

# Commonwealth of Virginia employees



## Choose a health plan that gives you more

Your health is our cause

### Feeling great is the key to living well. Choose Kaiser Permanente.

- **Care with a personal touch**
  - > Choose a doctor who gets to know you, your health history, and your health goals.
  - > Connect with caregivers who speak your preferred language at many of our medical centers.
- **Get access to peace of mind**
  - > Same-day, after hours, and weekend appointments at many of our locations give you and your family the flexibility you need.
  - > You're covered anywhere in the world for emergency care.
- **Make life easier with My Health Manager**
  - > Avoid repeat trips to the medical center. E-mail your doctor's office, order prescription refills, see certain lab results, and make, cancel, or change appointments on kp.org.
- **Reshape your life with personalized wellness programs**
  - > Get the support you need to successfully quit smoking, lose weight, manage your health conditions, and more at [kp.org/healthylifestyles](http://kp.org/healthylifestyles).
  - > Attend classes to learn how to manage your asthma, reduce stress, manage pain, prepare for a new baby, and much more. Visit [kp.org/classes](http://kp.org/classes) to find classes near you.
- **We're in your neighborhood**
  - > All Kaiser Permanente medical centers offer multiple services under one roof so you can take care of all your health needs in a location near where you work or live.
  - > Approximately 92 percent of our members are within eight miles of two primary care physicians and 86 percent are within 15 miles of one of our hospitals. The majority of our HMO and Medicare Plus members receive their hospital care at 19 area hospitals.

Visit us online anytime at <http://my.kaiserpermanente.org/mida/commonwealthofvirginia>

## The quality of your care at Kaiser Permanente

You can be confident about the quality of the care you receive from the physicians and staff at Kaiser Permanente. We invite you to compare our HEDIS (Health care Effectiveness Data and Information Set) results to the averages of other health plans in Virginia, as well as to national averages. HEDIS is a tool used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service.

| Measure   | Description  | Average %                                    |          |          |
|---|--|--|----------|----------|
|   |  | Kaiser Permanente of the Mid-Atlantic States | Virginia | National |
| Childhood Immunizations—Combo 2                                   | Children receiving appropriate immunizations   | 86.29  | 69.71    | 66.90    |
| Breast cancer screening—total                                     | Women receiving appropriate screenings for breast cancer                                 | 74.97  | 66.60    | 67.32    |
| Cervical cancer screening   | Women receiving appropriate screenings for cervical cancer                               | 82.22  | 79.18    | 78.43    |
| Colorectal cancer screening                                       | Adults receiving appropriate screenings for colorectal cancer                            | 60.93  | 58.37    | 51.34    |
| Appropriate testing for children with pharyngitis                 | Children receiving appropriate testing for strep throat                                  | 91.91  | 82.87    | 74.21    |
| Appropriate treatment for children with URI                       | Children receiving appropriate treatment for upper respiratory infection                 | 93.08  | 83.55    | 83.29    |
| Avoidance of antibiotic treatment in adults with acute bronchitis | Adults receiving appropriate treatment for acute bronchitis                              | 56.13  | 27.65    | 27.04    |
| Use of appropriate medications for people with asthma—total       | People with asthma receiving appropriate medications                                     | 96.36  | 93.55    | 92.52    |
| Controlling high blood pressure—total                             | People with high blood pressure with blood pressure under control                        | 65.37  | 61.6     | 62.16    |
| Persistence of beta-blocker treatment after a heart attack        | After a heart attack, people who are receiving medications to reduce stress on the heart | 75.85  | 71.85    | 68.31    |
| Comprehensive diabetes care—blood pressure control (<140/90)      | People with diabetes with blood pressure under control                                   | 63.02  | 60.07    | 56.78    |
| Comprehensive diabetes care—LDL-C controlled (LDL-C <100 mg/dL)   | People with diabetes with cholesterol under control                                      | 41.36  | 39.34    | 35.03    |

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| Measure   | Description  | Average %                                    |          |          |
|---|--|--|----------|----------|
|   |  | Kaiser Permanente of the Mid-Atlantic States | Virginia | National |
| Follow up after hospitalization for mental illness—7 days                                 | Follow up within 7 days for people hospitalized for a mental illness | 68.29  | 51.35    | 49.86    |
| Follow up care for children prescribed ADHD medication—continuation and maintenance phase | Appropriate follow-up for children prescribed ADHD medication        | 43.40  | 40.08    | 36.94    |

Source: 2008 HEDIS Reports (2007 data), June 2008.

## Most of our members would recommend Kaiser Permanente to their family and friends

According to a 2008 survey, 92 percent of our members definitely/probably would recommend Kaiser Permanente to their family and friends.\* On a rating scale of

1-10, 63.6 percent rated their satisfaction with their plan 8-10, and 64 percent rated their satisfaction with overall health care 8-10 (10 being highest).

\* Kaiser Permanente METEOR survey, spring 2008

## Availability of primary care physicians

Almost 81 percent of our Kaiser Permanente Signature® network physicians are available to new patients.

The advantage of our group model means that nearly all of our primary care physicians are available to our members at any given time. You can choose your doctor from among Kaiser Permanente doctors who practice exclusively in our medical centers. As a member of Kaiser Permanente Signature, you'll enjoy exclusive access to almost 900 Mid-Atlantic Permanente Group (MAPMG) physicians in our 30 medical centers

located in Virginia, Maryland, and the District of Columbia.

Your good health begins with the right doctor. By establishing a relationship with your own PCP, you ensure a medical professional is taking an interest in your well-being—ultimately promoting a better, healthier life. PCPs offer this type of personalized health care service. They review your medical background, take the time to understand your health goals, and coordinate your health care needs, including hospital or specialty care.

## How your doctors and other professionals are admitted to our network

Physicians and professional health care providers seeking employment or contracts with Kaiser Permanente must provide specific, detailed information. We base our selections on this information, for which we use primary verification:

- > Information on all state medical licenses
- > Work history of at least ten years
- > Board certification status
- > Current malpractice coverage
- > Malpractice or claims history for the past ten years
- > Hospital privileges for all hospitals
- > Professional competency
- > Medicare/Medicaid sanctions
- > Professional training and experience
- > Current federal DEA and state-controlled, dangerous substance registration, if applicable
- > National Practitioner Data Bank

- > Health care Integrity Practitioner Database
- > Federation of State Medical Boards (FSMB). In addition to checking OPM/Medicare/opt-out sanctions, during the credentialing/recredentialing process, we use primary verification to check physician sanctions in other states via the FSMB Web site.

Providers who do not pass credentialing do not receive contracts with Kaiser Permanente. In general, we complete contracts with physicians in three to six months depending on their willingness to participate, the timeliness and completeness of their credentialing applications, and the tone of the negotiations.

Last year the turnover for the Mid-Atlantic Permanente Medical Group (MAPMG) physicians, the medical group that exclusively serves Kaiser Permanente members, was six percent.

## Disenrollment

Approximately 90 percent of Kaiser Permanente members chose to reenroll with us last year.

This is a testament to our ability to satisfy and meet the needs of our members.

## How we compensate the physicians in our medical group

Our medical group that exclusively serves Kaiser Permanente members is the Mid-Atlantic Permanente Medical Group (MAPMG). From the Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., MAPMG receives a global capitation payment that is calculated according to total forecast membership. The payment does not vary with the volume of physician services, which means that the group and its physicians do not earn more if they increase their services to our members (for example, through ordering extra tests). MAPMG, in turn, pays their physicians a salary. Part-time

physicians who are not MAPMG shareholders are paid on an hourly basis. As a result, our physicians can focus on providing the right care at the right time.

MAPMG physicians can receive additional compensation if Kaiser Permanente—the health plan and the medical group combined—meets or exceeds these performance targets:

- > Quality of care (third-party ratings on quality measures)
- > Patient satisfaction (based on surveys of our members)
- > Health plan net operating income

## Rate trends

Your Kaiser Permanente HMO rates are developed using actual historical utilization and cost for medical and pharmacy services and adjusted for the future cost trend for this contract period and administrative services.

Year over year, Kaiser Permanente continues to improve overall costs with enhanced disease and care management programs, more specialty care services provided within Kaiser Permanente facilities, electronic medical records, and more.

**kp.org:** your personal health information online



## You're busy. You want to better manage your health, but how do you find the time?

If you receive care, tests, screenings, or services at a Kaiser Permanente medical center, and you're a registered user at kp.org, you can ask your doctor questions, get your lab results, and more. With kp.org, your health information—think of it as your personal health record—is secure and your access immediate. Wherever you are, whenever you need it, you're connected.

### New features!

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- Schedule and cancel appointments for Ob/Gyn
- Schedule and cancel appointments for routine eye exams
- Check the status of your referrals
- With My Wallet Card, print a summary of your member, medical, contact, and insurance information
- Act for an adult family member

### Kaiser Permanente members can already:

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- E-mail the doctor's office
- See certain lab results
- Request prescription refills
- Schedule, cancel, or review routine appointments
- See a list of medication allergies
- Check immunizations
- Check eligibility and benefits
- Get health care reminders
- Review ongoing health conditions
- And more

**Register at [kp.org/register](https://kp.org/register)**



Kaiser Permanente of the Mid-Atlantic states holds an Excellent Accreditation, *the highest rating*, from the National Committee for Quality Assurance. This status is valid through June 2011.

### Members in our plan

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On December 31, 2007, your friends, family, and neighbors in Maryland, Virginia, and Washington, DC who were part of our plan totaled 491,005 (456,770 members in commercial plans and 34,235 in Medicare plans).



### **Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.**

2101 East Jefferson Street  
Rockville, MD 20852

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

Para más información, sírvase llamar a Servicios para Miembros de Kaiser Permanente, de lunes a viernes, de 7:30 a.m. a 5:30 p.m. En el área metropolitana de Washington, DC, llame al 301-468-6000 (teletipo: 301-879-6380). Fuera del área metropolitana de Washington, DC, llame gratis al 1-800-777-7902 (teletipo: 301-879-6380).