

Healthy together

Care and coverage that fits your life

Welcome to care that fits your life

Your doctor, your choice

Choose your doctor based on what's important to you. Go to kp.org/doctor for details about education, specialties, languages spoken, and more. You can also change doctors at any time.

Convenient cost estimates

Get an idea of what you'll pay before you come in for care. For a personalized estimate based on your plan details, visit kp.org/costestimates.

More care options

How you get care is up to you. Choose a phone or video appointment, email your doctor's office with routine questions, or come see us in person.*

Right care, right time

Get the care you need when you need it with routine, specialty, urgent, and emergency care. If you're ever unsure where to go, call us for 24/7 care advice by phone.

Many services under one roof

Do more in less time. In most of our facilities, you can see your doctor, get a lab test, and pick up prescriptions—all in a single trip.



Experience the Kaiser Permanente difference

To be healthy, you need quality care that's simple, personalized, and hassle-free. At Kaiser Permanente, care and coverage come together—so you get everything you need to stay on top of your health in one easy-to-use package.

	Quality care with you at the center	4
	Great care, great results	5
	Get more from your health plan	6
	Your care, your way	7
	Care when and where you need it	8

Quality care with you at the center

Our physician-led care teams work together to keep you healthy by delivering high-quality personalized care.

Great care from great doctors

Our doctors come from top medical schools, and many of them teach at world-renowned universities. No matter which personal doctor you choose, you'll be in highly skilled, experienced hands—and your health is their chief concern.

Choosing a doctor—your partner in health

We make it easy to find the doctor who's right for you—and you're free to change doctors at any time, for any reason. Having a good relationship is important because your personal doctor is your biggest health advocate. Your physician will coordinate your care journey, and you'll work closely together to make decisions about your health.

Better care with a connected team

Your doctor, nurses, and other specialists all work together to keep you healthy. They're connected to each other, and to you, through your electronic health record. So they know important things about you and your health—like when you're due for a screening and what medications you're taking. That way, you get personalized care that's right for you.

Personalized care for all members

Care at Kaiser Permanente isn't one-size-fits-all. We believe your story, background, and values are as important as your health history. To deliver care that's sensitive to all cultures, ethnicities, and lifestyles, we:

- Hire many doctors and staff who speak more than one language.
- Offer telephone interpretation services in more than 150 languages.
- Train our physicians on how to connect with and care for people of all backgrounds.

Kaiser Permanente improved blood pressure control in our Black/African-American members, raised colon cancer screening rates in our Hispanic/Latino members, and improved blood sugar control in our members with diabetes.*

*Self-reported race and ethnicity data are captured in KP HealthConnect, and Healthcare Effectiveness Data and Information Set (HEDIS®) measures are updated quarterly in the interregional Clinical Outcomes Reporting (CORE) Datamart.



Great care, great results

From preventive screenings that keep you healthy to world-class care if you get sick, we've got you covered.



Preventive care to keep you healthy

Preventive care is key to how we practice medicine at Kaiser Permanente. It can help you avoid some health issues and catch others before they become serious.

Your electronic health record plays a vital role. The system tracks your preventive care services, and triggers automatic reminders when you're due for your next screening. We'll let you know when to come in so you're free to focus on living your life.



Specialty care when you need it

Preventive care can help keep you healthy, but we're also here for you if you get sick or need specialty care.

From quality maternity care to treatment for cancer, heart problems, and more, you get great doctors, the latest technology, and evidence-based care—all combined to help you recover quickly.



Support for ongoing conditions

If you have a condition like diabetes or heart disease, you're automatically enrolled in a disease management program for personal coaching and support. With a well-rounded approach backed by proven best practices and advanced technology, we'll help you get the care you need to continue living life to the fullest.



A leader in clinical quality

In 2016, Kaiser Permanente led the nation in 21 effectiveness-of-care measures, including prevention and screening, cardiovascular care, and comprehensive diabetes care.*

Hear care stories from real Kaiser Permanente members at kp.org/carestories.

*Kaiser Permanente 2016 Healthcare Effectiveness Data and Information Set (HEDIS®) scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente's combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2016 and is used with the permission of NCQA. Quality Compass 2016 includes certain Consumer Assessment of Healthcare Providers and Systems (CAHPS®) data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.

Get more from your health plan

Good health goes beyond the doctor's office. That's why we offer so many convenient resources to our members. Explore them all, and choose the ones that fit your life.

Tools and resources for good health



Online wellness tools

Visit kp.org/healthyliving for wellness information, health calculators, fitness videos, podcasts, and recipes from world-class chefs.



Healthy lifestyle programs

Connect to better health with programs to help you lose weight, quit smoking, reduce stress, and more—all at no cost. Learn more at kp.org/healthylifestyles.



Health classes

Sign up for health classes and support groups at many of our facilities. See what's available near you at kp.org/classes—some may require a fee.



Personal wellness coaching

Get help reaching your health goals. Work one-on-one with a wellness coach by phone at no cost. Find out more at kp.org/wellnesscoach.



Special rates for members

Enjoy reduced rates on products and services that can help you stay healthy—like gym memberships, massage therapy, and more. Explore your options at kp.org/choosehealthy.



Seasonal farmers markets

Enjoy shopping for local produce, fresh flowers, and more at farmers markets hosted at many of our facilities and find healthy recipes at kp.org/foodforhealth.

Your care, your way

Get care where, when, and how you want it. With more options to choose from, it's easier to stay on top of your health.

Choose how you connect to care



Email

Email your doctor's office anytime with nonurgent questions. You'll usually get a response within 2 business days—if not sooner.



Video

For some conditions, you can meet face-to-face online with your doctor from your computer, smartphone, or tablet. Need something sooner? Video visits are available with an emergency medicine physician from Kaiser Permanente who is connected to your doctor and your medical history.*



Phone

You may be able to save a trip to the doctor's office by having a phone appointment instead. We also offer care guidance and advice by phone 24/7.



In person

Most of our locations have many services under one roof, so you can see your doctor, get lab services or X-rays, and pick up a prescription—all in the same trip.

Manage your health, your way



At home or work

Stay on top of your care at **kp.org**. Once you're registered, if you receive care in Kaiser Permanente facilities, you can view your medical record, refill most prescriptions, schedule routine appointments, and more.



In app

Manage your care anytime, anywhere. Access many of the features on **kp.org** with the Kaiser Permanente mobile app. Learn more at **kp.org/mobile**. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on **kp.org**.

*During a video visit, you must be present in Maryland, Virginia, Washington, DC, Florida, North Carolina, West Virginia, or Pennsylvania. For members 18 and older. For certain medical conditions.

Care when and where you need it

It's easy for you and your family to get the care you need when you need it. There are many Kaiser Permanente facilities in your area, offering convenient hours and a wide range of care and services.

Convenient care near you

With multiple locations to choose from, it's easy to find one near home or work. Many offer same-day, next-day, after-hours, and weekend services. You can also see different doctors at different locations—whatever works best for you.

Most of our facilities offer a variety of care and services, so you can take care of several health care needs in one visit. You may be able to see your doctor or specialist, get a lab test or an X-ray, and pick up your medications—all without leaving the building.

Finding the right location

Choosing a convenient place to get care is simple—just hop online or grab your smartphone.

- Visit kp.org/facilities to search by ZIP code, keyword, or the type of service you need.
- Search on your smartphone with the location finder on the Kaiser Permanente mobile app.*

Getting care anytime, anywhere

Emergency care

If you ever need emergency care, you're covered worldwide—anytime, anywhere.†

Care away from home

If you get hurt or sick while traveling, we'll help you get care. We can also help you before you leave town by checking to see if you need a vaccination, refilling prescriptions, and more. Just call our 24/7 Away from Home Travel Line at **951-268-3900**‡ or visit kp.org/travel.

*To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

†If you reasonably believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, call **911** or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage*.

‡This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code "001" for landlines and "+1" for mobile before the phone number. Long-distance charges may apply and we cannot accept collect calls. This phone line is closed on major holidays.

 See the next page for a list of our locations in your area.

Kaiser Permanente medical facilities

Maryland

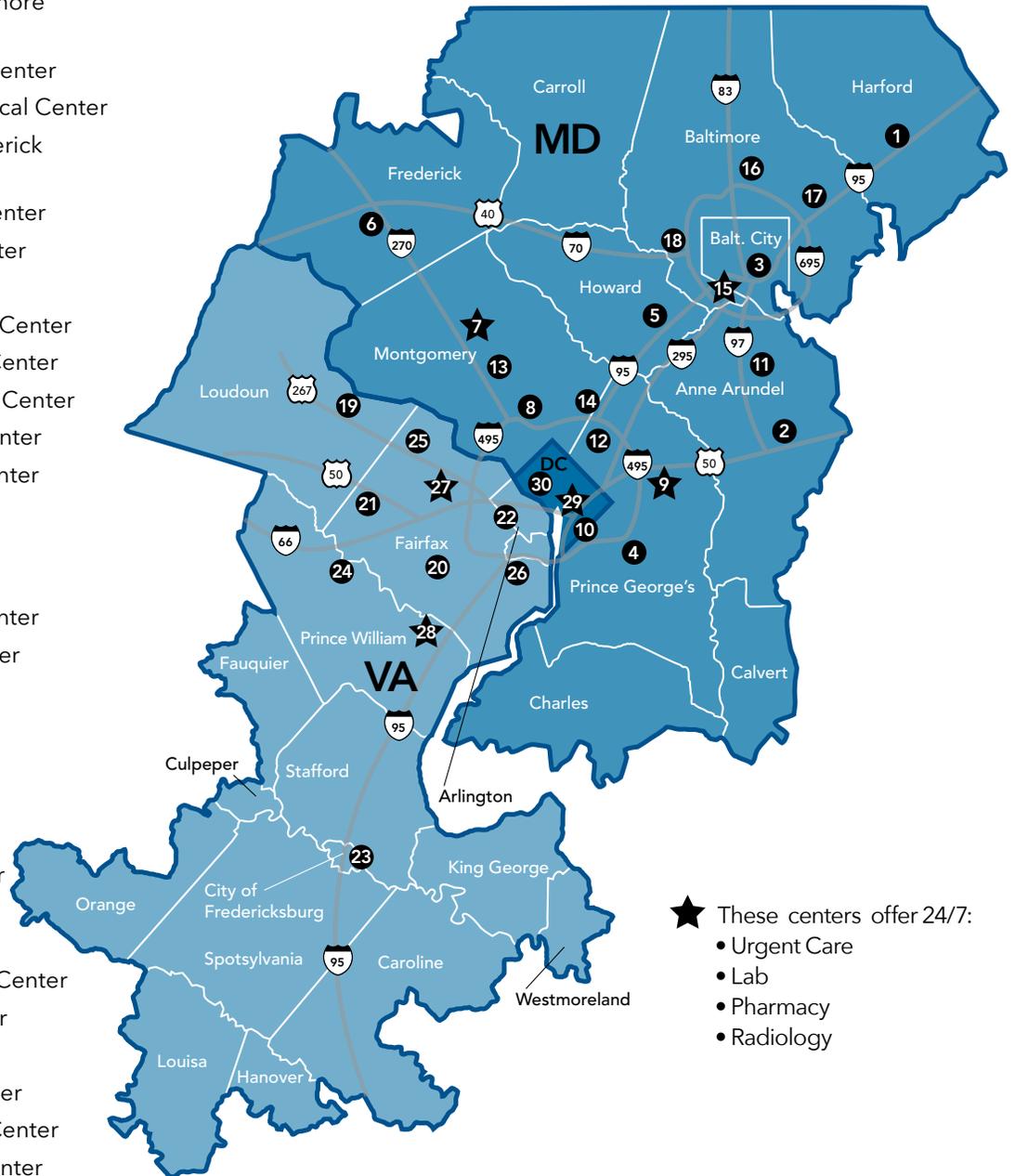
- 1 Abingdon Medical Center
- 2 Annapolis Medical Center
- 3 Kaiser Permanente Baltimore Harbor Medical Center
- 4 Camp Springs Medical Center
- 5 Columbia Gateway Medical Center
- 6 Kaiser Permanente Frederick Medical Center
- 7 Gaithersburg Medical Center
- 8 Kensington Medical Center
- 9 Largo Medical Center
- 10 Marlow Heights Medical Center
- 11 North Arundel Medical Center
- 12 Prince George's Medical Center
- 13 Shady Grove Medical Center
- 14 Silver Spring Medical Center
- 15 South Baltimore County Medical Center
- 16 Towson Medical Center
- 17 White Marsh Medical Center
- 18 Woodlawn Medical Center

Virginia

- 19 Ashburn Medical Center
- 20 Burke Medical Center
- 21 Fair Oaks Medical Center
- 22 Falls Church Medical Center
- 23 Fredericksburg Medical Center
- 24 Manassas Medical Center
- 25 Reston Medical Center
- 26 Springfield Medical Center
- 27 Tysons Corner Medical Center
- 28 Woodbridge Medical Center

Washington, DC

- 29 Kaiser Permanente Capitol Hill Medical Center
- 30 Northwest DC Medical Office Building



Please check kp.org/facilities for the most up-to-date listing of the services located at Kaiser Permanente medical centers.

NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. (Kaiser Health Plan) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **1-800-777-7902** (TTY: **711**)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or phone at: Kaiser Permanente, Appeals and Correspondence Department, Attn: Kaiser Civil Rights Coordinator, 2101 East Jefferson St., Rockville, MD 20852, telephone number: 1-800-777-7902.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

HELP IN YOUR LANGUAGE

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-777-7902** (TTY: **711**).

አማርኛ (Amharic) ማሰታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-800-777-7902** (TTY: **711**)።

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-777-7902** (TTY: **711**).

Bàsɔ̀̀ Wùdù (Bassa) Dè dɛ nià kɛ dyédé gbo: Ɔ jũ ké m̀ Bàsɔ̀̀-wùdù-po-nyò jũ ní, níí, à wudù kà kò dò po-poò b̀éin m̀ gbo kpáa. Đá **1-800-777-7902** (TTY: **711**)

বাংলা (Bengali) লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-800-777-7902** (TTY: **711**)।

中文 (Chinese) 注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-777-7902** (TTY: **711**)。

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-777-7902** (TTY: **711**) تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-777-7902** (TTY: **711**).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.
Rufnummer: **1-800-777-7902** (TTY: **711**).

ગુજરાતી (Gujarati) સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-800-777-7902** (TTY: **711**).

Kreyòl Ayisyen (Haitian Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-777-7902** (TTY: **711**).

हिन्दी (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-800-777-7902** (TTY: **711**) पर कॉल करें।

Igbo (Igbo) NRUBAMA: O buru na i na asu Igbo, oru enyemaka asusu, n'efu, dijiri gi. Крор **1-800-777-7902** (TTY: **711**).

Italiano (Italian) ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-777-7902** (TTY: **711**).

日本語 (Japanese) 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。 **1-800-777-7902** (TTY: **711**) まで、お電話にてご連絡ください。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-777-7902** (TTY: **711**) 번으로 전화해 주십시오.

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yánílti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódílnih **1-800-777-7902** (TTY: **711**).

Português (Portuguese) ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-800-777-7902** (TTY: **711**).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-777-7902** (TTY: **711**).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-777-7902** (TTY: **711**).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.
Tumawag sa **1-800-777-7902** (TTY: **711**).

ไทย (Thai) เรียน: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-777-7902** (TTY: **711**).

أردو (Urdu) خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں **1-800-777-7902** (TTY: **711**)۔

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-777-7902** (TTY: **711**).

Yorùbá (Yoruba) AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi **1-800-777-7902** (TTY: **711**).

The right choice for a healthier you

Having a good health plan is important. So is getting quality care. With Kaiser Permanente, you get both.

Once you join ...

Visit kp.org/newmember to get started. It's easy to register at kp.org—choose your doctor, transfer your prescriptions, and schedule your first routine appointment. And if you need help, just give us a call.

Want to learn more?

Learn more about how health care and coverage work together for you.

- Member Service Contact Center
800-777-7902 (TTY 711)
Monday-Friday, 7:30 a.m.-5:30 p.m.
- kp.org/thrive

Stay connected to good health

-  facebook.com/kpthrive
-  youtube.com/kaiserpermanenteorg
-  [@kpthrive](https://twitter.com/kpthrive), [@kptotalhealth](https://twitter.com/kptotalhealth), [@kpamidatlantic](https://twitter.com/kpamidatlantic)

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
2101 E. Jefferson St., Rockville, MD 20852
60611408 MAS 8/01/17-12/31/18

