

Kaiser Permanente for Individuals and Families

# Healthy together

Care and coverage that fits your life



2019 Enrollment | Georgia

# Welcome to care that fits your life

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**. Your doctor, your choice

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

#### More care options

How you get care is up to you. Choose a phone or video appointment,\* email your doctor's office with nonurgent questions, or come see us in person.<sup>†</sup>

#### 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.

\*When appropriate and available.

<sup>†</sup>These features are available when you get care at Kaiser Permanente facilities.

# The right choice for your health

Welcome to your Kaiser Permanente for Individuals and Families enrollment guide. This guide will help you select the right health plan for your needs.

| Simple steps to apply   |     |
|---|-----|
| Use this guide to help you find a plan<br>works for you. Then, apply online or fi<br>out a paper application. |     |
| Choose your health plan   | . 3 |
| Find your rate  | . 9 |
| Find a facility near you  | 12  |
|   |     |



Visit **buykp.org/apply** to compare plans, see if you qualify for federal financial assistance, calculate your rate, or apply online.

## Important deadline for open enrollment

The open enrollment period for 2019 coverage runs from **November 1, 2018, through December 15, 2018.** You can change or apply for coverage through Kaiser Permanente, or we can help you apply through the Health Insurance Marketplace.

For coverage that starts on January 1, 2019, we must receive your Application for Health Coverage and first month's premium **no later than December 15, 2018.** 

#### Enrolling during a special enrollment period

Are you getting married, having a baby, or losing your health coverage? You may also enroll or change your coverage throughout the year if you have a qualifying life event.

Visit **kp.org/specialenrollment** for a list of qualifying life events and instructions.

# 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 conne            | ect to care   |
|----------|--------------------------|---|
| *        | Online                   | Stay on top of your care at <b>kp.org</b> . Once you're registered, you can<br>view your medical record, refill most prescriptions, schedule routine<br>appointments, and more. Email your doctor's office anytime with<br>nonurgent questions. You'll usually get a response within 2 business days. |
| <u>ک</u> | Video                    | Want a convenient, secure way to see a doctor wherever you are? Meet face-to-face online. Call us or email your doctor's office to see if video visits are available to you.  |
| Ċ        | Phone                    | Have a condition that doesn't require an in-person exam? Save yourself a trip to the office by scheduling a call with a Kaiser Permanente doctor.   |
|          | In person                | Most of our locations have many services under one roof, so you can see<br>your doctor, get lab services or X-rays, and pick up a prescription – all in<br>the same trip.   |
|          | Online wellness<br>tools | Visit <b>kp.org/healthyliving</b> for wellness information, health calculators, fitness videos, podcasts, and recipes from world-class chefs.   |
| \$       | Discounts<br>for members | Enjoy discounts on products and services that can help you stay healthy –<br>like gym memberships, massage therapy, and more. Explore your options<br>at <b>kp.org/choosehealthy</b> .  |

Some features are availble only when you get care at Kaiser Permanente facilities.

# Choose your health plan

## **Understanding health plans**

We offer a variety of plans to fit your needs and budget. All of them offer the same quality care, but the way they split the costs is different. Learn more below.

#### **Deductible plans**

#### Gold, Silver, Bronze, Catastrophic

With a deductible plan, your monthly rate is lower, but you'll have to reach a deductible. This means you'll pay the full charges for most covered services until you reach a set amount known as your **deductible.** Then you'll start paying less – just a copay or coinsurance. Depending on your plan, some services, like office visits or prescriptions, may be available at a copay or coinsurance before you meet your deductible.

#### HSA-qualified deductible plans

#### Silver, Bronze

HSA-qualified deductible plans are deductible plans with a special feature. With this plan, you can set up a health savings account (HSA) to pay for health costs like copays, coinsurance, and deductible payments. And you won't pay federal taxes on the money in this account.

You can use your HSA anytime to pay for care, including some services that may not be covered by your plan, such as eyeglasses or adult dental.\* And if you have money left in your HSA at the end of the year, it will roll over for you to use the next year.

\*For a complete list of services you can use your HSA to pay for, see Publication 502, Medical and Dental Expenses, at irs.gov.

## Choosing a plan based on your care needs

If you need a lot of care, you may want a plan with a higher monthly rate so that you pay less when you come in for care. If you don't go to the doctor much, you may want a plan with a lower monthly rate, keeping in mind you'll pay more if and when you do get care.

#### Monthly rate versus out-of-pocket costs

| Plan level | What you pay for your<br>monthly rate | What you pay when you get<br>care (Emergency Department<br>visit, lab test, etc.) |
|------------|---------------------------------------|---|
| Gold       | \$\$\$                                | \$  |
| Silver     | \$\$                                  | \$\$\$  |
| Bronze     | \$                                    | \$\$\$\$  |

#### An example of costs when you get care

Let's say you hurt your ankle. You visit your primary care doctor, who orders an X-ray. It's just a sprain, so the doctor prescribes a generic pain medication. Here's a sample of what you would pay out of pocket for these services with each type of health plan.

| Plan name  | Office visit   | X-ray                   | Generic drug                  |  |
|--|--|-------------------------|-------------------------------|--|
| <b>KP GA Gold 1500/20</b> (\$1,500 deductible)   | \$20   | 30% after<br>deductible | Tier 1: \$5*<br>Tier 2: \$10* |  |
| <b>KP GA Silver 3000/30</b> (\$3,000 deductible) | \$30   | 35% after<br>deductible | Tier 1: \$5*<br>Tier 2: \$15* |  |
| <b>KP GA Bronze 5000/50</b> (\$5,000 deductible) | First 2 office visits \$50,<br>then 35% after deductible | 35% after<br>deductible | Tier 1: \$5*<br>Tier 2: \$35* |  |

\*Mail order: 90-day supply of qualified prescriptions for the cost of a 60-day supply

The cost estimates above are from our estimate tools website, **kp.org/treatmentestimates**. Visit this site anytime to get an idea of what the charges for common services might be before you meet your deductible.

# **Understanding the plans: benefit highlights**

The charts on the next few pages show you a sample of each plan's benefits. Review the diagram below to help you understand how to read those charts.

#### Here's a quick look at how to use the chart

|  | • <b>-</b>   |
|--|--|
|  |  |
|  | KP GA Silver<br>3000/30  |
| Plan type  | Deductible   |
| Features   |  |
| Annual medical deductible<br>(individual/family)   | \$3,000/\$6,000  |
| Annual out-of-pocket maximum<br>(individual/family)  | \$7,150/\$14,300   |
| Benefits   |  |
| Preventive care  |  |
| Routine physical exam, mammograms, etc.  | No charge 🔶  |
| Outpatient services (per visit or procedure)   |  |
| Primary care office visit  | \$30 -   |
| Specialty care office visit  | \$60   |
| Most X-rays  | 35% after deductible   |
| Most lab tests   | 35% after deductible   |
| MRI, CT, PET   | \$400  |
| Outpatient surgery   | 35% after deductible   |
| Mental health visit  | \$60   |
| Inpatient hospital care  | 1  |
| Room and board, surgery, anesthesia, X-rays,<br>lab tests, medications, mental health care | 35% after deductible 🔶   |
| Maternity  |  |
| Routine prenatal care visit,<br>first postpartum visit                                     | 35% after deductible   |
| Delivery and inpatient well-baby care  | 35% after deductible   |
| Emergency and urgent care  |  |
| Emergency Department visit   | 35% after deductible   |
| Urgent care visit  | \$100 -  |
| Prescription drugs (up to a 30-day supply)   |  |
| Generic  | Tier 1: \$5* Tier 2: \$15*   |
| Preferred brand  | \$45* after \$500/\$1,000<br>pharmacy deductible   |
| Non-preferred brand  | 50% after \$500/\$1,000<br>pharmacy deductible   |
| Specialty  | 50% after \$500/\$1,000<br>pharmacy deductible   |
| Whole health   |  |
| Healthy services   | Discounts on massage therapy,<br>acupuncture, and more.<br>Visit <b>kp.org/choosehealthy</b> to learn more. <sup>‡</sup> |

\*Mail order: 90-day supply of qualified prescriptions for the cost of a 60-day supply. <sup>1</sup>Discount programs and other services shown may be provided by groups other than Kaiser Permanente, and aren't offered or guaranteed under your coverage. Additional fees you pay won't count toward your deductible or out-of-pocket maximum. P Offered through Kaiser Permanente

Offered through the Health Insurance Marketplace

#### Annual deductible

You need to pay this amount before your plan starts helping you pay for most covered services. Under this sample plan, you'd pay the full charges for covered services until you reach \$3,000 for yourself or \$6,000 for your family. Then you'd start paying copays or coinsurance.

#### Annual out-of-pocket maximum

This is the most you'll pay for care during the calendar year before your plan starts paying 100% for most covered services. In this example, you'd never pay more than \$7,150 for yourself and no more than \$14,300 for your family for your copays, coinsurance, and deductible in a calendar year.

#### Preventive care at no charge

Most preventive care services – including routine physical exams and mammograms – are covered at no charge. Plus, they're not subject to the deductible.

#### Covered before you reach the deductible

With some services, you'll only pay a copay or coinsurance, regardless of whether you've reached your deductible. Under this plan, primary care visits are covered at a \$30 copay – even before you meet your deductible. With our Silver deductible plans, primary care, specialty care, and urgent care visits all are covered before you reach the deductible.

#### - Coinsurance

After reaching your deductible, this is a percentage of the charges that you may pay for covered services. Here, you'd pay 35% of the cost per day for your inpatient hospital care after you reach your deductible. Your plan would pay the rest for the remainder of the calendar year.

#### - Copay

This is the set amount you pay for covered services, usually after you reach your deductible. In this example, you'd start paying a \$100 copay for urgent care visits, whether or not you have met your deductible. Μ

**KP** Offered through Kaiser Permanente

Offered through the Health Insurance Marketplace

Financial assistance options with lower copays, coinsurance, and deductibles are available for certain plans, and for Native Alaskans and American Indians on healthcare.gov.

| If you live in Clayton, Cobb, DeKalb, Fulton,  | КР М   | KP M   | КР) М  |
|--|--|--|--|
| Gwinnett, or Henry counties, your plan will<br>be in the KP Signature HMO network          | KP GA Signature Bronze 6200/40%/HSA<br>KP GA Bronze 6200/40%/HSA   | KP GA Signature Bronze 5000/50<br>KP GA Bronze 5000/50   | KP GA Signature Silver 4700/35<br>KP GA Silver 4700/35   |
| Plan type  | HSA-qualified  | Deductible   | Deductible   |
| Features   |  |  |  |
| Annual medical deductible<br>(individual/family)   | \$6,200/\$12,400   | \$5,000/\$10,000   | \$4,700/\$9,400  |
| Annual out-of-pocket maximum<br>(individual/family)  | \$6,550/\$13,100   | \$7,350/\$14,700   | \$7,350/\$14,700   |
| Benefits   |  |  |  |
| Preventive care  |  |  |  |
| Routine physical exam, mammograms, etc.  | No charge  | No charge  | No charge  |
| Outpatient services (per visit or procedure)   |  |  |  |
| Primary care office visit  | 40% after deductible   | First 2 office visits \$50,<br>then 35% after deductible   | \$35   |
| Specialty care office visit  | 40% after deductible   | First 2 office visits \$70,<br>then 35% after deductible   | \$65   |
| Most X-rays  | 40% after deductible   | 35% after deductible   | 35% after deductible   |
| Most lab tests   | 40% after deductible   | 35% after deductible   | 35% after deductible   |
| MRI, CT, PET   | 40% after deductible   | \$550 after deductible   | 35% after deductible   |
| Outpatient surgery   | 40% after deductible   | 35% after deductible   | 35% after deductible   |
| Mental health visit  | 40% after deductible   | First 2 office visits \$70,<br>then 35% after deductible   | \$65   |
| Inpatient hospital care  |  |  |  |
| Room and board, surgery, anesthesia, X-rays,<br>lab tests, medications, mental health care | 40% after deductible   | 35% after deductible   | 35% after deductible   |
| Maternity  |  |  |  |
| Routine prenatal care visit,<br>first postpartum visit                                     | 40% after deductible   | 35% after deductible   | 35% after deductible   |
| Delivery and inpatient well-baby care  | 40% after deductible   | 35% after deductible   | 35% after deductible   |
| Emergency and urgent care  |  |  |  |
| Emergency Department visit   | 40% after deductible   | 35% after deductible   | 35% after deductible   |
| Urgent care visit  | 40% after deductible   | \$100  | \$100  |
| Prescription drugs (up to a 30-day supply)   |  |  |  |
| Generic  | Tier 1: \$5*†<br>Tier 2: 40% after deductible  | Tier 1: \$5*<br>Tier 2: \$35*  | Tier 1: \$5*<br>Tier 2: \$15*  |
| Preferred brand  | 50% after deductible   | 50% after \$1,500/\$3,000 pharmacy deductible  | \$45* after deductible   |
| Non-preferred brand  | 50% after deductible   | 50% after \$1,500/\$3,000 pharmacy deductible  | 50% after deductible   |
| Specialty  | 50% after deductible   | 50% after \$1,500/\$3,000 pharmacy deductible  | 50% after deductible   |
| Whole health   |  |  |  |
| Healthy services   | Discounts on massage therapy,<br>acupuncture, and more.<br>Visit <b>kp.org/choosehealthy</b> to learn more.‡ | Discounts on massage therapy,<br>acupuncture, and more.<br>Visit <b>kp.org/choosehealthy</b> to learn more.‡ | Discounts on massage therapy,<br>acupuncture, and more.<br>Visit <b>kp.org/choosehealthy</b> to learn more.‡ |

\* Mail order: 90-day supply of qualified prescriptions for the cost of a 60-day supply.

<sup>†</sup>HSA-qualified plans contain generics used for preventive care; deductible does not apply.

<sup>‡</sup>Discount programs and other services shown may be provided by groups other than Kaiser Permanente, and aren't offered or guaranteed under your coverage. Additional fees you pay won't count toward your deductible or out-of-pocket maximum.

This plan summary is intended to highlight only some of the most frequently asked about benefits and their copays, coinsurance, and deductibles. Please refer to the *Evidence of Coverage* for more details on your plan or for specific limitations and exclusions. To request a copy of the *Membership Agreement, Disclosure Form, and Evidence of Coverage*, please visit **kp.org/plandocuments**, call us at **1-888-865-5813**, or contact your broker. For services subject to the deductible, you'll have to pay health care expenses out of pocket until you meet your deductible. Most deductibles, copays, and coinsurance contribute to the out-of-pocket maximum.

### KAISER PERMANENTE®

| <b>KP</b> Offered through Kaiser Permanente  |  |  |  |  |
|--|--|--|--|--|
| M Offered through the Health Insurance<br>Marketplace  | e deductibles are available fo<br>and American Indians on he   | or certain plans, and for Native Alaskans<br>ealthcare.gov.  |  |  |
| If you live in Clayton, Cobb, DeKalb, Fulton,<br>Gwinnett, or Henry counties, your plan will be in<br>the KP Signature HMO network | KP M<br>KP GA Signature Silver 3000/30<br>KP GA Silver 3000/30   | KP M<br>KP GA Signature Silver 3200/20%/HSA<br>KP GA Silver 3200/20%/HSA                                     |  |  |
| Plan type  | Deductible   | HSA-qualified  |  |  |
| Features   |  |  |  |  |
| Annual medical deductible<br>(individual/family)   | \$3,000/\$6,000  | \$3,200/\$6,400  |  |  |
| Annual out-of-pocket maximum<br>(individual/family)  | \$7,150/\$14,300   | \$6,000/\$12,000   |  |  |
| Benefits   |  |  |  |  |
| Preventive care  |  |  |  |  |
| Routine physical exam, mammograms, etc.  | No charge  | No charge  |  |  |
| Outpatient services (per visit or procedure)   |  |  |  |  |
| Primary care office visit  | \$30   | 20% after deductible   |  |  |
| Specialty care office visit  | \$60   | 20% after deductible   |  |  |
| Most X-rays  | 35% after deductible   | 20% after deductible   |  |  |
| Most lab tests   | 35% after deductible   | 20% after deductible   |  |  |
| MRI, CT, PET   | \$400  | 20% after deductible   |  |  |
| Outpatient surgery   | 35% after deductible   | 20% after deductible   |  |  |
| Mental health visit  | \$60   | 20% after deductible   |  |  |
| Inpatient hospital care  |  |  |  |  |
| Room and board, surgery, anesthesia, X-rays,<br>lab tests, medications, mental health care   | 35% after deductible   | 20% after deductible   |  |  |
| Maternity  |  |  |  |  |
| Routine prenatal care visit,<br>first postpartum visit   | 35% after deductible   | 20% after deductible   |  |  |
| Delivery and inpatient well-baby care  | 35% after deductible   | 20% after deductible   |  |  |
| Emergency and urgent care  |  |  |  |  |
| Emergency Department visit   | 35% after deductible   | 20% after deductible   |  |  |
| Urgent care visit  | \$100  | 20% after deductible   |  |  |
| Prescription drugs (up to a 30-day supply)   |  |  |  |  |
| Generic  | Tier 1: \$5*<br>Tier 2: \$15*  | Tier 1: \$5*†<br>Tier 2: \$15* after deductible  |  |  |
| Preferred brand  | \$45* after \$500/\$1,000 pharmacy deductible  | \$45* after deductible   |  |  |
| Non-preferred brand  | 50% after \$500/\$1,000 pharmacy deductible  | 50% after deductible   |  |  |
| Specialty  | 50% after \$500/\$1,000 pharmacy deductible  | 50% after deductible   |  |  |
| Whole health   |  |  |  |  |
| Healthy services   | Discounts on massage therapy,<br>acupuncture, and more.<br>Visit <b>kp.org/choosehealthy</b> to learn more.‡ | Discounts on massage therapy,<br>acupuncture, and more.<br>Visit <b>kp.org/choosehealthy</b> to learn more.‡ |  |  |

\* Mail order: 90-day supply of qualified prescriptions for the cost of a 60-day supply.

<sup>†</sup>HSA-qualified plans contain generics used for preventive care; deductible does not apply.

\* Discount programs and other services shown may be provided by groups other than Kaiser Permanente, and aren't offered or guaranteed under your coverage. Additional fees you pay won't count toward your deductible or out-of-pocket maximum.

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**KP** Offered through Kaiser Permanente

Offered through the Health Insurance Marketplace Financial assistance options with lower copays, coinsurance, and deductibles are available for certain plans, and for Native Alaskans and American Indians on healthcare.gov.

| If we have the Classical Calify Data the Estimate  |  | (KP) M   | KP) M  |
|--|--|--|--|
| If you live in Clayton, Cobb, DeKalb, Fulton,<br>Gwinnett, or Henry counties, your plan will<br>be in the KP Signature HMO network | KP GA Signature Gold 1500/20<br>KP GA Gold 1500/20   | KP GA Signature Gold 500/20<br>KP GA Gold 500/20   | KP GA Signature Catastrophic 7900/0**<br>KP GA Catastrophic 7900/0**   |
| Plan type  | Deductible   | Deductible   | Deductible   |
| Features   |  |  |  |
| Annual medical deductible<br>(individual/family)   | \$1,500/\$3,000  | \$500/\$1,000  | \$7,900/\$15,800   |
| Annual out-of-pocket maximum<br>(individual/family)  | \$5,000/\$10,000   | \$6,350/\$12,700   | \$7,900/\$15,800   |
| Benefits   |  |  |  |
| Preventive care  |  |  |  |
| Routine physical exam, mammograms, etc.  | No charge  | No charge  | No charge  |
| Outpatient services (per visit or procedure)   |  |  |  |
| Primary care office visit  | \$20   | \$20   | First 3 office visits no charge, then no charge after deductible   |
| Specialty care office visit  | \$40   | \$40   | No charge after deductible   |
| Most X-rays  | 30% after deductible   | 30%  | No charge after deductible   |
| Most lab tests   | 30% after deductible   | 30%  | No charge after deductible   |
| MRI, CT, PET   | \$250  | \$200  | No charge after deductible   |
| Outpatient surgery   | 30% after deductible   | 30% after deductible   | No charge after deductible   |
| Mental health visit  | \$40   | \$40   | First 3 office visits no charge, then no charge after deductible   |
| Inpatient hospital care  |  |  |  |
| Room and board, surgery, anesthesia, X-rays,<br>lab tests, medications, mental health care   | 30% after deductible   | 30% after deductible   | No charge after deductible   |
| Maternity  |  |  |  |
| Routine prenatal care visit,<br>first postpartum visit   | 30% after deductible   | 30% after deductible   | No charge after deductible   |
| Delivery and inpatient well-baby care  | 30% after deductible   | 30% after deductible   | No charge after deductible   |
| Emergency and urgent care  |  |  |  |
| Emergency Department visit   | 30% after deductible   | \$250  | No charge after deductible   |
| Urgent care visit  | \$75   | \$75   | No charge after deductible   |
| Prescription drugs (up to a 30-day supply)   |  |  |  |
| Generic  | Tier 1: \$5*<br>Tier 2: \$10*  | Tier 1: \$5*<br>Tier 2: \$10*  | No charge after deductible   |
| Preferred brand  | \$30* after \$500/\$1,000 pharmacy deductible  | \$30* after \$500/\$1,000 pharmacy deductible  | No charge after deductible   |
| Non-preferred brand  | 45% after \$500/\$1,000 pharmacy deductible  | 45% after \$500/\$1,000 pharmacy deductible  | No charge after deductible   |
| Specialty  | 45% after \$500/\$1,000 pharmacy deductible  | 45% after \$500/\$1,000 pharmacy deductible  | No charge after deductible   |
| Whole health   |  |  |  |
| Healthy services   | Discounts on massage therapy,<br>acupuncture, and more.<br>Visit <b>kp.org/choosehealthy</b> to learn more.‡ | Discounts on massage therapy,<br>acupuncture, and more.<br>Visit <b>kp.org/choosehealthy</b> to learn more.‡ | Discounts on massage therapy,<br>acupuncture, and more.<br>Visit <b>kp.org/choosehealthy</b> to learn more. <sup>‡</sup> |

\* Mail order: 90-day supply of qualified prescriptions for the cost of a 60-day supply.

<sup>†</sup>HSA-qualified plans contain generics used for preventive care; deductible does not apply.

<sup>‡</sup>Discount programs and other services shown may be provided by groups other than Kaiser Permanente, and aren't offered or guaranteed under your coverage. Additional fees you pay won't count toward your deductible or out-of-pocket maximum.

\*\* Only applicants under age 30, or applicants age 30 and older who provide a certificate from Health Insurance Marketplace in Georgia demonstrating hardship or lack of affordable coverage, may purchase a KP GA Catastrophic 7900/0 plan/KP GA Signature Catastrophic 7900/0 plan.

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# Find your rate

Use the monthly rates charts on the following pages, or apply on **buykp.org/apply** to have your rate calculated automatically. Along with your monthly rate, consider what you'll need to pay when you get care. See page 4 for more information.

#### What determines your rate?

#### Your rate is based on the following:

- The plan you select
- Where you live, based on your county
- Your age on your start date (effective date)
- If you use tobacco
- If you qualify for federal financial assistance. Visit **buykp.org/apply** or call us at **1-800-494-5314** to see if you may qualify.

#### Interested in a family plan?

Find the rate for each family member, based on his or her age on the start date.

- You
- Your spouse/domestic partner
- All adult children 21 through 25
- Your 3 oldest children under 21

If you have more than 3 children under 21, you only have to pay for the 3 oldest. The other children under 21 will be covered at no charge.

The rates on pages 10-11 apply to the counties below. Please check that your county is listed below. If it isn't, call us at 1-800-494-5314.

| Service Area – Counties Signature HMO Plan |                   |          |  |  |
|--|-------------------|----------|--|--|
| Clayton                                    | DeKalb            | Gwinnett |  |  |
| Cobb                                       | Fulton            | Henry    |  |  |
|  |                   |          |  |  |
| Service Area –                             | Counties HMO Plan |          |  |  |
| Bartow                                     | Fayette           | Pike     |  |  |
| Butts                                      | Forsyth           | Rockdale |  |  |
| Cherokee                                   | Lamar             | Spalding |  |  |
| Coweta                                     | Newton            | Walton   |  |  |
| Douglas                                    | Paulding          |          |  |  |

#### **Pediatric Dental**

Under the ACA, we are required to include pediatric dental benefits with your Kaiser Permanente health plans for those ages 18 and younger. The pediatric dental services are provided by Delta Dental Insurance Company. If you currently have pediatric dental coverage through a stand-alone plan, you are no longer required to keep it.

| Preventive Services                           | 100%                 |
|---|----------------------|
| <b>Basic Services</b>                         | 50% after deductible |
| Major Services                                | 50% after deductible |
| Orthodontic Benefits<br>(Medically Necessary) | 50% after deductible |

Services are covered at 100% after deductible on the KP GA Signature Catastrophic 7900/0 plan and the KP GA Catastrophic 7900/0 plan.

#### **2019 Monthly rates**

If you live in Clayton, Cobb, DeKalb, Fulton, Gwinnett, or Henry counties, your rates will be the KP GA Signature plans. **Please note:** These rates do not include the federal financial assistance you may be eligible to receive through the Health Insurance Marketplace.

| Age on 2019<br>effective date | KP GA Signature<br>Bronze 6200/40%/<br>HSA | KP GA Bronze<br>6200/40%/HSA | KP GA Signature<br>Bronze 5000/50 | KP GA Bronze<br>5000/50 | KP GA Signature<br>Silver 4700/35 | KP GA Silver<br>4700/35 | KP GA Signature<br>Silver 3000/30 | KP GA Silver<br>3000/30 |
|-------------------------------|--|------------------------------|-----------------------------------|-------------------------|-----------------------------------|-------------------------|-----------------------------------|-------------------------|
| 0-14                          | \$253.02                                   | \$278.06                     | \$257.28                          | \$282.74                | \$285.91                          | \$314.20                | \$308.34                          | \$338.86                |
| 15                            | 275.51                                     | 302.78                       | 280.14                            | 307.87                  | 311.32                            | 342.13                  | 335.75                            | 368.98                  |
| 16                            | 284.11                                     | 312.23                       | 288.89                            | 317.48                  | 321.04                            | 352.81                  | 346.23                            | 380.50                  |
| 17                            | 292.71                                     | 321.68                       | 297.63                            | 327.09                  | 330.75                            | 363.49                  | 356.71                            | 392.02                  |
| 18                            | 301.97                                     | 331.86                       | 307.05                            | 337.44                  | 341.22                            | 374.99                  | 368.00                            | 404.42                  |
| 19                            | 311.23                                     | 342.03                       | 316.47                            | 347.79                  | 351.68                            | 386.49                  | 379.28                            | 416.82                  |
| 20                            | 320.82                                     | 352.57                       | 326.22                            | 358.50                  | 362.52                            | 398.40                  | 390.97                            | 429.67                  |
| 21                            | 330.75                                     | 363.48                       | 336.31                            | 369.59                  | 373.73                            | 410.72                  | 403.06                            | 442.96                  |
| 22                            | 330.75                                     | 363.48                       | 336.31                            | 369.59                  | 373.73                            | 410.72                  | 403.06                            | 442.96                  |
| 23                            | 330.75                                     | 363.48                       | 336.31                            | 369.59                  | 373.73                            | 410.72                  | 403.06                            | 442.96                  |
| 24                            | 330.75                                     | 363.48                       | 336.31                            | 369.59                  | 373.73                            | 410.72                  | 403.06                            | 442.96                  |
| 25                            | 332.07                                     | 364.93                       | 337.65                            | 371.07                  | 375.23                            | 412.36                  | 404.68                            | 444.73                  |
| 26                            | 338.68                                     | 372.20                       | 344.38                            | 378.46                  | 382.70                            | 420.58                  | 412.74                            | 453.59                  |
| 27                            | 346.62                                     | 380.93                       | 352.45                            | 387.33                  | 391.67                            | 430.43                  | 422.41                            | 464.22                  |
| 28                            | 359.52                                     | 395.10                       | 365.57                            | 401.75                  | 406.25                            | 446.45                  | 438.13                            | 481.49                  |
| 29                            | 370.10                                     | 406.73                       | 376.33                            | 413.57                  | 418.21                            | 459.60                  | 451.03                            | 495.67                  |
| 30                            | 375.40                                     | 412.55                       | 381.71                            | 419.49                  | 424.19                            | 466.17                  | 457.48                            | 502.75                  |
| 31                            | 383.33                                     | 421.27                       | 389.78                            | 428.36                  | 433.16                            | 476.02                  | 467.15                            | 513.39                  |
| 32                            | 391.27                                     | 430.00                       | 397.85                            | 437.23                  | 442.13                            | 485.88                  | 476.83                            | 524.02                  |
| 33                            | 396.23                                     | 435.45                       | 402.90                            | 442.77                  | 447.73                            | 492.04                  | 482.87                            | 530.66                  |
| 34                            | 401.52                                     | 441.26                       | 408.28                            | 448.69                  | 453.71                            | 498.61                  | 489.32                            | 537.75                  |
| 35                            | 404.17                                     | 444.17                       | 410.97                            | 451.64                  | 456.70                            | 501.90                  | 492.54                            | 541.29                  |
| 36                            | 406.82                                     | 447.08                       | 413.66                            | 454.60                  | 459.69                            | 505.19                  | 495.77                            | 544.84                  |
| 37                            | 409.46                                     | 449.99                       | 416.35                            | 457.56                  | 462.68                            | 508.47                  | 498.99                            | 548.38                  |
| 38                            | 412.11                                     | 452.89                       | 419.04                            | 460.51                  | 465.67                            | 511.76                  | 502.22                            | 551.92                  |
| 39                            | 417.40                                     | 458.71                       | 424.42                            | 466.43                  | 471.65                            | 518.33                  | 508.67                            | 559.01                  |
| 40                            | 422.69                                     | 464.53                       | 429.80                            | 472.34                  | 477.63                            | 524.90                  | 515.12                            | 566.10                  |
| 41                            | 430.63                                     | 473.25                       | 437.87                            | 481.21                  | 486.60                            | 534.76                  | 524.79                            | 576.73                  |
| 42                            | 438.24                                     | 481.61                       | 445.61                            | 489.71                  | 495.20                            | 544.20                  | 534.06                            | 586.92                  |
| 43                            | 448.82                                     | 493.24                       | 456.37                            | 501.54                  | 507.15                            | 557.35                  | 546.96                            | 601.09                  |
| 44                            | 462.05                                     | 507.78                       | 469.82                            | 516.32                  | 522.10                            | 573.78                  | 563.08                            | 618.81                  |
| 45                            | 477.60                                     | 524.86                       | 485.63                            | 533.69                  | 539.67                            | 593.08                  | 582.03                            | 639.63                  |
| 46                            | 496.12                                     | 545.22                       | 504.46                            | 554.39                  | 560.60                            | 616.08                  | 604.60                            | 664.43                  |
| 47                            | 516.96                                     | 568.12                       | 525.65                            | 577.67                  | 584.14                            | 641.96                  | 629.99                            | 692.34                  |
| 48                            | 540.77                                     | 594.29                       | 549.86                            | 604.28                  | 611.05                            | 671.53                  | 659.01                            | 724.23                  |
| 49                            | 564.25                                     | 620.10                       | 573.74                            | 630.52                  | 637.59                            | 700.69                  | 687.63                            | 755.68                  |
| 50                            | 590.71                                     | 649.17                       | 600.65                            | 660.09                  | 667.49                            | 733.55                  | 719.87                            | 791.12                  |
| 51                            | 616.84                                     | 677.89                       | 627.22                            | 689.29                  | 697.01                            | 765.99                  | 751.72                            | 826.11                  |
| 52                            | 645.62                                     | 709.51                       | 656.47                            | 721.44                  | 729.53                            | 801.73                  | 786.78                            | 864.65                  |
| 53                            | 674.72                                     | 741.50                       | 686.07                            | 753.97                  | 762.41                            | 837.87                  | 822.25                            | 903.63                  |
| 54                            | 706.14                                     | 776.03                       | 718.02                            | 789.08                  | 797.92                            | 876.89                  | 860.54                            | 945.71                  |
| 55                            | 737.56                                     | 810.56                       | 749.97                            | 824.19                  | 833.42                            | 915.91                  | 898.83                            | 987.79                  |
| 56                            | 771.63                                     | 848.00                       | 784.61                            | 862.26                  | 871.92                            | 958.21                  | 940.35                            | 1,033.41                |
| 57                            | 806.03                                     | 885.80                       | 819.58                            | 900.70                  | 910.79                            | 1,000.93                | 982.27                            | 1,079.48                |
| 58                            | 842.74                                     | 926.14                       | 856.91                            | 941.72                  | 952.27                            | 1,046.52                | 1,027.01                          | 1,128.65                |
| 59                            | 860.93                                     | 946.14                       | 875.41                            | 962.05                  | 972.83                            | 1,069.10                | 1,049.18                          | 1,153.01                |
| 60                            | 897.64                                     | 986.48                       | 912.74                            | 1,003.07                | 1,014.31                          | 1,114.69                | 1,093.92                          | 1,202.18                |
| 61                            | 929.39                                     | 1,021.38                     | 945.03                            | 1,038.56                | 1,050.19                          | 1,154.12                | 1,132.61                          | 1,244.70                |
| 62                            | 950.23                                     | 1,044.28                     | 966.21                            | 1,061.84                | 1,073.73                          | 1,180.00                | 1,158.00                          | 1,272.61                |
| 63                            | 976.36                                     | 1,072.99                     | 992.78                            | 1,091.04                | 1,103.26                          | 1,212.45                | 1,189.85                          | 1,307.60                |
| 64+                           | 992.23                                     | 1,090.43                     | 1,008.92                          | 1,108.77                | 1,121.19                          | 1,232.15                | 1,209.18                          | 1,328.86                |

Rates are effective January 1, 2019, through December 31, 2019.

#### 2019 Monthly rates

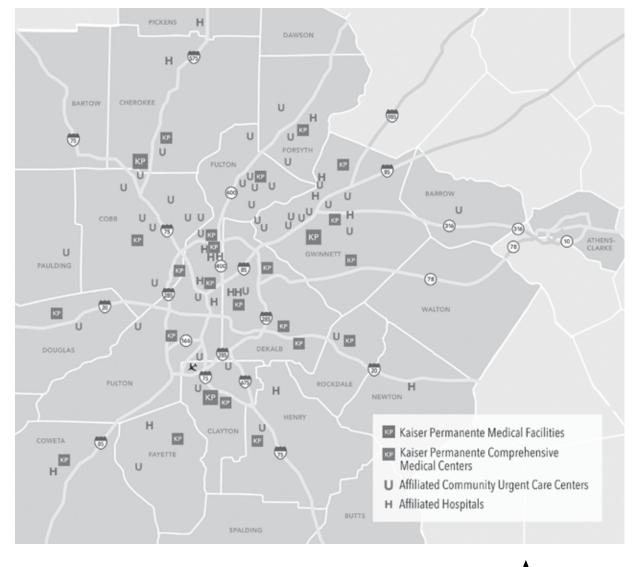
If you live in Clayton, Cobb, DeKalb, Fulton, Gwinnett, or Henry counties, your rates will be the KP GA Signature plans. **Please note:** These rates do not include the federal financial assistance you may be eligible to receive through the Health Insurance Marketplace.

| Age on 2019<br>effective date | KP GA Signature<br>Silver 3200/20%/<br>HSA | KP GA Silver<br>3200/20%/HSA | KP GA Signature<br>Gold 1500/20 | KP GA Gold<br>1500/20 | KP GA Signature<br>Gold 500/20 | KP GA Gold<br>500/20 | KP GA Signature<br>Catastrophic<br>7900/0 | KP GA<br>Catastrophic<br>7900/0 |
|-------------------------------|--|------------------------------|---------------------------------|-----------------------|--------------------------------|----------------------|---|---------------------------------|
| 0-14                          | \$294.80                                   | \$323.98                     | \$350.51                        | \$385.20              | \$360.96                       | \$396.68             | \$223.10                                  | \$245.18                        |
| 15                            | 321.01                                     | 352.78                       | 381.67                          | 419.44                | 393.05                         | 431.94               | 242.93                                    | 266.97                          |
| 16                            | 331.03                                     | 363.79                       | 393.58                          | 432.54                | 405.31                         | 445.43               | 250.51                                    | 275.31                          |
| 17                            | 341.05                                     | 374.80                       | 405.50                          | 445.63                | 417.58                         | 458.91               | 258.10                                    | 283.64                          |
| 18                            | 351.84                                     | 386.66                       | 418.33                          | 459.73                | 430.79                         | 473.43               | 266.26                                    | 292.61                          |
| 19                            | 362.63                                     | 398.52                       | 431.16                          | 473.83                | 444.00                         | 487.95               | 274.43                                    | 301.59                          |
| 20                            | 373.80                                     | 410.80                       | 444.44                          | 488.43                | 457.69                         | 502.98               | 282.89                                    | 310.88                          |
| 21                            | 385.36                                     | 423.50                       | 458.19                          | 503.54                | 471.84                         | 518.54               | 291.63                                    | 320.50                          |
| 22                            | 385.36                                     | 423.50                       | 458.19                          | 503.54                | 471.84                         | 518.54               | 291.63                                    | 320.50                          |
| 23                            | 385.36                                     | 423.50                       | 458.19                          | 503.54                | 471.84                         | 518.54               | 291.63                                    | 320.50                          |
| 24                            | 385.36                                     | 423.50                       | 458.19                          | 503.54                | 471.84                         | 518.54               | 291.63                                    | 320.50                          |
| 25                            | 386.91                                     | 425.20                       | 460.02                          | 505.55                | 473.73                         | 520.62               | 292.80                                    | 321.78                          |
| 26                            | 394.61                                     | 433.67                       | 469.19                          | 515.62                | 483.17                         | 530.99               | 298.63                                    | 328.19                          |
| 27                            | 403.86                                     | 443.83                       | 480.18                          | 527.70                | 494.49                         | 543.43               | 305.63                                    | 335.88                          |
| 28                            | 418.89                                     | 460.35                       | 498.05                          | 547.34                | 512.89                         | 563.65               | 317.01                                    | 348.38                          |
| 29                            | 431.22                                     | 473.90                       | 512.71                          | 563.46                | 527.99                         | 580.25               | 326.34                                    | 358.64                          |
| 30                            | 437.39                                     | 480.68                       | 520.04                          | 571.51                | 535.54                         | 588.54               | 331.00                                    | 363.76                          |
| 31                            | 446.64                                     | 490.84                       | 531.04                          | 583.60                | 546.87                         | 600.99               | 338.00                                    | 371.46                          |
| 32                            | 455.89                                     | 501.00                       | 542.04                          | 595.68                | 558.19                         | 613.43               | 345.00                                    | 379.15                          |
| 33                            | 461.67                                     | 507.36                       | 548.91                          | 603.24                | 565.27                         | 621.21               | 349.38                                    | 383.96                          |
| 34                            | 467.83                                     | 514.13                       | 556.24                          | 611.29                | 572.82                         | 629.51               | 354.04                                    | 389.08                          |
| 35                            | 470.91                                     | 517.52                       | 559.91                          | 615.32                | 576.59                         | 633.66               | 356.38                                    | 391.65                          |
| 36                            | 474.00                                     | 520.91                       | 563.57                          | 619.35                | 580.37                         | 637.81               | 358.71                                    | 394.21                          |
| 37                            | 477.08                                     | 524.30                       | 567.24                          | 623.38                | 584.14                         | 641.95               | 361.04                                    | 396.78                          |
| 38                            | 480.16                                     | 527.68                       | 570.90                          | 627.40                | 587.92                         | 646.10               | 363.38                                    | 399.34                          |
| 39                            | 486.33                                     | 534.46                       | 578.23                          | 635.46                | 595.47                         | 654.40               | 368.04                                    | 404.47                          |
| 40                            | 492.50                                     | 541.24                       | 585.57                          | 643.52                | 603.02                         | 662.70               | 372.71                                    | 409.59                          |
| 41                            | 501.74                                     | 551.40                       | 596.56                          | 655.60                | 614.34                         | 675.14               | 379.71                                    | 417.29                          |
| 42                            | 510.61                                     | 561.14                       | 607.10                          | 667.18                | 625.19                         | 687.07               | 386.42                                    | 424.66                          |
| 43                            | 522.94                                     | 574.69                       | 621.76                          | 683.30                | 640.29                         | 703.66               | 395.75                                    | 434.91                          |
| 44                            | 538.35                                     | 591.63                       | 640.09                          | 703.44                | 659.17                         | 724.40               | 407.41                                    | 447.73                          |
| 45                            | 556.47                                     | 611.54                       | 661.62                          | 727.10                | 681.34                         | 748.77               | 421.12                                    | 462.80                          |
| 46                            | 578.05                                     | 635.25                       | 687.28                          | 755.30                | 707.76                         | 777.81               | 437.45                                    | 480.75                          |
| 47                            | 602.32                                     | 661.94                       | 716.15                          | 787.03                | 737.49                         | 810.48               | 455.82                                    | 500.94                          |
| 48                            | 630.07                                     | 692.43                       | 749.14                          | 823.28                | 771.46                         | 847.81               | 476.82                                    | 524.01                          |
| 49                            | 657.43                                     | 722.50                       | 781.67                          | 859.03                | 804.96                         | 884.63               | 497.53                                    | 546.77                          |
| 50                            | 688.26                                     | 756.38                       | 818.32                          | 899.31                | 842.71                         | 926.11               | 520.86                                    | 572.41                          |
| 51                            | 718.70                                     | 789.83                       | 854.52                          | 939.09                | 879.99                         | 967.08               | 543.90                                    | 597.73                          |
| 52                            | 752.23                                     | 826.68                       | 894.38                          | 982.90                | 921.04                         | 1,012.19             | 569.27                                    | 625.61                          |
| 53                            | 786.14                                     | 863.95                       | 934.70                          | 1,027.21              | 962.56                         | 1,057.82             | 594.93                                    | 653.81                          |
| 54                            | 822.75                                     | 904.18                       | 978.23                          | 1,075.05              | 1,007.39                       | 1,107.09             | 622.64                                    | 684.26                          |
| 55                            | 859.36                                     | 944.41                       | 1,021.76                        | 1,122.88              | 1,052.21                       | 1,156.35             | 650.34                                    | 714.71                          |
| 56                            | 899.05                                     | 988.03                       | 1,068.95                        | 1,174.75              | 1,100.81                       | 1,209.76             | 680.38                                    | 747.72                          |
| 57                            | 939.13                                     | 1,032.08                     | 1,116.61                        | 1,227.12              | 1,149.88                       | 1,263.68             | 710.71                                    | 781.05                          |
| 58                            | 981.91                                     | 1,079.09                     | 1,167.46                        | 1,283.01              | 1,202.26                       | 1,321.24             | 743.08                                    | 816.63                          |
| 59                            | 1,003.10                                   | 1,102.38                     | 1,192.67                        | 1,310.70              | 1,228.21                       | 1,349.76             | 759.12                                    | 834.25                          |
| 60                            | 1,045.88                                   | 1,149.39                     | 1,243.52                        | 1,366.59              | 1,280.58                       | 1,407.32             | 791.49                                    | 869.83                          |
| 61                            | 1,082.87                                   | 1,190.04                     | 1,287.51                        | 1,414.93              | 1,325.88                       | 1,457.10             | 819.49                                    | 900.60                          |
| 62                            | 1,107.15                                   | 1,216.72                     | 1,316.38                        | 1,446.66              | 1,355.61                       | 1,489.77             | 837.86                                    | 920.79                          |
| 63                            | 1,137.59                                   | 1,250.18                     | 1,352.57                        | 1,486.44              | 1,392.88                       | 1,530.73             | 860.90                                    | 946.11                          |
| 64+                           | 1,156.08                                   | 1,270.50                     | 1,374.56                        | 1,510.60              | 1,415.52                       | 1,555.61             | 874.89                                    | 961.48                          |

Rates are effective January 1, 2019, through December 31, 2019.

# Find a facility near you

Our goal is to make it as easy and convenient as possible for you to get the care you need when you need it. Please refer to the map below or search for a facility by ZIP code or keywords at **kp.org/facilities** to find the one nearest you.



**N** Maps not to scale

# **Important details and notices**

#### About your coverage

Before you review the specific plan information, check to make sure you live within our service area. You're eligible to apply for Kaiser Permanente for Individuals and Families (KPIF) coverage if you live in one of the following counties: Bartow, Butts, Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Henry, Lamar, Newton, Paulding, Pike, Rockdale, Spalding, or Walton.

Once you are enrolled, you can enjoy the benefits of KPIF until you choose to leave the plan, regardless of health. However, please note that coverage can end for failure to pay premiums when due or for intentional misrepresentation of important information on your application.

When you turn 65 or become eligible for Medicare, you have the option to apply for our Senior Advantage plan. You can ask about our coverage for Medicare-eligible members by calling toll free **1-800-232-4404.** 

If you have any questions or would like more information, just call our Call Center at **1-800-494-5314** or check out the KPIF website at **buykp.org**.

#### **Drug formulary**

Kaiser Permanente uses a drug formulary for our HMO and HSA Option plans. Our drug formulary is a continually updated list of medications that are determined to be safe and effective. Use of formulary drugs enables us to provide quality care at a reasonable cost.

Certain prescriptions require expert review before they can be dispensed.

If you have any questions about the formulary, please visit **kp.org/formulary** or call **404-261-2590**.

#### Preauthorization

When you need to obtain preauthorization for covered services or have a question about whether a service requires preauthorization, please contact Kaiser Permanente Quality Resource Management at **404-364-7320** or **1-800-221-2412** (TTY/TDD **1-800-255-0056**).

At Kaiser Permanente, the Utilization Management Program works with participating providers to plan, organize, and deliver quality health care services by ensuring these services are medically appropriate, medically necessary, and provided in a cost-effective manner. Some services require preauthorization by the Utilization Management Program.

Examples include, but are not limited to:

- Elective inpatient admissions
- Outpatient surgery
- Specialized services such as home health, medical supplies/equipment, and hospice care
- Skilled nursing and acute rehabilitation facilities
- Certain behavioral health services and/or chemical dependency treatment

Failure to obtain preauthorization may result in penalties against your benefit payment, or we may deny all or part of your claim. In the event any service is denied because it does not meet criteria, you may request an appeal.

Except as prohibited by law, prior guarantee of payment will not result in payment for services that are covered benefits and medically necessary if you are not enrolled on the date that services were provided.

Kaiser Permanente does not use financial incentives to encourage barriers to care and service. Decisions involving utilization management are based only on appropriateness of care and service, and existence of coverage under the member's benefit plan. Kaiser Permanente does not reward practitioners or other individuals conducting utilization review for issuing denials of coverage or service, and does not use financial incentives that encourage decisions that result in underutilization.

Kaiser Permanente is prohibited from making decisions regarding hiring, promoting, or terminating its practitioners or other individuals based upon the likelihood or perceived likelihood that the individual will support or tend to support the denial of benefits.

#### Exclusions

As with all health plans, there are some exclusions. The following services are excluded from all coverage. (Please note that this is a summary – for a complete list, refer to the *Evidence of Coverage*.)

- Unless otherwise required by law, we decide if a Service is Medically Necessary and our decision is final and conclusive subject to your right to appeal as described in your *Evidence of Coverage*.
- Services that an employer or any government agency is responsible to provide, including workers' compensation
- Items and Services that are not health care items and services, such as teaching manners or etiquette, academic coaching or tutoring, or vocational training.
- Custodial care or care in an intermediate care facility
- Services to treat an injury incurred while committing a felony, except for Emergency Services.
- Services provided or arranged by criminal justice institutions or mental health institutions for members in the custody of law enforcement officers if you are confined in the institution, except for emergency services
- Cosmetic services (including drugs and injectables)
- Cord blood procurement and storage for possible future need or for a yet-to-be determined member recipient

- Physical examinations required for obtaining or maintaining employment or participation in employee programs, or insurance or government licensing
- Orthoptics (eye exercises)
- Services and drugs related to the treatment of obesity
- Routine foot care services
- Cost of semen and eggs
- Services for conception by artificial means, including infertility drugs
- Reversal of voluntary infertility
- Nonhuman and artificial organs and their implantation
- Court-ordered services
- Testing for ability, aptitude, intelligence, or interest
- Corrective shoes and orthotic foot supports and inserts
- More than one device for the same part of the body or same function
- Replacement of lost devices
- Electronic monitors of bodily functions (except infant apnea monitors and blood glucose monitors)
- Devices to perform medical testing of body fluids, excretions, or substances
- Devices not medical in nature
- Convenience, comfort, or luxury items
- Reconstructive surgery following removal of breast implants that were inserted for cosmetic reasons
- Drugs for the treatment of sexual dysfunction disorders
- Most disposable supplies

#### Who provides the coverage

HMO and HSA Option plans are provided by Kaiser Foundation Health Plan of Georgia, Inc.

#### This is only a summary

This is a summary description and is not intended to replace your *Individual Agreement* or *Evidence of Coverage*, which contain the complete provisions of this coverage. If you have questions or need additional information, please call **404-261-2590**.

#### For more information

Have a question that's not answered in this information kit? Just contact our Call Center at **1-800-494-5314** or check out our website at **buykp.org/apply**.

#### **Privacy practices**

For more information about our privacy practices, visit **kp.org/privacy** and click on "Notice of Privacy Practices."

#### Want to learn more?

For helpful information about getting care, and notices about doctor availability; utilization management procedures; potential network, service or benefit restrictions; privacy practices; pharmacy management procedures; and the Consumer Choice Option (CCO), visit **kp.org/formsandpubs** to view our *Member Handbook* and CCO Brochure online. For a paper copy, just call Member Services.

#### NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Georgia, 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 **1-888-865-5813** (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 at: Member Relations Unit (MRU), Attn: Kaiser Civil Rights Coordinator, Nine Piedmont Center, 3495 Piedmont Road, NE Atlanta, GA 30305-1736. Telephone Number: 1-888-865-5813.

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 **1-888-865-5813** (TTY: **711**).

**አማርኛ (Amharic) ጣስታወሻ:** የሚናንሩት ቋንቋ ኣማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ **1-888-865-5813** (TTY: **711**).

**العربية (Arabic) ملحوظة:** إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-865-5813 (TTY).

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 1-888-865-5813 (TTY:711)。

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-888-865-5813**) تماس بگیرید.

**Français (French) ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-865-5813** (TTY: **711**).

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-888-865-5813** (TTY: **711**).

**ગજુરાતી (Gujarati) સુચના:** જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-888-865-5813** (TTY: **711**).

**Kreyòl Ayisyen (Haitian Creole) ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-888-865-5813** (TTY: **711**).

**हिन्दी (Hindi) ध्यान दें:** यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-888-865-5813** (TTY: **711**) पर कॉल करें।

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。1-888-865-5813 (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. 1-888-865-5813 (TTY: 711) 번으로 전화해 주십시오.

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíílnih 1-888-865-5813 (TTY: 711).

**Português (Portuguese) ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-888-865-5813** (TTY: **711**).

**Русский (Russian) ВНИМАНИЕ:** если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-865-5813** (TTY: **711**).

**Español (Spanish) ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-865-5813** (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 **1-888-865-5813** (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 **1-888-865-5813** (TTY: **711**).

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