

GOOD HEALTH

IS EVERYTHING.

GOOD HEALTH IS A FRESH START.



Whether you're new to Kaiser Permanente or you just need a refresher on how to use your membership, these simple tips can help you get started.

GET YOUR MEDICAL RECORD NUMBER.

Your Kaiser Permanente ID card contains your unique medical record number. You'll need your medical record number to get care at our facilities. If you haven't received your ID card, or if you lose your card, call our Member Service Call Center.

FIND A FACILITY.

Go to kp.org/calpers for an online directory of our facilities, including hours, phone numbers, and directions. You can also refer to *Your Guidebook to Kaiser Permanente Services*. To download a digital copy, visit kp.org/eguidebook. To request a paper copy, call our Member Service Call Center.

CHOOSE YOUR PERSONAL PHYSICIAN.

Visit kp.org/calpers to browse our online clinical staff directory. You can learn more about our physicians and how to choose one who's right for you. If you don't have Web access, refer to *Your Guidebook* to find the physician selection phone number for the facility of your choice.

REGISTER ON OUR WEB SITE.

As a registered member on our Web site, you can get free secure access to My Health Manager, 24 hours a day, through kp.org/calpers. With

My Health Manager, you can take care of many of your health matters online. To register go to kp.org/register.

MAKE AN APPOINTMENT.

Schedule an appointment with your personal physician through My Health Manager. If you don't have Web access, call our Member Service Call Center and choose option 1 when prompted. One of our representatives will assist you.

ORDER PRESCRIPTION REFILLS.

Use My Health Manager to order your prescription refills online, or call the refill phone number on your prescription label. You can also visit a Kaiser Permanente pharmacy near you to pick up a mail-order form. Whether you order online, by phone, or by mail, you can have most of your refills mailed to your home—and at no extra charge.

GET HEALTH ADVICE.

To speak to a registered nurse about your health concerns, call our Member Service Call Center anytime and choose option 1 when prompted. You can also e-mail your doctor's office with nonurgent health questions through My Health Manager.

CalPERS SUMMARY OF BENEFITS FOR 2010.

These benefits reflect the 2010 contract year. For a complete explanation of benefits, exclusions, and limitations, refer to the 2010 *Combined Evidence of Coverage and Disclosure Form*. Check with your agency for information about your monthly premiums.

	Basic Plan
Physician services	\$15 per visit
Hospital services	No charge
Emergency care	\$50 per Emergency Department visit (does not apply if you are held for observation in a hospital unit outside the Emergency Department or if you are admitted directly to the hospital as an inpatient)
X-ray and lab tests	No charge
Online service features (Available through My Health Manager at kp.org/calpers)	E-mail your doctor's office: No charge Take a total health assessment: No charge View most lab test results: No charge Schedule routine appointments: No charge View portions of your medical record: No charge Order prescription refills: No extra charge for delivery
Prescription drugs (Formulary contents are subject to change within a contract year without advance notice.)	\$5 generic/\$15 brand, up to a 30-day supply from a Plan pharmacy* \$10 generic/\$30 brand, 31- to 100-day supply by mail-order service (delivery at no extra charge)*
Routine preventive care	Periodic health exam: No charge Scheduled prenatal care and first postpartum visit: No charge Well-child visits (0–23 months): No charge Vaccines (immunizations): No charge Eye refraction exam: No charge (\$150 allowance for eyeglasses and contact lenses following cataract surgery)
Mental health	Outpatient visits: \$15 per individual visit; \$7 per group visit Inpatient psychiatric hospitalization: No charge
Hearing services	Routine preventive hearing tests: No charge Hearing aid(s): \$1,000 allowance every 36 months
Allergy services	Allergy injection visits: No charge Allergy testing visits: \$15 per visit

*Includes covered outpatient items in accord with our drug formulary guidelines.

Kaiser Permanente Senior Advantage

\$10 per visit

No charge

\$50 per Emergency Department visit (does not apply if you are held for observation in a hospital unit outside the Emergency Department or if you are admitted directly to the hospital as an inpatient)

No charge

E-mail your doctor's office: No charge
 Take a total health assessment: No charge
 View most lab test results: No charge
 Schedule routine appointments: No charge
 View portions of your medical record: No charge
 Order prescription refills: No extra charge for delivery

\$5 generic/\$15 brand, up to a 100-day supply from a Plan pharmacy or by mail-order service (delivery at no extra charge)

Periodic health exam: \$10 per visit
 Scheduled prenatal care and first postpartum visit: \$10 per visit
 Eye refraction exam and glaucoma screening:
 \$10 per visit (\$175 allowance for eyeglasses and contact lenses every 24 months; \$150 allowance following cataract surgery)

Outpatient visits: \$10 per individual visit; \$5 per group visit
 Inpatient psychiatric hospitalization: No charge

Routine preventive hearing tests: \$10 per visit
 Hearing aid(s): \$1,000 allowance every 36 months

Allergy injection visits: \$3 per visit
 Allergy testing visits: \$10 per visit

Anyone who has Medicare Parts A and B (or Part B only), including some people under the age of 65 with disabilities, may apply. You must reside in the Kaiser Permanente Senior Advantage service area in which you enroll. Except for emergency care, urgent care when our network is not available, or out-of-area dialysis care, a Kaiser Permanente Plan provider must authorize or provide covered services, including referrals to specialists. If you obtain any other care from non-Plan providers, neither Medicare nor Kaiser Permanente will be responsible for the costs. You must continue to pay your Medicare Part B premium and any other applicable Medicare premium(s). This plan includes Medicare Part D prescription drug coverage that is available only to Kaiser Permanente Senior Advantage members. You may be enrolled in only one Part D plan at a time, which means you will be disenrolled from any other Part D plan when your coverage under our Plan becomes effective. This plan uses a formulary, which lists covered drugs (see kp.org/seniorrx). Kaiser Permanente is a Medicare Advantage organization with a Medicare contract, which is renewed annually. Coverage beyond the end of the contract year is not guaranteed.



GOOD HEALTH IS WHAT YOU MAKE IT.

We want good health to be an integral part of your life. With Kaiser Permanente, not only do you get the coverage you and your family need, you also get benefits that work together to help make good health possible.

- Our physicians are some of the best in their fields. Connected by your electronic health record, they work as a team for the good of your health.
- At most of our locations, we offer multiple services under one roof so you can take care of many of your health needs in one trip.
- Same-day, after-hours, or weekend services are available at many of our locations so you can get the care you need, when you need it.
- You have access to local health classes, many of which are free, plus a full suite of online programs to help you live a healthier lifestyle.
- Your electronic health record is linked to every Kaiser Permanente facility in your region, so you get personalized care wherever you go.

WE'RE HERE FOR YOUR HEALTH.

For more information, visit kp.org/calpers or call our Member Service Call Center, weekdays from 7 a.m. to 7 p.m. and weekends from 7 a.m. to 3 p.m.

- **1-800-464-4000** English
- **1-800-788-0616** Spanish
- **1-800-757-7585** Chinese dialects
- **1-800-777-1370** TTY for the deaf, hard of hearing, or speech impaired

KAISER PERMANENTE SENIOR ADVANTAGE.

If you have questions about the Senior Advantage plan for CalPERS members, call our Member Service Call Center seven days a week from 8 a.m. to 8 p.m., toll free.

- **1-800-443-0815** English
- **1-800-777-1370** TTY

Kaiser Foundation Health Plan, Inc.
393 E. Walnut St.
Pasadena, CA 91188



KNOW THE REWARDS OF GOOD HEALTH.

At Kaiser Permanente, we believe good health is its own reward. When you take our free online total health assessment, you'll get a unique health improvement plan that you can choose to share with your doctor. Together you can raise your health to the next level.

- Visit kp.org/calpers to start your total health assessment. You'll need to sign on to use this secure feature, or register at kp.org/register if you haven't already.
- When you complete your assessment, you'll get an action plan based on your personally provided information, with recommended steps for living healthier.
- You can choose to attach a summary of your assessment to your electronic health record, then discuss the results with your doctor at your next visit or by e-mail.
- By following your customized plan, you're taking charge of your health—and you can do it with your personal health advocate, your doctor, by your side.

When you take the total health assessment, you're eligible to be entered in a drawing for an 80GB iPod or a \$500 gift certificate to a sporting goods store or spafinder.com. To participate, you must be a CalPERS member age 18 or older with Kaiser Permanente Basic Plan coverage. By law, those enrolled in any Kaiser Permanente Medicare plan are not eligible to receive rewards.



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Member and Marketing Communications
H0524_1103001901 (08/2009)

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