

# Care for all that is you



Scan the QR code or visit  
[kp.org/calpers](https://kp.org/calpers) for more information.

# Go where you feel like your best self

We can help you get to your healthy place – no matter where it is. Care at Kaiser Permanente feels easier and faster, with the help of connected caregivers, more ways to get care, and support for the whole you. Welcome to care for all that is you.

## Learn more about:

Experience health care designed with you in mind.....	3
Care that’s connected.....	4
Care that’s personalized.....	5
Industry-leading clinical quality.....	6
Care that’s convenient.....	7
Care that meets you where you are.....	8
Care that’s all-encompassing.....	9
Your CalPERS Kaiser Permanente Basic plan.....	10
Your CalPERS Kaiser Permanente Medicare Senior Advantage plans.....	11

### Want to talk? We’re here to help.



A Kaiser Permanente enrollment specialist can answer your questions. Basic plan specialist: **1-800-305-1220** (TTY **711**). Medicare specialist: **1-855-717-9598** (TTY **711**). Available Monday through Friday, 7 a.m. to 6 p.m. Pacific time (PT).



# Experience health care designed with you in mind

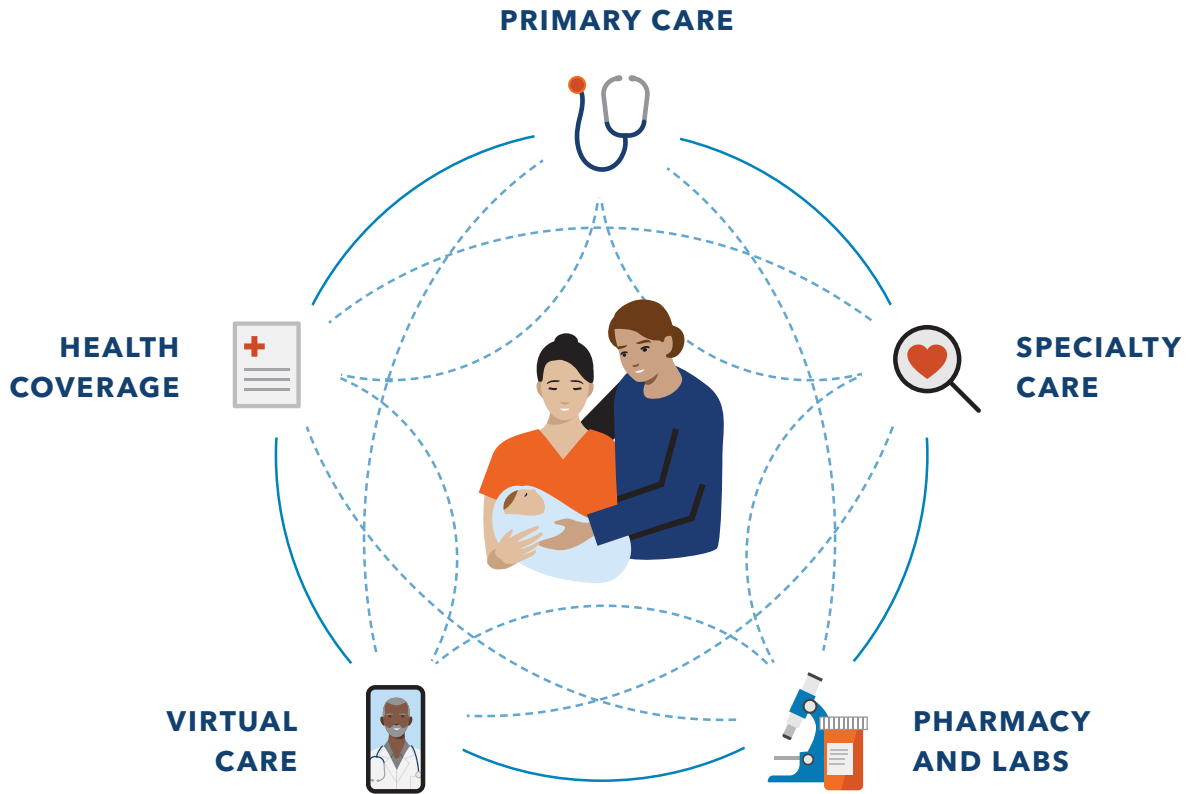
You deserve high-quality care for your total health, whatever you need – from routine checkups to complex treatments to mental wellness support.

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.



Discover how we can help you stay healthy and doing what you love at [kp.org/choosekp](https://kp.org/choosekp).





## A different kind of care

Your health care should make your life easier – with doctors, hospitals, and health plan benefits that are all connected and focused on providing you with exceptional care.

### With Kaiser Permanente, you get

Personalized care from top specialists

24/7 access to care wherever you are

Predictable costs and less paperwork

---

Members stay with Kaiser Permanente nearly 3 times as long as other health plans.<sup>1</sup>

# Care that's **personalized**

**For the you who deserves to be seen and heard**

You need a doctor who understands you. Someone who'll learn your lifestyle, health risks, and goals. At Kaiser Permanente, you don't have to repeat yourself every time you visit the doctor. Your care team has access to your entire medical history through your electronic health record, so they know you and your story.

You can also change your doctor anytime and choose from many clinicians who speak more than one language, so it's easy to find the perfect match for you.

“ From seeing the doctor to getting lab work, I knew exactly where to go and the flow was seamless. ”

– Kaiser Permanente member

We guide you through every step of your care



**Your health history lives in 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 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 experienced doctors, cutting-edge technology, and the latest evidence-based care.



Explore high-quality care options for every health need at [kp.org/choosekp](https://kp.org/choosekp).



---

## We're a national leader in outcomes

We lead the nation in outcomes for conditions like cancer and heart disease, 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 die early of cancer<sup>5</sup>

---

## Recognized excellence in stroke and heart disease care<sup>7</sup>

The American Heart Association and American Stroke Association's Get With The Guidelines<sup>®</sup> program has recognized **38 of our medical centers** for commitment to excellence in the treatment of stroke or heart disease.

# 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, or talk to a clinician 24/7 by phone or video.<sup>8</sup> No matter how you connect, you'll always speak with a medical professional who can see your health history and pick up where you left off.



### 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

### 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.



More than half of members avoided a trip to the ER or urgent care by meeting a clinician for a video visit.<sup>9</sup>

# Care you can count on

## For the you who wants dependable service

You should always have the right care – when and where you need it. Choose the Kaiser Permanente doctors and locations that work best for you, and know your care team is connected to a national network of specialists and services.

### At Kaiser Permanente, most members say they get primary care appointments as soon as they expect – or sooner.<sup>10</sup>

You can get timely, convenient service with:

- ✓ More primary care appointments
- ✓ Quick lab results
- ✓ 24/7 virtual care
- ✓ A large clinician network



See how to get care that meets you where you are at [kp.org/choosekp](https://kp.org/choosekp).



#### Mail-order pharmacy

- Easy refills online, in person, or over the phone
- Same-day pickup
- Most prescriptions delivered to your front door
- Same-day or next-day home delivery available for an additional fee<sup>11</sup>



#### You're covered while traveling

- Help with vaccinations, prescription refills, and more
- Urgent and emergency care worldwide – not just at Kaiser Permanente facilities
- Visit [kp.org/calpers](https://kp.org/calpers) or call the Away from Home Travel Line at **951-268-3900** (TTY **711**) for more information<sup>12</sup>



# 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 for mental health care within Kaiser Permanente. Share your concerns with anyone on your care team at any time, and they can connect you to the support you need.

- Individual or group therapy
- Health classes<sup>13</sup>
- Medication
- Self-care resources
- Mental wellness apps<sup>14</sup>

Not sure where to start? Talk to your personal doctor about your concerns or call us to talk with our mental health team.



## Resources for your everyday wellness

Take advantage of classes, services, and programs to help you achieve your health goals.

- Healthy lifestyle programs<sup>15</sup>
- Wellness coaching<sup>15</sup>



Enjoy special deals

on fitness programs, gym memberships, and online resources.<sup>15</sup>

# Your CalPERS Kaiser Permanente Basic plan

With your Kaiser Permanente health plan, your benefits include a wide range of programs and support to help you stay healthy. And you get a streamlined approach to care that helps you make choices and get things done – to help you get well and get on with your life.

## Highlights of your plan

- Simple copays for most covered services, including office visits and most prescriptions
- Virtually no paperwork to fill out or bills for the services you receive
- No deductibles to keep track of or percentages to figure out
- No referrals for certain specialties, like optometry and obstetrics-gynecology

## Convenient access

When you need care, it's easy to find a Kaiser Permanente location near your home or work.

Just visit [kp.org/facilities](https://kp.org/facilities) or download our free Kaiser Permanente app<sup>14</sup> for your smartphone or mobile device. Then use our convenient location finder to search by ZIP code or keyword.

## Enjoy reduced rates

Get reduced rates on a variety of health-related products and services. These include:

### • Complementary care

As a CalPERS member, your acupuncture and chiropractic benefit includes a combined 20 visits per calendar year at a \$15 copay for each visit when you choose a participating provider. Visit [ashlink.com/ash/kp](https://ashlink.com/ash/kp) for a list of providers or call **1-800-678-9133**. No referral required.

Separate from your plan coverage, One Pass Select® offers a single membership that gives you access to a nationwide network of fitness locations. No matter what your fitness goals are, One Pass Select® is designed with flexibility in mind to help meet your needs. To learn more, call **1-877-515-9364**.

## Call us to learn more



For more information about your Basic Plan, visit [kp.org/calpers](https://kp.org/calpers) or speak to one of our Basic plan specialists at **1-800-305-1220 (TTY 711)**, Monday through Friday, 7 a.m. to 6 p.m. PT.

# Your CalPERS Kaiser Permanente Medicare Senior Advantage plans

If you qualify for Medicare, Kaiser Permanente has two Medicare health plan options for CalPERS retirees to choose from: Kaiser Permanente Senior Advantage (KPSA) with \$10 office visits, and Kaiser Permanente Senior Advantage (KPSA) Summit with \$0 office visits. Both plans provide the same benefits and services.

## Kaiser Permanente Medicare Advantage plan options for CalPERS retirees:

### Help protect your pocketbook

Here are just some of the benefits and services you can expect with our plan:

- No copays for routine preventive care
- A \$175 eyewear allowance every 24 months
- Low copays for appointments with your personal doctor
- Part D drug coverage – including drugs through the coverage gap – with low copays
- No charge for hospital services, X-rays, and lab tests
- A cap on medical expenses for the year, so your finances are always protected
- Doctor's office, lab, and pharmacy services, often under one roof
- Convenient online services, including refilling most prescriptions and checking most lab test results
- Virtually no paperwork to fill out or bills for services you get

### One Pass®

The One Pass® fitness benefit gives Kaiser Permanente Medicare members access to a large nationwide network of gyms and fitness locations, live digital fitness classes, on-demand workouts, home fitness kits, and groups, clubs, and social events.<sup>16</sup>

### Enjoy meal delivery after a hospital stay

Get fresh, chef-prepared meals delivered to your home at no cost for 4 weeks after an inpatient stay at a hospital or nursing facility.<sup>16</sup>

### Get a ride to the doctor

Schedule a ride to and from your doctor visits and other medical services at no cost – up to 24 one-way trips each year.

### Over-the-counter (OTC) wellness benefit

You can get over-the-counter health and wellness products delivered to your home at no cost with a \$70 quarterly benefit limit.

## Call us to learn more



For more information about Kaiser Permanente Medicare health plans, speak to one of our Medicare specialists at **1-855-717-9598 (TTY 711)**, Monday through Friday, 7 a.m. to 6 p.m. PT.

# CalPERS summary of benefits for 2025

These benefits reflect the contract year for members residing in California. For a complete explanation of benefits, exclusions, and limitations, refer to the 2025 *Combined Evidence of Coverage and Disclosure Form (Evidence of Coverage)*. For details about changes to your prescription drug benefits, please see your *Evidence of Coverage*, and check with your agency for information about your monthly premiums.

	Basic plan
<b>Physician services</b>	\$15 per visit
<b>Hospital services</b>	No charge
<b>Emergency care</b>	\$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)
<b>X-rays and lab tests</b>	No charge
<b>Online service features</b> (Available at <a href="http://kp.org/calpers">kp.org/calpers</a> )	<b>Email your doctor's office:</b> No charge <b>Take a Total Health Assessment:</b> No charge <b>View most lab test results:</b> No charge <b>Schedule routine appointments:</b> No charge <b>View portions of your medical record:</b> No charge <b>Order most prescription refills:</b> No extra charge for delivery
<b>Prescription drugs</b>	\$5 generic/\$20 brand, up to a 30-day supply from a Plan pharmacy* \$10 generic/\$40 brand, up to a 100-day supply by mail-order service* (delivery at no extra charge)* Drugs prescribed for treatment of sexual dysfunction now covered at 50% coinsurance for up to a 100-day supply from a Plan pharmacy or by mail-order service (delivery at no extra charge)†
<b>Routine preventive care</b>	<b>Office visits:</b> No charge <b>Scheduled prenatal care, doula, and postpartum follow-up visits:</b> No charge <b>Well-child visits (0-23 months):</b> No charge <b>Vaccines (immunizations):</b> No charge <b>Eye refraction exam:</b> No charge (no charge for eyeglasses or contact lenses following cataract surgery)
<b>Mental health</b>	<b>Outpatient visits:</b> \$15 per individual visit; \$7 per group visit <b>Inpatient psychiatric hospitalization:</b> No charge
<b>Hearing services</b>	<b>Routine preventive hearing tests:</b> No charge <b>Hearing aid(s):</b> \$1,000 allowance every 36 months
<b>Allergy services</b>	<b>Allergy injection visits:</b> No charge <b>Allergy testing visits:</b> \$15 per visit
<b>Chiropractic/acupuncture</b>	\$15 per visit (up to a combined total of 20 chiropractic and acupuncture visits per calendar year from American Specialty Health (ASH) network providers)
<b>One Pass Select®<sup>16</sup></b>	Access to in-network gyms, online fitness classes and resources, and home fitness kits



## CalPERS summary of benefits for 2025 (cont.)

	Kaiser Permanente Senior Advantage (HMO)
Physician services	\$10 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 admitted to the hospital as an inpatient within 24 hours for the same condition)
X-rays and lab tests	No charge
Online service features (Available at <a href="http://kp.org/calpers/retirees">kp.org/calpers/retirees</a> )	<p><b>Email your doctor's office:</b> No charge</p> <p><b>Take a Total Health Assessment:</b> No charge</p> <p><b>View most lab test results:</b> No charge</p> <p><b>Schedule routine appointments:</b> No charge</p> <p><b>View portions of your medical record:</b> No charge</p> <p><b>Order most prescription refills:</b> No extra charge for delivery</p>
Prescription drugs	<p>\$5 generic/\$20 brand, up to a 30-day supply from a Plan pharmacy*</p> <p>\$10 generic/\$40 brand, up to a 100-day supply by mail-order service* (delivery at no extra charge)*</p> <p>Drugs prescribed for treatment of sexual dysfunction now covered at 50% coinsurance for up to a 100-day supply from a Plan pharmacy or by mail-order service (delivery at no extra charge)†</p>
Routine preventive care	<p><b>Office visits:</b> No charge</p> <p><b>Eye refraction exam and glaucoma screening:</b> \$10 per visit (\$175 allowance for eyeglasses and contact lenses every 24 months; no charge for eyeglasses or contact lenses following cataract surgery, in accord with Medicare guidelines)</p>
Mental health	<p><b>Outpatient visits:</b> \$10 per individual visit; \$5 per group visit</p> <p><b>Inpatient psychiatric hospitalization:</b> No charge</p>
Hearing services	<p><b>Routine hearing tests:</b> \$10 per visit</p> <p><b>Hearing aid(s):</b> \$1,000 allowance every 36 months</p>
Allergy services	<p><b>Allergy injection visits:</b> \$3 per visit</p> <p><b>Allergy testing visits:</b> \$10 per visit</p>
Chiropractic/acupuncture	\$15 per visit (up to a combined total of 20 chiropractic and acupuncture visits per calendar year from American Specialty Health (ASH) network providers)
One Pass® <sup>16</sup>	Access to in-network gyms, online fitness classes and resources, and home fitness kits
Eyeglasses or contact lenses	\$175 allowance every 24 months
Over-the-counter (OTC) health and wellness products	No charge for a quarterly benefit limit of \$70
Other transportation services	No charge for up to 24 one-way trips (50 miles per trip)

## CalPERS summary of benefits for 2025 (cont.)

	Kaiser Permanente Senior Advantage Summit (HMO)
Physician services	No charge
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 admitted to the hospital as an inpatient within 24 hours for the same condition)
X-rays and lab tests	No charge
Online service features (Available at <a href="http://kp.org/calpers/retirees">kp.org/calpers/retirees</a> )	<p><b>Email your doctor's office:</b> No charge</p> <p><b>Take a Total Health Assessment:</b> No charge</p> <p><b>View most lab test results:</b> No charge</p> <p><b>Schedule routine appointments:</b> No charge</p> <p><b>View portions of your medical record:</b> No charge</p> <p><b>Order most prescription refills:</b> No extra charge for delivery</p>
Prescription drugs	<p>\$5 generic/\$20 brand, up to a 30-day supply from a Plan pharmacy*</p> <p>\$10 generic/\$40 brand, up to a 100-day supply by mail-order service* (delivery at no extra charge)*</p> <p>Drugs prescribed for treatment of sexual dysfunction now covered at 50% coinsurance for up to a 100-day supply from a Plan pharmacy or by mail-order service (delivery at no extra charge)†</p>
Routine preventive care	<p><b>Office visits:</b> No charge</p> <p><b>Eye refraction exam and glaucoma screening:</b> No charge (\$175 allowance for eyeglasses and contact lenses every 24 months; no charge for eyeglasses or contact lenses following cataract surgery, in accord with Medicare guidelines)</p>
Mental health	<p><b>Outpatient visits:</b> No charge</p> <p><b>Inpatient psychiatric hospitalization:</b> No charge</p>
Hearing services	<p><b>Routine hearing tests:</b> No charge</p> <p><b>Hearing aid(s):</b> \$1,000 allowance every 36 months</p>
Allergy services	<p><b>Allergy injection visits:</b> No charge</p> <p><b>Allergy testing visits:</b> No charge</p>
Chiropractic/acupuncture	\$15 per visit (up to a combined total of 20 chiropractic and acupuncture visits per calendar year from American Specialty Health (ASH) network providers)
One Pass® <sup>16</sup>	Access to in-network gyms, online fitness classes and resources, and home fitness kits
Eyeglasses or contact lenses	\$175 allowance every 24 months
Over-the-counter (OTC) health and wellness products	No charge for a quarterly benefit limit of \$70
Other transportation services	No charge for up to 24 one-way trips (50 miles per trip)

\* Includes covered outpatient items in accord with our drug formulary guidelines. For certain drugs, you can get prescription refills mailed to you through our Kaiser Permanente mail-order pharmacy. You should receive them within 3-5 days. If not, please call **1-888-218-6245 (TTY 711)** for Northern California, Monday through Friday, 8 a.m to 6 p.m. PT, or **1-866-206-2983 (TTY 711)** for Southern California, Monday through Friday, 7 a.m. to 7 p.m. PT.

† Episodic drugs prescribed for the treatment of sexual dysfunction are covered up to a maximum of 8 doses in any 30-day period or 27 doses in any 100-day period.

# 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>18</sup>

## Want to learn more?



Scan the QR code or visit [kp.org/calpers](https://kp.org/calpers) for more information.

Speak with one of our representatives for answers to your questions about Kaiser Permanente before you enroll:

### Basic plan specialist

Call **1-800-305-1220** (TTY 711),  
Monday through Friday, 7 a.m. to 6 p.m. PT

### Medicare specialist

Call **1-855-717-9598** (TTY 711),  
Monday through Friday, 7 a.m. to 6 p.m. PT





**1.** Kaiser Permanente internal data, 2021; Hanming Fang, PhD, et al., "Trends in Disenrollment and Reenrollment Within US Commercial Health Insurance Plans, 2006-2018," *JAMA Network*, February 24, 2022. **2.** Kaiser Permanente 2023 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 2023 and is used with the permission of NCQA. Quality Compass 2023 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.** 2022 Annual Report, Kaiser Permanente, [about.kaiserpermanente.org/who-we-are/annual-reports/2022-annual-report](https://www.kaiserpermanente.org/who-we-are/annual-reports/2022-annual-report). **4.** NCQA's Private Health Insurance Plan Ratings 2023-2024, National Committee for Quality Assurance, 2023: 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.** Elizabeth A. McGlynn, PhD, et al., "Measuring Premature Mortality Among Kaiser Permanente Members Compared to the Community," Kaiser Permanente, July 20, 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.** American Heart Association and American Stroke Association, July 6, 2023. **8.** When appropriate and available. **9.** Kaiser Permanente GCN Post-Visit Survey of 60,945 members, 2023. **10.** Kaiser Permanente National Market Research, November 2023. **11.** Same-day and next-day prescription delivery services may be available for an additional fee. These services are not covered under your health plan benefits and may be limited to specific prescription drugs, pharmacies, and areas. Order cutoff times and delivery days may vary by pharmacy location. Kaiser Permanente is not responsible for delivery delays by mail carriers. Kaiser Permanente may discontinue same-day and next-day prescription delivery services at any time without notice and other restrictions may apply. Medi-Cal and Medicaid beneficiaries should ask their pharmacy for more information about prescription delivery. **12.** This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT. **13.** Some classes may require a fee. **14.** 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. **15.** 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. **16.** One Pass® is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions and is a voluntary program. The One Pass® program and amenities vary by plan, area, and location. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical advice. One Pass® is not responsible for the services or information provided by third parties. Individuals should consult an appropriate health care professional before beginning any exercise program and/or to determine what may be right for them. **17.** Meal service only available once per benefit year. **18.** See note 1.

## 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, or materials translated into your language or alternative formats. You can also request auxiliary aids and devices at our facilities. Call our Member Service Contact Center for help, 24 hours a day, 7 days a week (closed holidays).

- Medi-Cal: **1-855-839-7613 (TTY 711)**
- All others: **1-800-464-4000 (TTY 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. اتصل مع مركز اتصال خدمة الأعضاء لدينا، على مدار 24 ساعة في اليوم و 7 أيام في الأسبوع (العطلات مغلق).

- Medi-Cal: **1-855-839-7613 (TTY 711)**
- جميع الآخرين: **1-800-464-4000 (TTY 711)**

**Armenian:** Ձեզ կարող է անվճար լեզվական աջակցություն տրամադրվել 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: Օգնության համար զանգահարեք մեր Անդամների սպասարկման կապի կենտրոն օրը 24 ժամ, շաբաթը 7 օր (տոն օրերին փակ է):

- Medi-Cal` **1-855-839-7613 (TTY 711)**
- Այլ` **1-800-464-4000 (TTY 711)**

**Chinese:** 我们每周 7 天，每天 24 小时免费提供语言帮助。您可以要求提供口译员、或将材料翻译为您所用语言或其他格式。您还可以在我们的设施中要求使用辅助工具和设备。请打电话给我们的会员服务联络中心，服务时间为每周 7 天，每天 24 小时（节假日除外）。

- 所有会员: **1-800-757-7585 (TTY 711)**

**Farsi:** خدمات زبانی در 24 ساعت شبانهروز و 7 روز هفته به صورت رایگان در اختیار شماست. می‌توانید خدمات مترجم شفاهی، یا ترجمه مدارک به زبان خود یا به فرمت‌های دیگر را درخواست کنید. همچنین می‌توانید دستگاه‌ها و کمک‌های دیگر را در مراکز ما درخواست نمایید. برای دریافت کمک، در 24 ساعت شبانهروز و 7 روز هفته (به جز تعطیلات) با مرکز تماس خدمات اعضای ما تماس بگیرید.

- Medi-Cal: **1-855-839-7613 (TTY 711)**
- سایر: **1-800-464-4000 (TTY 711)**

**Hindi:** बिना किसी लागत के भाषा सहायता, दिन के 24 घंटे, सप्ताह के सातों दिन उपलब्ध हैं। आप दुभाषिये की सेवाओं के लिए, या बिना किसी लागत के सामग्रियों को अपनी भाषा में अनुवाद करवाने के लिए, या वैकल्पिक प्रारूपों का अनुरोध कर सकते हैं। आप हमारे सुविधा-स्थलों में सहायक साधनों और उपकरणों के लिए भी अनुरोध कर सकते हैं। सहायता के लिए हमारी सदस्य सेवाओं के सम्पर्क केंद्र को, दिन के 24 घंटे, सप्ताह के सातों दिन (छुट्टियों वाले दिन बंद रहता है) कॉल करें।

- Medi-Cal: **1-855-839-7613** (TTY 711)
- बाकी दूसरे: **1-800-464-4000** (TTY 711)

**Hmong:** Muaj kev pab txhais lus pub dawb rau koj, 24 teev tuaj ib hnub twg, 7 hnub tuaj ib lim tiam twg. Koj thov tau cov kev pab txhais lus, muab cov ntaub ntawv 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. Hu rau peb Qhov Chaw Pab Cov Tswv Cuab 24 teev tuaj ib hnub twg, 7 hnub tuaj ib lim tiam twg (cov hnub caiv kaw).

- Medi-Cal: **1-855-839-7613** (TTY 711)
- Dua lwm cov: **1-800-464-4000** (TTY 711)

**Japanese:** 多言語による情報支援を無料で 24 時間年中無休で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、あるいは別の形式による資料もご所望いただけます。また、当施設における補助的な支援や機器についてもご所望いただけます。お気軽にご連絡ください（祝祭日を除き 24 時間週 7 日）。

- Medi-Cal: **1-855-839-7613** (TTY 711)
- その他のご連絡先: **1-800-464-4000** (TTY 711)

**Khmer (Cambodian):** ជំនួយភាសា គឺឥតគិតថ្លៃដល់អ្នកឡើយ 24 ម៉ោងក្នុងមួយថ្ងៃ 7 ថ្ងៃក្នុងមួយសប្តាហ៍។ អ្នកអាចស្នើសុំសេវាអ្នកបកប្រែ ឬឯកសារដែលបានបកប្រែ ជាភាសាខ្មែរ ឬទម្រង់ជំនួសផ្សេងៗទៀត។ អ្នកក៏អាចស្នើសុំឧបករណ៍និងបរិក្ខារជំនួយ ទំនាក់ទំនងសម្រាប់អ្នកពិការនៅទីតាំងរបស់យើងផងដែរ។ ទូរស័ព្ទទៅមជ្ឈមណ្ឌល ទំនាក់ទំនងសេវាកម្មសមាជិករបស់យើងសម្រាប់ជំនួយ 24 ម៉ោងក្នុងមួយថ្ងៃ 7 ថ្ងៃក្នុងមួយសប្តាហ៍ (ថ្ងៃឈប់សម្រាកបិទ)។

- Medi-Cal: **1-855-839-7613** (TTY 711)
- ផ្សេងទៀតទាំងអស់: **1-800-464-4000** (TTY 711)

**Korean:** 요일 및 시간에 관계없이 언어지원 서비스를 무료로 이용하실 수 있습니다. 귀하는 통역 서비스 또는 귀하의 언어로 번역된 자료 또는 대체 형식의 자료를 요청할 수 있습니다. 또한 저희 시설에서 보조기구 및 기기를 요청하실 수 있습니다. 저희 가입자 서비스 연락 센터에 주 7 일, 하루 24 시간(공휴일 휴무) 전화하셔서 도움을 받으십시오.

- Medi-Cal: **1-855-839-7613** (TTY 711)
- 기타 모든 경우: **1-800-464-4000** (TTY 711)

**Laotian:** ມີການຊ່ວຍເຫຼືອດ້ານພາສາບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ, 24 ຊົ່ວໂມງຕໍ່ວັນ, 7 ວັນຕໍ່ອາທິດ. ທ່ານຍັງສາມາດຂໍບໍລິການຜູ້ແປພາສາ ຫຼື ເອກະສານທີ່ແປເປັນພາສາຂອງທ່ານ ຫຼື ໃບຮູບແບບອື່ນໄດ້. ທ່ານຍັງສາມາດຂໍອຸປະກອນຊ່ວຍເສີມ ແລະ ເຄື່ອງມືຢູ່ສະຖານບໍລິການຂອງພວກເຮົາໄດ້. ໂທຫາສູນຕິດຕໍ່ບໍລິການສະມາຊິກຂອງພວກເຮົາເພື່ອຂໍຄວາມຊ່ວຍເຫຼືອ, 24 ຊົ່ວໂມງຕໍ່ວັນ, 7 ວັນຕໍ່ອາທິດ (ປິດໃນວັນພັກ).

- Medi-Cal: **1-855-839-7613** (TTY 711)
- ອື່ນໆທັງໝົດ: **1-800-464-4000** (TTY 711)

**Mien:** Mbenc nzoih liouh wangv-henh tengx nzie faan waac bun muangx meih maiv cingv, yietc hnoi mbenc maaih 24 norm ziangh hoc, yietc norm leiz baaix mbenc maaih 7 hnoi. Meih se haih tov heuc tengx faan benx meih nyei waac bun muangx, a'fai zoux benx nyungc horng hja-sic zoux benx meih nyei waac. Meih corc haih tov tengx nyungc horng hja-dorngx aengx caux jaa-sic nzie bun yiem njiec zorc goux baengc zingh gorn zangc. Beiv hnavg qiemx zuqc longc mienh nzie weih nor douc waac lorx taux yie mbuo ziux goux baengc mienh nyei gorn zangc, yietc hnoi tengx duqv 24 norm ziangh hoc, yietc norm leiz baaix tengx duqv 7 hnoi (simv cuotv gingc nyei hnoi se guon oc).

- Medi-Cal: **1-855-839-7613** (TTY 711)
- Yietc zungv da'nyeic deix: **1-800-464-4000** (TTY 711)

**Navajo:** Díí hózhó nízhońí bee hane' dóó jíik'ah jóóní doonílwo'. Ndik'é yádi naaltsoos bee haz'áanii bee hane' dóó yádi nihookaa dóó nádaáhágíí yádi nihookaa. Shí éí bee háidíníí bíbee' haz'áanii dóó bee t'ah kodí bízíkíníí wo'da'gi doolyé. Ahéhee' bik'ehgo nohółoqon'ígíí, 24 t'áádawohíí, 7 t'áádawohíigo (t'áadoo t'áálwo').

- Medi-Cal: **1-855-839-7613** (TTY 711)
- Yadilzingo bilk'ehgo bee: **1-800-464-4000** (TTY 711)

**Punjabi:** ਬਿਨਾਂ ਕਿਸੀ ਲਾਗਤ ਦੇ, ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ, ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਤੁਹਾਡੇ ਲਈ ਉਪਲਬਧ ਹੈ। ਤੁਸੀਂ ਦੁਆਰਾ ਦੀਆਂ ਸੇਵਾਵਾਂ ਲਈ, ਜਾਂ 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। ਮਦਦ ਲਈ ਸਾਡੀ ਮੈਂਬਰ ਸੇਵਾਵਾਂ ਦੇ ਸੰਪਰਕ ਕੇਂਦਰ ਨੂੰ, ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ (ਛੁੱਟੀਆਂ ਵਾਲੇ ਦਿਨ ਬੰਦ ਰਹਿੰਦਾ ਹੈ) ਕਾਲ ਕਰੋ।

- Medi-Cal: **1-855-839-7613** (TTY 711)
- ਹੋਰ ਸਾਰੇ: **1-800-464-4000** (TTY 711)

**Russian:** Языковая помощь доступна для вас бесплатно круглосуточно, ежедневно. Вы можете запросить услуги переводчика или материалы, переведенные на ваш язык или в альтернативные форматы. Вы также можете заказать вспомогательные средства и приспособления. Для получения помощи позвоните в наш центр обслуживания участников ежедневно, круглосуточно (кроме праздничных дней).

- Medi-Cal: **1-855-839-7613** (линия TTY 711)
- Все остальные: **1-800-464-4000** (линия TTY 711)



**Spanish:** Tenemos disponible asistencia en su idioma sin ningún costo para usted 24 horas al día, 7 días a la semana. Usted puede solicitar los servicios de un intérprete, que los materiales se traduzcan a su idioma o formatos alternativos. También puede solicitar recursos para discapacidades en nuestros centros de atención. Llame a nuestra Central de Llamadas de Servicio a los Miembros para recibir ayuda 24 horas al día, 7 días a la semana (excepto los días festivos).

- Para todos los demás: **1-800-788-0616 (TTY 711)**

**Tagalog:** May magagamit na tulong sa wika nang wala kayong babayaran, 24 na oras sa isang araw, 7 araw sa isang linggo. Maaari kayong humiling ng mga serbisyo ng interpreter, o mga babasahin na isinalin sa inyong wika o sa mga alternatibong format. Maaari rin kayong humiling ng mga pantulong na gamit at device sa aming mga pasilidad. Tawagan ang aming Center sa Pakikipag-ugnayan ng Serbisyo sa Miyembro para sa tulong, 24 na oras sa isang araw, 7 araw sa isang linggo (sarado sa mga pista opisyal).

- Medi-Cal: **1-855-839-7613 (TTY 711)**
- Lahat ng iba pa: **1-800-464-4000 (TTY 711)**

**Thai:** มีบริการช่วยเหลือด้านภาษาตลอด 24 ชั่วโมงทุกวันโดยไม่มีค่าใช้จ่าย โดยคุณสามารถขอใช้บริการสาม บริการแปลเอกสารเป็นภาษาของคุณหรือในรูปแบบอื่นๆ ได้ คุณสามารถขออุปกรณ์และเครื่องมือช่วยเหลือได้ที่ศูนย์บริการของเราโดยโทรหาเราที่ศูนย์ติดต่อฝ่ายบริการสมาชิกของเราเพื่อขอความช่วยเหลือตลอด 24 ชั่วโมงทุกวัน (ปิดทำการในช่วงวันหยุด)

- Medi-Cal: **1-855-839-7613 (TTY 711)**
- ที่อื่นๆทั้งหมด: **1-800-464-4000 (TTY 711)**

**Ukrainian:** Послуги перекладача надаються безкоштовно, цілодобово, 7 днів на тиждень. Ви можете зробити запит на послуги усного перекладача або отримання матеріалів у перекладі мовою, якою володієте, чи в альтернативних форматах. Також ви можете зробити запит на отримання допоміжних засобів і пристроїв у закладах нашої мережі компаній. Телефонуйте в наш контактний центр для обслуговування клієнтів цілодобово, 7 днів на тиждень (крім святкових днів).

- Medi-Cal: **1-855-839-7613 (TTY 711)**
- Усі інші: **1-800-464-4000 (TTY 711)**

**Vietnamese:** Dịch vụ hỗ trợ ngôn ngữ 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, hoặc tài liệu được dịch ra ngôn ngữ của quý vị hoặc 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. Gọi cho Trung Tâm Liên Lạc ban Dịch Vụ Hội Viên của chúng tôi để được trợ giúp, 24 giờ mỗi ngày, 7 ngày trong tuần (trừ các ngày lễ).

- Medi-Cal: **1-855-839-7613 (TTY 711)**
- Mọi chương trình khác: **1-800-464-4000 (TTY 711)**

## Nondiscrimination Notice

Discrimination is against the law. Kaiser Permanente<sup>1</sup> 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, 24 hours a day, 7 days a week (closed holidays). The call is free:

- Medi-Cal: **1-855-839-7613 (TTY 711)**
- All others: **1-800-464-4000 (TTY 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. You can file a grievance by phone, by mail, in person, or online. Please refer to your *Evidence of Coverage or Certificate of Insurance* for details. You can call Member Services for more information on the options that apply to you, or for help filing a grievance. You may file a discrimination grievance in the following ways:

- **By phone:** Medi-Cal members may call **1-855-839-7613 (TTY 711)**. All other members may call **1-800-464-4000 (TTY 711)**. Help is available 24 hours a day, 7 days a week (closed holidays)
- **By mail:** Download a form at **kp.org** or call Member Services and ask them to send you a form that you can send back.

<sup>1</sup> Kaiser Permanente is inclusive of Kaiser Foundation Health Plan, Inc, Kaiser Foundation Hospitals, The Permanente Medical Group, and the Southern California Medical Group

- **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**

You may also contact the Kaiser Permanente Civil Rights Coordinator 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:

<https://www.hhs.gov/ocr/complaints/index.html>

# 2025 Kaiser Permanente Enrollment Guide for CalPERS