

# together in good health

see how easy healthy can be



2016 Open Enrollment  
Presentation for:  
University of California  
Traditional HMO



## Together in good health

For over 46 years, the University of California and Kaiser Permanente have worked together to benefit local communities, support medical education, advance research, and protect health. Here's a glance at what we've accomplished together.

- Approximately 20% of Kaiser Permanente medical residents in California are from a UC school.
- Partnering with UC Davis on "Prep Medico", a multi-faceted initiative that will provide scholarships, mentorship and internship opportunities for pre-med and medical students to expand diversity in medicine and ultimately increase the number of Latinos who choose to become physicians.
- \$1.1 million grant to UCLA Center for Health Policy for the California Health Interview Survey.
- Between 2013 – 2015 Kaiser Permanente contributed over \$10.9 million to UC scholarships and programs.
- In southern California alone, Kaiser Permanente has 1,661 medical doctors that graduated from a UC medical school.



main reasons to consider  
**Kaiser Permanente**

# Three ways we make good health easier

- **Quality care.** We do what it takes to help you get healthy, and partner with you to be your own health advocate which leads to better outcomes.
- **Convenient care.** We offer care and coverage together, so you get all you need to live well in one easy-to-use package.
- **Choice.** We give you lots of options, from your choice of great doctors, to different ways to access care, to many convenient locations—so staying on top of your health is easier.

## A healthy partnership

- **Choose your own doctor.** Browse our online doctor profiles to learn about them and choose one that is right for you. You can change doctors at any time, for any reason.
- **Easy access to specialists.** Referrals not needed for certain departments like obstetrics-gynecology, psychiatry, chemical dependency and drug addiction.
- **Top doctors working together as a team.** You have the support of an entire care team who works together and is connected through your electronic health record, so you get the right care at the right time.
- **Care to meet our diverse membership.** Many of our doctors and staff speak more than one language, and we offer interpreter services by phone in over 140+ languages, so your care is always personalized.

## Great care, great results

- **Leaders in preventive care.** We have the highest ratings in 15 preventive screenings\*, helping us catch problems early and improve the health of our members.
- **Comprehensive care when you need it.** For serious conditions like diabetes or heart disease, you're automatically enrolled in a disease management program to help you get it under control.
- **Cutting-edge research and care.** We have 7 research centers, where more than 2,000 studies are going on at any given time to find better ways to prevent and treat health problems.
- **Innovation working for you.** Through our advanced electronic health record system, your care team can see your medical history, allergies, and what tests and screenings you're due for so they can help keep you up-to-date.†

\*Ratings based on 2013 performance results for commercial and Medicare plans from the Healthcare Effectiveness Data and Information Set (HEDIS) published by the National Committee for Quality Assurance. For more information, visit [ncqa.org](http://ncqa.org). †When you receive care at Kaiser Permanente facilities.

## Care the way you want it

### Many convenient options for getting and managing your care.

- **Call our advice nurses 24/7.** They will assess your situation and help you decide what to do or make an appointment for you to get care.
- **Choose how you want to have your appointment.** See your doctor in person, or schedule either a telephone or video appointment, when appropriate and where available.
- **Email your doctor anytime.** Send your doctor's office an email with nonurgent questions and get a response usually within 48 hours—often sooner.
- **Manage your care online at [kp.org](https://kp.org).** Make and cancel routine appointments, refill prescriptions, see most lab test results, and more.
- **Use the Kaiser Permanente app.** Download our app to your smartphone and use all the online features of [kp.org](https://kp.org) from your phone, plus find locations near you, and more.

## Healthy resources

- **Health Classes:** Choose from more than 3,800 classes and support groups offered at our facilities\*
- **Healthy Lifestyle Programs:** Personalized online programs can help you lose weight, reduce stress, quit smoking, and more—at no cost to members
- **Wellness Coaching:** Our wellness coaches will work on-on-one with you to help you achieve a variety of health goals—no cost to members and no referrals are needed
- **Special Rates:** Members get reduced rates on variety of products and services, like gym memberships and massage therapy through ChooseHealthy
- **Online Wellness Tools:** Access to health calculators, podcasts, recipes, fitness videos and more on our award-winning website [kp.org](https://kp.org)

\*Classes vary at each location and some may require a fee.



# Manage your health, anytime, anywhere

**Online at [kp.org](https://kp.org), or with our mobile app, you can stay on top of your care 24/7 with these convenient features:\***

- Schedule and cancel routine appointments
- View most lab results as soon as they are available
- Refill most prescriptions, with no charge for shipping when you order online
- Email your doctor's office with nonurgent questions
- Print vaccination records for school, sports, or camp
- Use tools to help you manage your coverage and costs†
- Manage a family member's health

\*Available when you receive care at Kaiser Permanente facilities. †These tools not yet available on smartphones and tablets.

## Convenient locations and access

- **Many services under one roof.** At most of our facilities you can see your doctor or specialist, get a lab test or X-ray, and pick up medications—so you can save time by doing more in one visit.
- **Convenient access.** Many of our facilities offer same-day, next-day, after-hours, and weekend services for easier care.
- **Get care anywhere.** We have lots of convenient locations, and you're not tied to just one. You can see different doctors at different facilities for yourself or your family.
- **Get care away from home.** You're covered for emergency and urgent care when traveling away from home.

# Kaiser Permanente Traditional HMO Plan



## Choose your own doctor

- Your personal physician provides you with primary care and coordinates your specialty care with the rest of your health care team.
- For some specialties you don't need a referral—simply call for an appointment.



# Pay little or no cost for preventive care

- Most of your preventive care services are covered at no cost
  - Routine physical exams
  - Mammograms
  - Cholesterol screenings



## Copays keep things simple

- No matter what type you receive, you only have a copay.
- And you'll pay just a copay for prescription drugs, too.
- If you get additional services during your visit, you'll get a bill in the mail later for any extra copays or coinsurance you owe.

# Key points about your plan's benefits

## University of California Summary of Benefits for 2016

This table highlights some of your benefits:

<b>Annual Out-of-Pocket Maximum</b>	\$1,500 per calendar year
<b>Lifetime Maximum</b>	\$0
<b>Covered service</b>	<b>You pay</b>
<b>Doctor's office visit</b>	\$20 per visit
<b>Lab tests and radiology</b>	No charge
<b>Outpatient surgery</b>	\$100 per procedure
<b>Hospitalization</b>	\$250 per admission
<b>Emergency care</b>	\$75 per visit
<b>Prescription Drugs</b>	\$5 for up to a 30-day supply, \$10 for a 31- to 60-day supply, or \$15 day for a 61- to100-day supply
• <b>Most Generic at Pharmacy</b>	
• <b>Most Generic Mail Order</b>	\$5 for up to a 30-day supply or \$10 for a 31-to100-day supply
• <b>Most Brand at Pharmacy</b>	\$25 for up to a 30-day supply, \$50 for a 31- to 60-day supply, or \$75 day for a 61- to100-day supply
• <b>Most Brand Mail Order</b>	\$25 for up to a 30-day supply, \$50 for a 31- to 100-day supply
• <b>Chiropractic and Acupuncture</b>	\$15 copay per visit -up to a combined total of 24 visits per calendar year

This is only a summary of some benefits and their copays and coinsurance. Please see your Evidence of Coverage for more information, limitations, and exclusions for all benefits, including those not listed in this summary.

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# What's new for 2016

## Video visits

Save time with a video appointment. For certain conditions or symptoms, you may be able to see your doctor from the convenience of your computer or mobile device.

## New and expanded facilities:

### East Bay

- **Hayward:** Hayward - Sleepy Hollow Medical Offices have been remodeled and now include an Urgent Care Department.
- **Dublin:** Expanding to Dublin with construction of a medial office starting as early as 2016.

### San Francisco and Marin Sonoma

- **San Rafael:** Recently opened an Emergency Department at 99 Montecillo Road in San Rafael.
- **Mission Bay:** Medical Offices scheduled to open Spring of 2016.

### Metropolitan Los Angeles

- **Santa Monica :** Medical Offices opening in Spring of 2016.
- **Glendale:** The Glendale Orange Street Medical Offices now offer more services

### Kern County

- **Tehachapi:** New Tehachapi Medical Offices opening this winter at 1100 West Tehachapi Junction Shopping Center.

### Baldwin Park, Downey and South Bay

- **Manhattan Beach:** Coming in January of 2016 is a 9,000 foot facility located at S Sepulveda Blvd.

# Questions?

- Visit us at [my.kp.org/universityofcalifornia](https://my.kp.org/universityofcalifornia)
- Already a member? Call us at:
  - **1-800-464-4000** English
  - **1-800-788-0616** Spanish
  - **1-800-757-7585** Chinese dialects
  - **1-800-777-1370** TTY for the hearing/speech impaired.



getting started as a  
new member is easy

# Once you join, it's easy to get started



thank you

