

# Care for all that is you





# Experience health care designed with you in mind

Care for ...

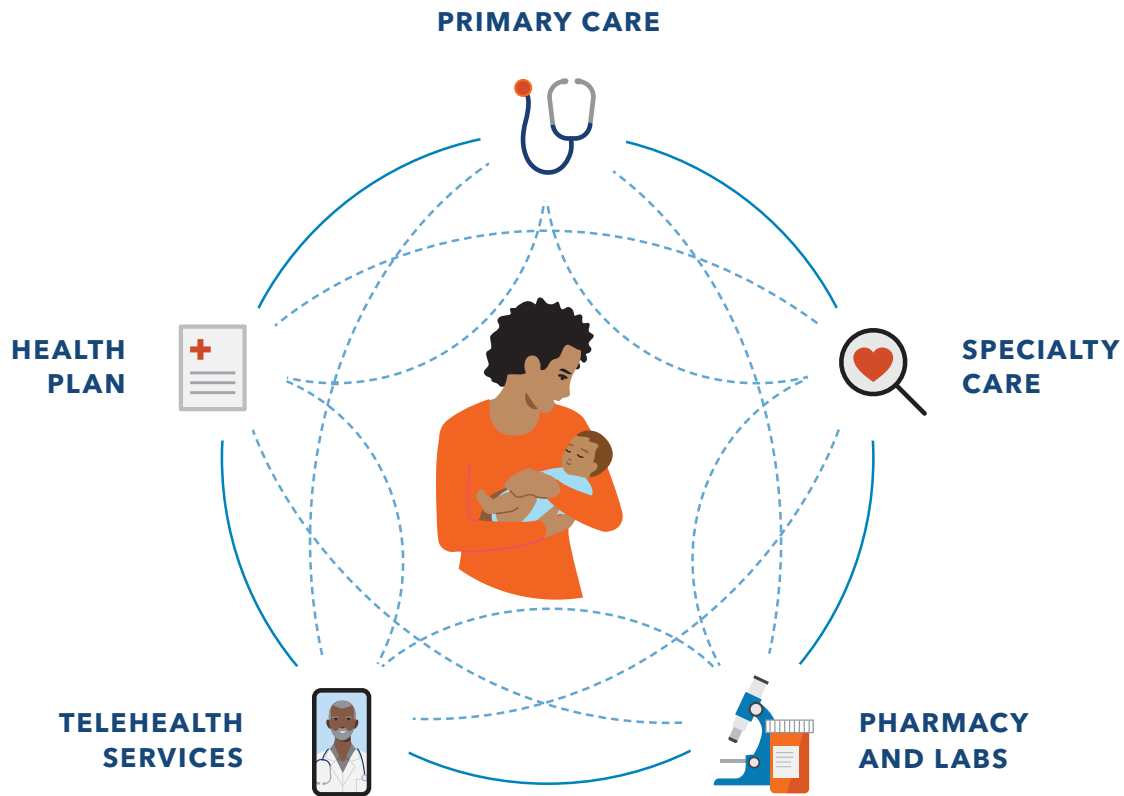
Routine checkups, complex treatments, and late-night questions

Building strength, reducing stress, and raising a family

New goals, old habits, and ongoing mental wellness

No matter what your priority is, ours is providing excellent care – for the you who's feeling great, the you who needs support, and every you in between.





## Built to make your life easier

Combined care and coverage means your Kaiser Permanente doctors, hospitals, and health plan benefits are all connected and committed to providing you with exceptional care tailored to your needs.

**It's easier access to  
top specialists and the  
latest treatments.**

**It's predictable costs  
and less paperwork.**

**It's the right care,  
when you need it.**



Find out how we can help you stay healthy and  
keep doing what you love.

[kp.org/allthatisyou](https://kp.org/allthatisyou)

# Care that's **personalized**

**For the you who deserves to be understood**

Kaiser Permanente doctors have one priority: your health. Your electronic health record connects your care team with your health history, so your doctor can plan the right care for your needs. They learn your lifestyle, risks, and goals to understand what matters most to you and be your best health advocate.



Explore care that fits your life.  
[kp.org/connectedtocare](https://kp.org/connectedtocare)

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We guide you through every step of your care



**Your health history lives on your electronic health record.**



**Your doctor guides you through appointments and referrals.**



**Your health record is available to you and your care team 24/7.**



**Your care team lets you know when to schedule checkups and tests.**

# Care that's convenient

## For the you with a busy schedule

Visit [kp.org](https://kp.org) or use our app to make a routine same-day or next-day appointment in person, or talk to a clinician 24/7 by phone or video.<sup>1</sup> 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.

### Do more in one visit

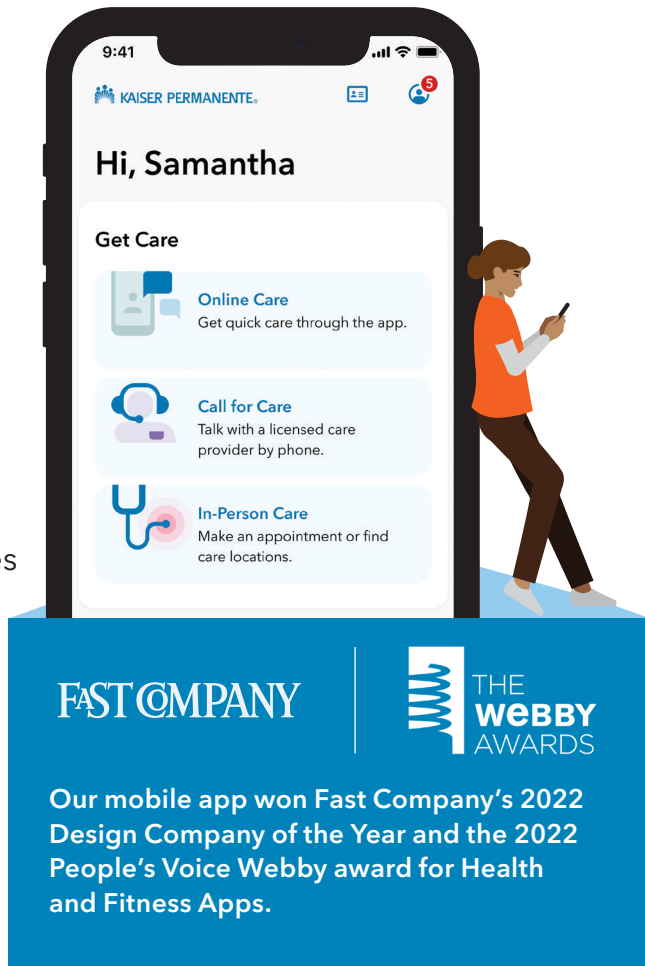
Many of our facilities have pharmacies and labs in the same building, so you can see your doctor, get your tests, and pick up your prescriptions all in one stop.

### Your health at your fingertips

- Get 24/7 virtual care
- Email your care team
- View most lab results and doctor's notes
- Refill most prescriptions
- Check in for appointments
- Pay bills and view statements



See how the Kaiser Permanente app puts you in control.  
[kp.org/mobile](https://kp.org/mobile)



**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.

### You're covered while traveling



If you're planning to travel, we can help you manage your vaccinations, refill prescriptions, and more. And once you're on the go, you're covered for urgent and emergency care anywhere in the world – even at non-Kaiser Permanente facilities.

# Care that's world class

For the you who expects the best

No matter your needs – mental health, maternity, cancer care, heart health, and beyond – you have access to expert doctors, cutting-edge technology, and the latest evidence-based care.



Learn how our doctors and specialists work for you.

[kp.org/specialtycare](https://kp.org/specialtycare)



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We're a national leader in screening rates and research, and we're among the top-rated health plans in every state we serve.<sup>2,3,4</sup>

Kaiser Permanente members are:



33%

more likely to survive heart disease<sup>5</sup>

52%

more likely to survive colorectal cancer<sup>6</sup>

20%

less likely to experience premature death due to cancer<sup>7</sup>



**All 39 of our hospitals** have been recognized by U.S. News & World Report as high performing in one or more types of care.



# Care that's all encompassing

For the you who wants to explore all your health options

Kaiser Permanente members can get help with depression, anxiety, addiction, and mental or emotional health – without a referral. You also have access to self-care apps to help your overall mental wellness.<sup>8,9</sup>



## Calm

The number one app for sleep and meditation



## Ginger

Text one-on-one with an emotional support coach anytime, anywhere<sup>10</sup>



## myStrength

Build a personalized plan to strengthen your emotional health



Find out more about mental health care.

[kp.org/mentalhealth](https://kp.org/mentalhealth)

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## Resources for everyday wellness

Take advantage of classes, services, and programs to help you achieve your health and fitness goals.<sup>11</sup>

- Acupuncture, massage therapy, and chiropractic care
- Reduced rates on gym memberships
- Healthy lifestyle programs
- Wellness coaching
- Online fitness with the ClassPass app

# Care that's dependable

For the you who wants a doctor you trust

Your health is a lifelong journey, and we want you to have the right doctor to go the distance. We hire doctors and staff who speak more than one language and deliver care that's sensitive to your culture, ethnicity, and lifestyle. And you can choose or change your doctor anytime.



From finding the right doctor to transitioning care, we'll help you with every step.

[kp.org/newmember](https://kp.org/newmember)

“

Dr. Weniger was relatable, kind, and thorough.  
By the end of my visit, I knew I made the right choice  
in Kaiser Permanente.

”

– Aimee, new member

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# Complete care to help you live a fuller, healthier life

With Kaiser Permanente, you have a trusted partner who considers your health a priority and makes it easier to get the care you need. That's why members stay with Kaiser Permanente nearly 3 times as long as other health plans.<sup>12</sup>

## Want to learn more?



Visit [kp.org/allthatisyouth](https://kp.org/allthatisyouth) to shop plans and get help with your health care questions.

Call **1-800-514-0985** (TTY **711**),  
Monday through Friday, 7 a.m. to 6 p.m. Pacific time, to  
talk to an enrollment specialist.

Current members with questions can call  
our Member Service Contact Center, 24 hours a day,  
7 days a week (closed holidays).

- **1-800-464-4000** (English and more than 150 languages using interpreter services)
- **1-800-788-0616** (Spanish)
- **1-800-757-7585** (Chinese dialects)
- **711** (TTY)



1. When appropriate and available. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. 2. Kaiser Permanente 2022 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente 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 2022 and is used with the permission of NCQA. Quality Compass 2022 includes certain 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. 3. 2021 Annual Report, Kaiser Permanente, [about.kaiserpermanente.org/who-we-are/annual-reports/2021-annual-report](https://about.kaiserpermanente.org/who-we-are/annual-reports/2021-annual-report). 4. 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). 5. Robert Pearl and Brian Wayling, "The Telehealth Era Is Just Beginning," *Harvard Business Review*, May-June 2022. 6. 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. 7. Elizabeth A. McGlynn, PhD, et al., "Measuring Premature Mortality Among Kaiser Permanente Members Compared to the Community," July 20, 2022. 8. 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. 9. 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. 10. 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. 11. The services described above are not covered under your health plan benefits and are not 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. 12. Kaiser Permanente internal data, 2019; "12 Trends Influencing the Future of Workplace Benefits," Aflac, 2018; U.S. Bureau of Labor Statistics, 2018.



# Language Assistance Services

**English:** Language assistance is available at no cost to you, 24 hours a day, 7 days a week. You can request interpreter services, materials translated into your language, or in alternative formats. You can also request auxiliary aids and devices at our facilities. Just call us at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). TTY users call **711**.

**Arabic:** خدمات الترجمة الفورية متوفرة لك مجاناً على مدار الساعة كافة أيام الأسبوع. بإمكانك طلب خدمة الترجمة الفورية أو ترجمة وثائق للغتك أو لصيغ أخرى. يمكنك أيضاً طلب مساعدات إضافية وأجهزة في مرافقنا. ما عليك سوى الاتصال بنا على الرقم **1-800-464-4000** على مدار الساعة كافة أيام الأسبوع (مغلق أيام العطلات). لمستخدمي خدمة الهاتف النصي يرجى الاتصال على الرقم (711).

**Armenian:** Ձեզ կարող է անվճար օգնություն տրամադրվել լեզվի հարցում՝ օրը 24 ժամ, շաբաթը 7 օր: Դուք կարող եք պահանջել բանավոր թարգմանչի ծառայություններ, Ձեր լեզվով թարգմանված կամ այլընտրանքային ձևաչափով պատրաստված նյութեր: Դուք նաև կարող եք խնդրել օժանդակ օգնություններ և սարքեր մեր հաստատություններում: Պարզապես զանգահարեք մեզ **1-800-464-4000** հեռախոսահամարով՝ օրը 24 ժամ, շաբաթը 7 օր (տոն օրերին փակ է): TTY-ից օգտվողները պետք է զանգահարեն **711**:

**Chinese:** 您每週 7 天，每天 24 小時均可獲得免費語言協助。您可以申請口譯服務、要求將資料翻譯成您所用語言或轉換為其他格式。您還可以在我們的場所內申請使用輔助工具和設備。我們每週 7 天，每天 24 小時均歡迎您打電話 **1-800-757-7585** 前來聯絡（節假日休息）。聽障及語障專線 (TTY) 使用者請撥 **711**。

**Farsi:** خدمات زبانی در 24 ساعت شبانروز و 7 روز هفته بدون اخذ هزینه در اختیار شما است. شما می توانید برای خدمات مترجم شفاهی، ترجمه مدارک به زبان شما و یا به صورتهای دیگر درخواست کنید. شما همچنین می توانید کمکهای جانبی و وسایل. کمکی برای محل اقامت خود درخواست کنید کافیسست در 24 ساعت شبانروز و 7 روز هفته (به استثنای روزهای تعطیل) با ما به شماره **1-800-464-4000** تماس بگیرید. کاربران ناشنوا (TTY) با شماره **711** تماس بگیرند.

**Hindi:** बिना किसी लागत के दुभाषिया सेवाएँ, दिन के 24 घंटे, सप्ताह के सातों दिन उपलब्ध हैं। आप एक दुभाषिये की सेवाओं के लिए, बिना किसी लागत के सामग्रियों को अपनी भाषा में अनुवाद करवाने के लिए, या वैकल्पिक प्रारूपों के लिए अनुरोध कर सकते हैं। आप हमारे सुविधा-स्थलों में सहायक साधनों और उपकरणों के लिए भी अनुरोध कर सकते हैं। बस केवल हमें **1-800-464-4000** पर, दिन के 24 घंटे, सप्ताह के सातों दिन (छुट्टियों वाले दिन बंद रहता है) कॉल करें। TTY उपयोगकर्ता **711** पर कॉल करें।

**Hmong:** Muaj kev pab txhais lus pub dawb rau koj, 24 teev ib hnuv twg, 7 hnuv ib lim tiam twg. Koj thov tau cov kev pab txhais lus, muab cov ntaub ntauv txhais ua koj hom lus, los yog ua lwm hom. Koj kuj thov tau lwm yam kev pab thiab khoom siv hauv peb tej tsev hauj lwm. Tsuas hu rau **1-800-464-4000**, 24 teev ib hnuv twg, 7 hnuv ib lim tiam twg (cov hnuv caiv kaw). Cov neeg siv TTY hu **711**.

**Japanese:** 当院では、言語支援を無料で、年中無休、終日ご利用いただけます。通訳サービス、日本語に翻訳された資料、あるいは資料を別の書式でも依頼できます。補助サービスや当施設の機器についてもご相談いただけます。お気軽に **1-800-464-4000** までお電話ください（祭日を除き年中無休）。TTY ユーザーは **711** にお電話ください。



**Khmer:** ជំនួយភាសា គឺឥតគិតថ្លៃថ្លៃដល់អ្នកឡើយ  
24 ម៉ោងក្នុងមួយថ្ងៃ 7 ថ្ងៃក្នុងមួយសប្តាហ៍។  
អ្នកអាចស្នើសុំសេវាអ្នកបកប្រែឯកសារដែលបានបក  
ប្រែទៅជាភាសាខ្មែរ ឬជាទំរង់ជំនួយផ្សេងៗទៀត។  
អ្នកក៏អាចស្នើសុំឧបករណ៍និងបរិក្ខារជំនួយទំនាក់ទំនង  
សម្រាប់អ្នកពិការនៅទីតាំងរបស់យើងផងដែរ។  
គ្រាន់តែទូរស័ព្ទមកយើង តាមលេខ **1-800-464-4000**  
បាន 24 ម៉ោងក្នុងមួយថ្ងៃ 7 ថ្ងៃក្នុងមួយសប្តាហ៍  
(បិទថ្ងៃបុណ្យ)។ អ្នកប្រើ TTY សៅរ៍លេខ 711។

**Korean:** 요일 및 시간에 관계없이 언어지원  
서비스를 무료로 이용하실 수 있습니다. 귀하는  
통역 서비스, 귀하의 언어로 번역된 자료 또는 대체  
형식의 자료를 요청할 수 있습니다. 또한 저희  
시설에서 보조기구 및 기기를 요청하실 수  
있습니다. 요일 및 시간에 관계없이  
**1-800-464-4000** 번으로 전화하십시오 (공휴일 휴무).  
TTY 사용자번호 **711**.

**Laotian:** ການຊ່ວຍເຫຼືອດ້ານພາສາມີໃຫ້ໄດ້ຍ່ອຍຮ່າ  
ແກ່ທ່ານ, ຕະຫຼອດ 24 ຊົ່ວໂມງ, 7 ວັນຕໍ່ອາທິດ. ທ່ານ  
ສາມາດຮ້ອງຂໍຮັບບໍລິການນາຍພາສາ, ໃຫ້ແບບເອກະ  
ສານເປັນພາສາຂອງທ່ານ, ຫຼື ໃນຮູບແບບອື່ນ.  
ທ່ານສາມາດຂໍອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ອຸປະກອນ  
ຕ່າງໆໃນສະຖານບໍລິການຂອງພວກເຮົາໄດ້. ພາຍໃຕ້ໂທ  
ຫາພວກເຮົາທີ່ **1-800-464-4000**, ຕະຫຼອດ 24 ຊົ່ວໂມງ, 7  
ວັນຕໍ່ອາທິດ (ປິດວັນພັກຕ່າງໆ). ຜູ້ໃຊ້ສາຍ TTY ໂທ  
**711**.

**Mien:** Mbenc nzoih liouh wang-henh tengx nzie faan  
waac bun muangx maiv zuqc cuotv zinh nyaanh meih,  
yietc hnoi mbenc maaiah 24 norm ziangh hoc, yietc  
norm liv baaiz mbenc maaiah 7 hnoi. Meih se haih tov  
heuc tengx lorx faan waac mienh tengx faan waac bun  
muangx, dorh nyungc horngh jaa-sic mingh faan benx  
meih nyei waac, a'fai liouh ginv longc benx haaix hoc  
sou-guv daan yaac duqv. Meih corc haih tov longc  
benx wuotc ginc jaa-dorngx tengx aengx caux jaa-sic  
nzie bun yiem njiec zorc goux baengc zingh gorn  
zangc. Kungx douc waac mingh lorx taux yie mbuo  
yiem njiec naaiv **1-800-464-4000**, yietc hnoi mbenc  
maaiah 24 norm ziangh hoc, yietc norm liv baaiz mbenc  
maaiah 7 hnoi. (hnoi-gec se guon gorn zangc oc).  
TTY nyei mienh nor douc waac lorx **711**.

**Navajo:** Doo bik'é asínílaágóó saad bee ata' hane' bee  
áká e'elyeed nich'i' áq'át'é, t'áá álahjì' jíggo dóó  
tí'ée'go áádóó tsosts'íjì áq'át'é. Ata' hane' yídííkił,  
naaltsoos t'áá Diné bizaad bee bik'i' ashchíggo, éi  
doodago hane' bee didííts'ííligíí yídííkił. Hane' bee  
bik'i' di'dííííligíí dóó bee hane' didííts'ííligíí  
bína'ídiłkidgo yídííkił. Kojí hodiilnih **1-800-464-4000**,  
t'áá álahjì', jíggo dóó tí'ée'go áádóó tsosts'íjì áq'át'é.  
(Dahodíłzingóne' doo nida'anish dago éi da'deelkaal).  
TTY chodayool'ínígíí kojí dahalne' **711**.

**Punjabi:** ਬਿਨਾਂ ਕਿਸੀ ਲਾਗਤ ਦੇ, ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ  
7 ਦਿਨ, ਦੁਭਾਸ਼ੀਆ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਉਪਲਬਧ ਹੈ। ਤੁਸੀਂ ਇੱਕ  
ਦੁਭਾਸ਼ੀਏ ਦੀ ਮਦਦ ਲਈ, ਸਮੱਗਰੀਆਂ ਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ  
ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਲਈ, ਜਾਂ ਕਿਸੇ ਵੱਖ ਫਾਰਮੈਟ ਵਿੱਚ ਪ੍ਰਾਪਤ  
ਕਰਨ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। ਤੁਸੀਂ ਸਾਡੀਆਂ ਸੁਵਿਧਾਵਾਂ ਵਿੱਚ  
ਵੀ ਸਹਾਇਕ ਸਾਧਨਾਂ ਅਤੇ ਉਪਕਰਣਾਂ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹਾਂ।  
ਬਸ ਸਿਰਫ ਸਾਨੂੰ **1-800-464-4000** ਤੇ, ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ  
ਦੇ 7 ਦਿਨ (ਛੁੱਟੀਆਂ ਵਾਲੇ ਦਿਨ ਬੰਦ ਰਹਿੰਦਾ ਹੈ) ਫ਼ੋਨ ਕਰੋ। TTY  
ਦਾ ਉਪਯੋਗ ਕਰਨ ਵਾਲੇ **711** 'ਤੇ ਫ਼ੋਨ ਕਰਨ।

**Russian:** Мы бесплатно обеспечиваем Вас услугами  
перевода 24 часа в сутки, 7 дней в неделю. Вы можете  
воспользоваться помощью устного переводчика,  
запросить перевод материалов на свой язык или  
запросить их в одном из альтернативных форматов.  
Мы также можем помочь вам с вспомогательными  
средствами и альтернативными форматами. Просто  
позвоните нам по телефону **1-800-464-4000**, который  
доступен 24 часа в сутки, 7 дней в неделю (кроме  
праздничных дней). Пользователи линии TTY могут  
звонить по номеру **711**.

**Spanish:** Tenemos disponible asistencia en su idioma  
sin ningún costo para usted 24 horas al día, 7 días a la  
semana. Puede solicitar los servicios de un intérprete,  
que los materiales se traduzcan a su idioma o en  
formatos alternativos. También puede solicitar recursos  
para discapacidades en nuestros centros de atención.  
Solo llame al **1-800-788-0616**, 24 horas al día, 7 días a  
la semana (excepto los días festivos). Los usuarios de  
TTY, deben llamar al **711**.

**Tagalog:** May magagamit na tulong sa wika nang wala  
kang babayaran, 24 na oras bawat araw, 7 araw bawat  
linggo. Maaari kang humingi ng mga serbisyo ng  
tagasalin sa wika, mga babasahin na isinalin sa iyong  
wika o sa mga alternatibong format. Maaari ka ring  
humiling ng mga karagdagang tulong at device sa  
aming mga pasilidad. Tawagan lamang kami sa  
**1-800-464-4000**, 24 na oras bawat araw, 7 araw bawat  
linggo (sarado sa mga pista opisyal). Ang mga  
gumagamit ng TTY ay maaaring tumawag sa **711**.

**Thai:** มีบริการช่วยเหลือด้านภาษาฟรีตลอด 24 ชั่วโมง  
7 วันต่อสัปดาห์ คุณสามารถ ขอใช้บริการล่าม  
แปลเอกสารเป็นภาษาของคุณ หรือในรูปแบบอื่นได้  
คุณสามารถขออุปกรณ์และเครื่องมือช่วยเหลือได้ที่ศูนย์บริการ  
ให้ความช่วยเหลือของเรา โดยโทรหา เราที่ **1-800-464-4000**  
ตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์ (ยกเว้นวันหยุดราชการ)  
ผู้ใช้ TTY ให้โทร **711**

**Ukrainian:** Послуги перекладача надаються  
безкоштовно, цілодобово, 7 днів на тиждень. Ви  
можете зробити запит на послуги усного  
перекладача, отримання матеріалів у перекладі  
мовою, якою володієте, або в альтернативних  
форматах. Також ви можете зробити запит на  
отримання допоміжних засобів і пристроїв у  
закладах нашої мережі компаній. Просто  
зателефонуйте нам за номером **1-800-464-4000**.  
Ми працюємо цілодобово, 7 днів на тиждень  
(крім святкових днів). Номер для користувачів  
телетайпа: **711**.

**Vietnamese:** Dịch vụ thông dịch được cung cấp miễn  
phí cho quý vị 24 giờ mỗi ngày, 7 ngày trong tuần. Quý  
vị có thể yêu cầu dịch vụ thông dịch, tài liệu phiên dịch  
ra ngôn ngữ của quý vị hoặc tài liệu bằng nhiều hình  
thức khác. Quý vị cũng có thể yêu cầu các phương tiện  
trợ giúp và thiết bị hỗ trợ tại các cơ sở của chúng tôi.  
Quý vị chỉ cần gọi cho chúng tôi tại số **1-800-464-4000**,  
24 giờ mỗi ngày, 7 ngày trong tuần (trừ các ngày lễ).  
Người dùng TTY xin gọi **711**.

## Nondiscrimination Notice

Discrimination is against the law. Kaiser Permanente follows State and Federal civil rights laws.

Kaiser Permanente does not unlawfully discriminate, exclude people, or treat them differently because of age, race, ethnic group identification, color, national origin, cultural background, ancestry, religion, sex, gender, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, medical condition, source of payment, genetic information, citizenship, primary language, or immigration status.

Kaiser Permanente provides the following services:

- No-cost aids and services to people with disabilities to help them communicate better with us, such as:
  - ◆ Qualified sign language interpreters
  - ◆ Written information in other formats (braille, large print, audio, accessible electronic formats, and other formats)
- 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 our Member Service Contact Center at **1-800-464-4000 (TTY 711)**, 24 hours a day, 7 days a week (except closed holidays). If you cannot hear or speak well, please call **711**.

Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, or another format, call our Member Service Contact Center and ask for the format you need.

### How to file a grievance with Kaiser Permanente

You can file a discrimination grievance with Kaiser Permanente if you believe we have failed to provide these services or unlawfully discriminated in another way. Please refer to your *Evidence of Coverage or Certificate of Insurance* for details. You may also speak with a Member Services representative about the options that apply to you. Please call Member Services if you need help filing a grievance.

You may submit a discrimination grievance in the following ways:

- **By phone:** Call Member Services at **1 800-464-4000 (TTY 711)** 24 hours a day, 7 days a week (except closed holidays)
- **By mail:** Call us at **1 800-464-4000 (TTY 711)** and ask to have a form sent to you
- **In person:** Fill out a Complaint or Benefit Claim/Request form at a member services office located at a Plan Facility (go to your provider directory at [kp.org/facilities](http://kp.org/facilities) for addresses)
- **Online:** Use the online form on our website at [kp.org](http://kp.org)

You may also contact the Kaiser Permanente Civil Rights Coordinators directly at the addresses below:

**Attn: Kaiser Permanente Civil Rights Coordinator**  
Member Relations Grievance Operations  
P.O. Box 939001  
San Diego CA 92193

**How to file a grievance with the California Department of Health Care Services Office of Civil Rights** *(For Medi-Cal Beneficiaries Only)*

You can also file a civil rights complaint with the California Department of Health Care Services Office of Civil Rights in writing, by phone or by email:

- **By phone:** Call DHCS Office of Civil Rights at **916-440-7370** (TTY 711)
- **By mail:** Fill out a complaint form or send a letter to:

Deputy Director, Office of Civil Rights  
Department of Health Care Services  
Office of Civil Rights  
P.O. Box 997413, MS 0009  
Sacramento, CA 95899-7413

Complaint forms are available at: [http://www.dhcs.ca.gov/Pages/Language\\_Access.aspx](http://www.dhcs.ca.gov/Pages/Language_Access.aspx)

- **Online:** Send an email to [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov)

**How to file a grievance with the U.S. Department of Health and Human Services Office of Civil Rights**

You can file a discrimination complaint with the U.S. Department of Health and Human Services Office for Civil Rights. You can file your complaint in writing, by phone, or online:

- **By phone:** Call **1-800-368-1019** (TTY 711 or 1-800-537-7697)
- **By mail:** Fill out a complaint form or send a letter to:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

Complaint forms are available at:

<http://www.hhs.gov/ocr/office/file/index.html>

- **Online:** Visit the Office of Civil Rights Complaint Portal at:  
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.



