear well, live well

Feel your best with hearing benefits built right into your Kaiser Permanente Medicare health plan.

\$2,500 allowance per ear, every 36 months

Good hearing allows you to fully enjoy life

- You can improve your quality of life with the latest hearing products, which are smaller, more effective, and more comfortable than they were in the past
- Our Medicare health plan covers hearing aid checks, where your audiologist can recommend the correct hearing aid for you and confirm that it matches your prescription, at no extra charge
- As a Kaiser Permanente member, you'll get an allowance toward the purchase of a hearing aid in each ear (available once every 3 years)



Get fresh, nutritious meals delivered to your home at no charge

As a Kaiser Permanente Medicare health plan member, you can get fresh, healthy meals delivered to your home immediately following an inpatient stay at a hospital or skilled nursing facility.

How does the meal plan work?

- 1 Upon discharge from an inpatient stay at a hospital or skilled nursing facility, your care team will refer you for meal delivery to your home
- 2 You can choose from over 70 entrées to support your dietary needs, including heart-healthy, diabetic-friendly, gluten-free, and more
- 3 **You can get 3 meals per day for up to 4 weeks, for a total of 84 meals**



Take advantage of Silver&Fit® Program

Available at **no additional cost**, the Silver&Fit® Healthy Aging and Exercise Program can help you get active and stay healthy.

-
- Eligible Kaiser Permanente Medicare health plan members can receive all of the following:
 - Fitness facility membership
 - Home fitness program with over 1,500 online classes
 - Take part in live, daily classes on Facebook and YouTube
 - Additional benefits include a resource library, rewards program, and a quarterly newsletter
 - Learn more, register, and find a nearby fitness facility at:
SilverandFit.com

The Silver&Fit® Program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit® is a federally registered trademark of ASH and is used with permission herein.



Need a ride to the doctor? Your plan covers that

Your plan covers up to 24 one-way trips (50 miles per trip) per calendar year

You can get a ride for:

- Doctor appointments
- Medical services, such as labs or X-rays
- Picking up medications or medical equipment

Types of transportation available:

- Rideshare, taxi, or other private transportation (can accommodate wheelchairs and walkers that collapse and fit into the trunk)
- Wheelchair van or gurney van service available for those who are unable to sit in a private vehicle for the duration of the ride



Complete care to help you live a fuller, healthier life

Want to learn more?



Visit <https://my.kp.org/ccsf/>



Talk to an enrollment specialist:
1-800-324-9208 (TTY 711),
Monday through Friday, 7 a.m. to 6 p.m.
Pacific time