

2024 Open Enrollment

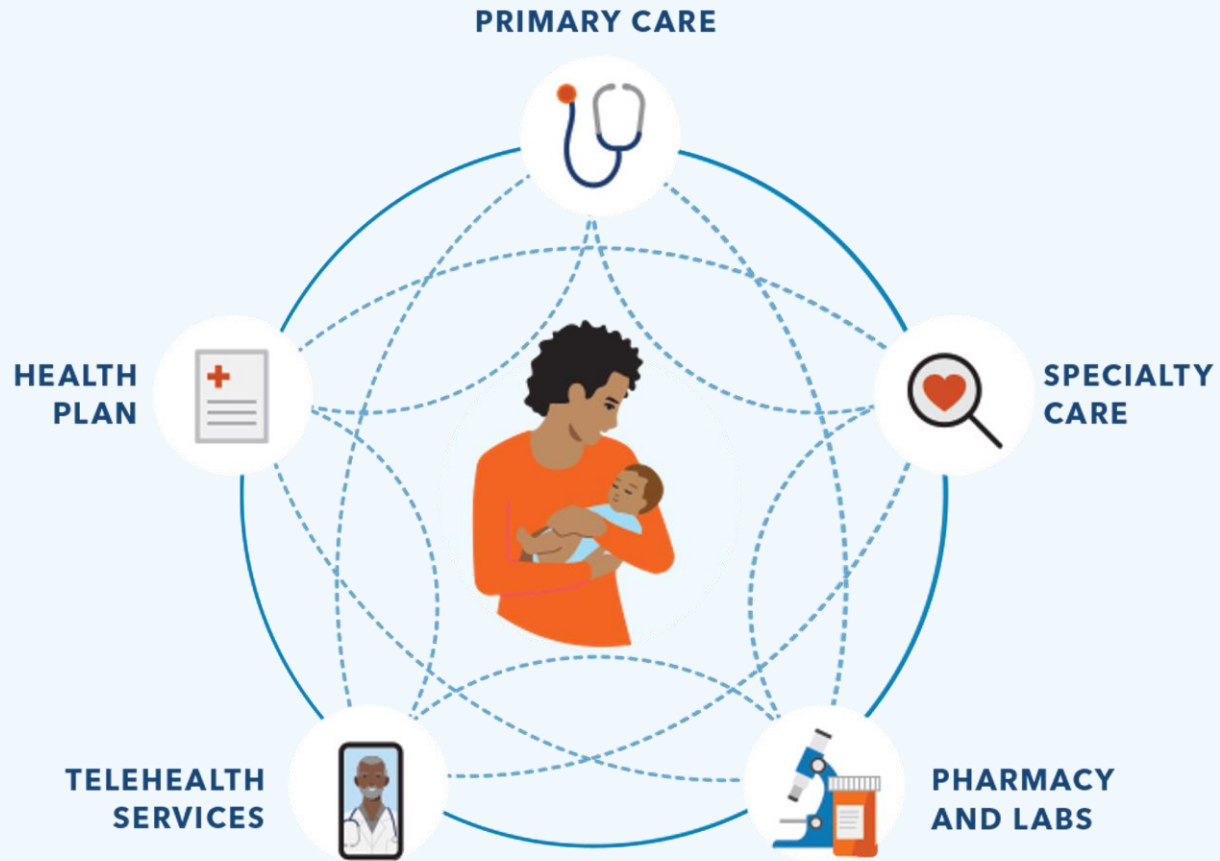
# Care for all that is you



Los Angeles City Employees' Retirement System



# Connected care that's built to make your life easier



We combine care and coverage, which means our doctors, medical facilities, and health plan work together to deliver high-quality care that fits your needs.

It's easier to see top specialists and get the latest treatments.

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

# Care that's personalized

Your doctor is your best health advocate. They learn what matters most to you and work with you to build a care plan that fits your health needs, personal preferences, and values.

## Care teams that feel reflective of who you are

- Access many clinicians who speak more than one language
- Utilize interpretive services for more than 150 languages
- Browse doctor profiles and change your personal doctor anytime

Learn more about our doctors at [kp.org/doctors](https://kp.org/doctors).

## Connected by your electronic health record



Your health history lives on your electronic health record.



It helps connect your care through each visit, including with specialists.



Your records are available to you and your care team 24/7.



It helps ensure you don't miss checkups and tests.

# Care that's convenient

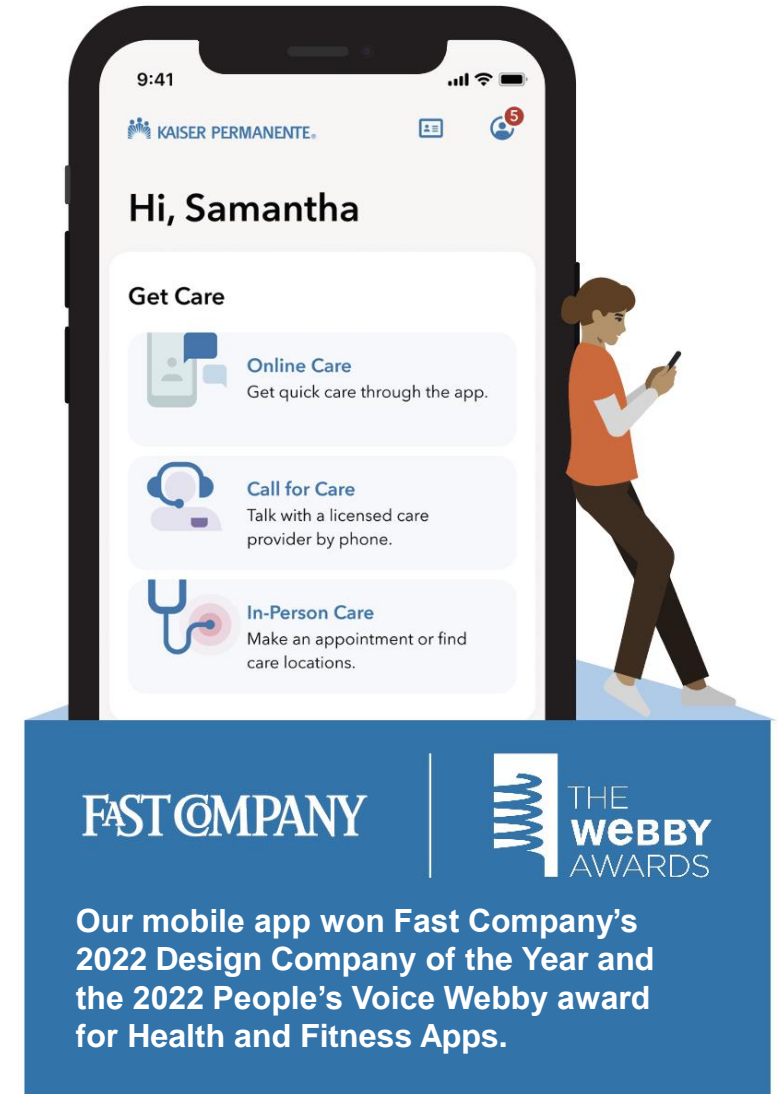
We make it easy to get high-quality care when and where you want it. No matter how you connect, you'll always talk with a medical professional who can see your health history and pick up where you left off.

Learn more at [kp.org/mobile](https://kp.org/mobile)

## Your health at your fingertips

- Get 24/7 care by phone or video\*
- Email your care team
- Schedule appointments
- View lab results and doctor's notes
- Refill prescriptions
- Check in for appointments
- Pay bills and view statements

\*When appropriate and available.



9:41

KAISER PERMANENTE.

Hi, Samantha

Get Care

Online Care  
Get quick care through the app.

Call for Care  
Talk with a licensed care provider by phone.

In-Person Care  
Make an appointment or find care locations.

FAST COMPANY

THE WEBBY AWARDS

Our mobile app won Fast Company's 2022 Design Company of the Year and the 2022 People's Voice Webby award for Health and Fitness Apps.



# Convenient care while traveling

Planning to travel? Have a child going away to college? We can help you stay on top of your health while you're away. We'll work with you before you leave to see if you need to get vaccinated, refill prescriptions, and more.

And you're covered for urgent and emergency care anywhere in the world.



You can always get 24/7 care by email, phone, and video across the nation.\*

Visit [kp.org/travel](https://kp.org/travel) to learn more.

\*When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state.

# Care that's world class

No matter your needs — mental health, maternity, cancer care, heart health, and beyond — you'll have access to expert doctors, advanced technology, and the latest evidence-based care.

We're a national leader in screening rates and research, and we're among the top-rated health plans in every state we serve.<sup>1,2,3</sup>



## Kaiser Permanente members are:



**33%**

more likely to survive heart disease<sup>4</sup>



**52%**

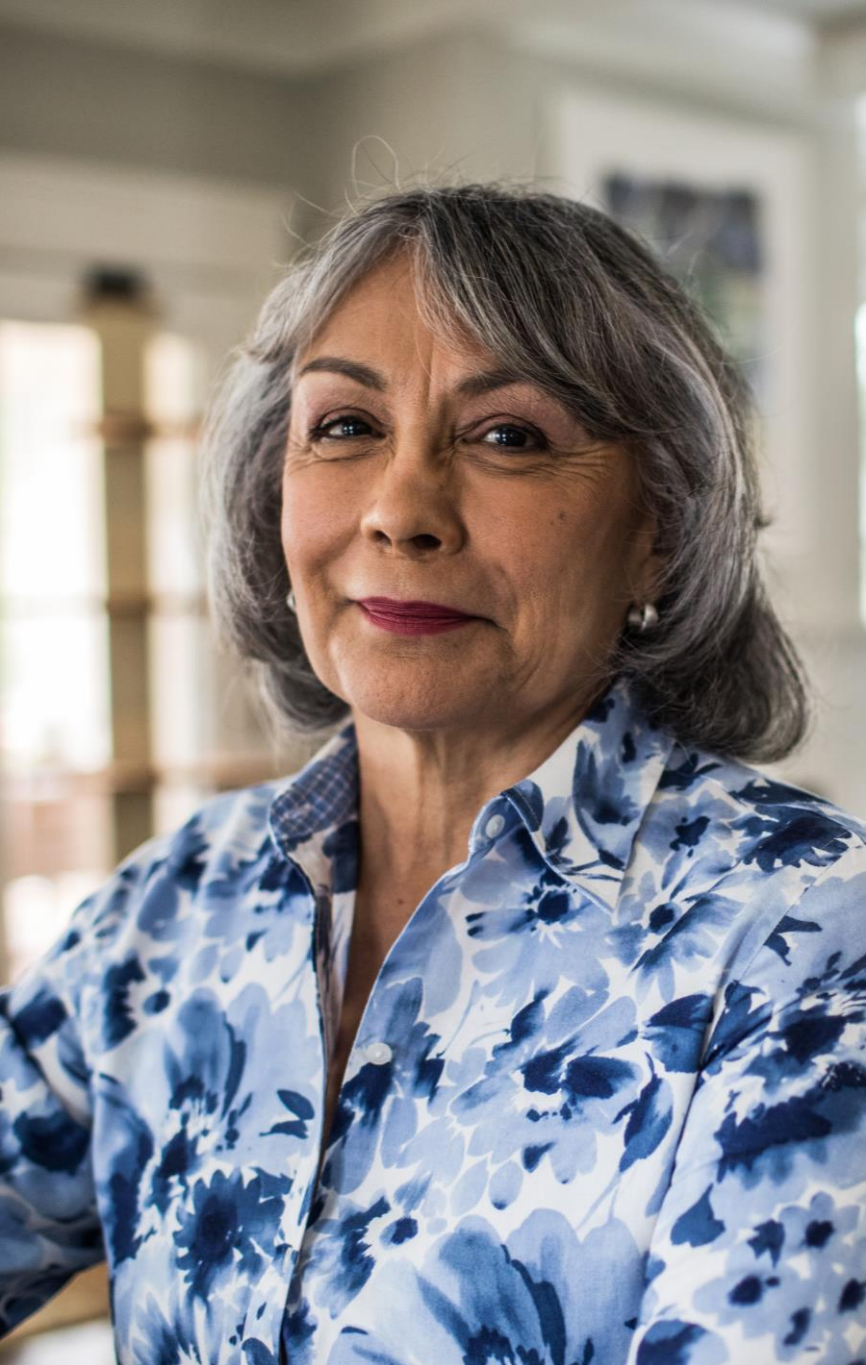
more likely to survive colorectal cancer<sup>5</sup>



**20%**

less likely to experience premature death due to cancer<sup>6</sup>

1. Kaiser Permanente 2022 HEDIS® scores. 2. 2021 Annual Report, Kaiser Permanente, [about.kaiserpermanente.org/who-we-are/annual-reports/2021-annual-report](https://www.kaiserpermanente.org/who-we-are/annual-reports/2021-annual-report). 3. NCQA's Private Health Insurance Plan Ratings 2022–2023, National Committee for Quality Assurance, 2022: Kaiser Foundation Health Plan of Colorado — HMO (rated 4 out of 5); Kaiser Foundation Health Plan of Georgia, Inc. — HMO (rated 4 out of 5); Kaiser Foundation Health Plan, Inc., of Hawaii — HMO (rated 4 out of 5); Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. — HMO (rated 5 out of 5); Kaiser Foundation Health Plan, Inc., of Northern California — HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan of the Northwest — HMO (rated 4 out of 5); Kaiser Foundation Health Plan, Inc., of Southern California — HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan of Washington — HMO (rated 4 out of 5). 4. Elizabeth A. McGlynn, PhD, et al., "Measuring Premature Mortality Among Kaiser Permanente Members Compared to the Community," July 20, 2022. 5. 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. 6. See note 4.



## Resources for mental health

Kaiser Permanente provides a wide range of support to help you take care of your mental and emotional health.

- Get help with conditions like anxiety, depression, addiction, and autism spectrum disorders.
- Find care with psychiatrists, psychologists, marriage and family therapists, and more.
- Make an appointment for therapy within Kaiser Permanente without a referral.
- Use online self-care resources at any time to help you relieve stress, improve sleep, practice mindfulness, and more.

Learn more at [kp.org/mentalhealth](https://kp.org/mentalhealth).

# Resources for self-care

You have access to apps to help reduce stress, improve sleep, and manage overall mental wellness.<sup>1,2</sup>

Visit [kp.org/selfcareapps](https://kp.org/selfcareapps) to learn more.



## Calm

The number one app for sleep and meditation



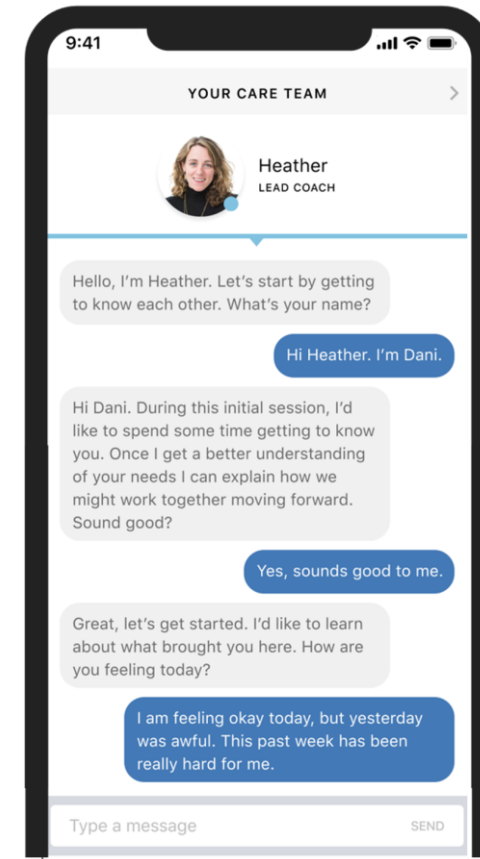
## Ginger

Text one-on-one with an emotional support coach anytime, anywhere.<sup>3</sup>



## myStrength

Build a personalized plan to strengthen your emotional health.



47%

of users say  
Ginger helps  
with anxiety<sup>4</sup>

1. 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. 2. Calm and myStrength can be used by members 13 and over. The Ginger app and services are not available to any members under 18 years old. 3. Eligible Kaiser Permanente members can text with a coach using the Ginger app for 90 days per year. After the 90 days, members can continue to access the other services available on the Ginger app for the remainder of the year at no cost. 4. Knuckle et al., "Association Between Care Utilization and Anxiety Outcomes in an On-Demand Mental Health System: Retrospective Observational Study," *JMIR Formative Research*, 2021.



# Resources for everyday wellness

Take advantage of classes, services, and programs to help you achieve your health and fitness goals.<sup>1</sup> Visit [kp.org/health-wellness](https://kp.org/health-wellness) to learn more.



Acupuncture, massage therapy, and chiropractic care



Wellness Coaching by Phone



Reduced rates on gym memberships



Online fitness with the ClassPass app



Healthy lifestyle programs and classes<sup>2</sup>

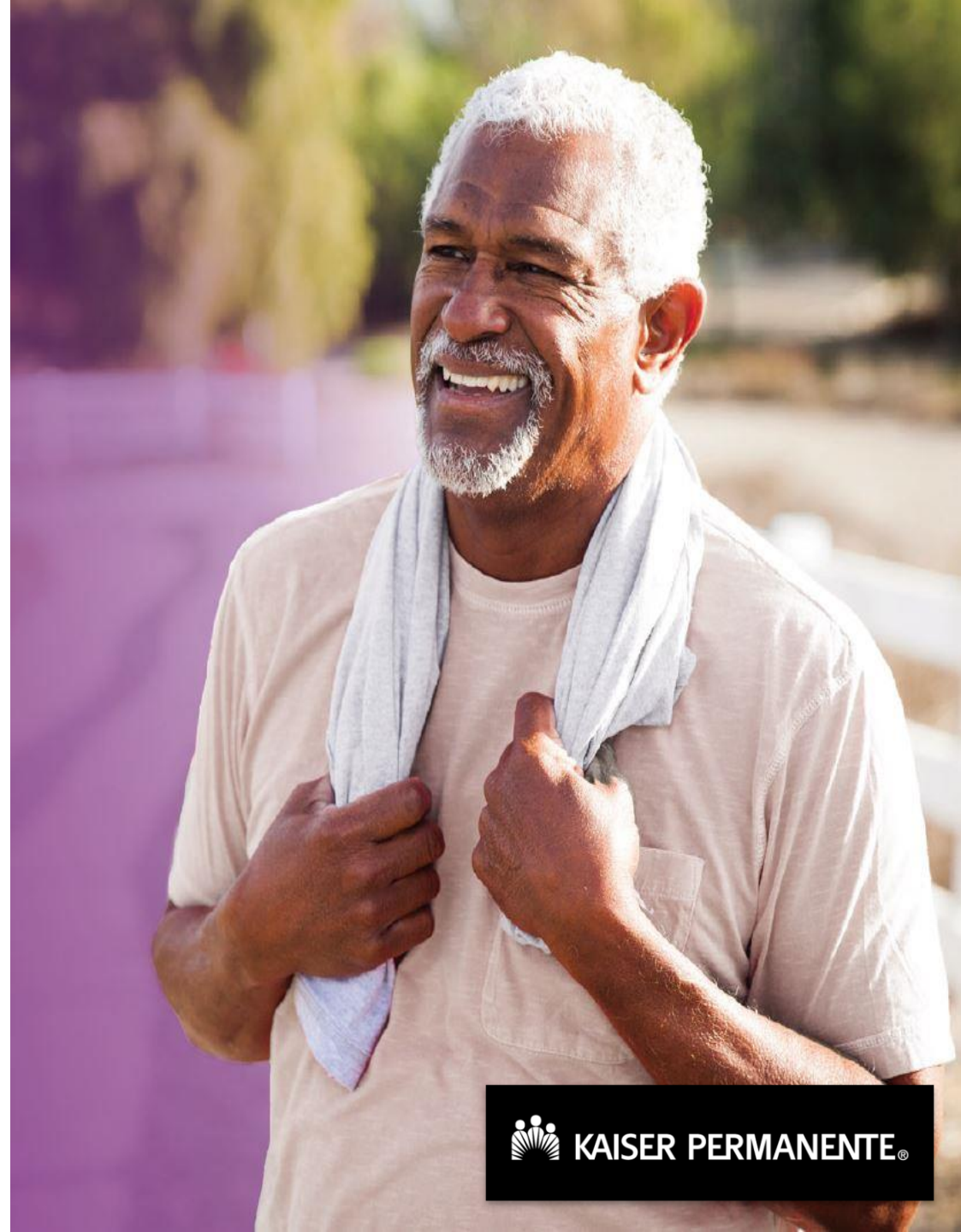


**1.** These services aren't covered under your health plan benefits and aren't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. **2.** Classes vary at each location and some may require a fee.

## Fitness Membership – Active&Fit

- Access to more than 13,000 gyms with one membership
- 8,000+ Digital Workout Videos
- Home Fitness Kits: Choose 1 of the following each benefit year:
  - Garmin® or Fitbit® Wearable Fitness
  - Tracker kit
  - Yoga kit with a mat
  - Beginner, Intermediate, or Advanced Strength kit with dumbbells and resistance bands
- Daily Workout Classes: Join a variety of workout classes available anytime on YouTube and Facebook

Go to [kp.org/activeandfit](https://kp.org/activeandfit) to get started today! Questions? Call toll-free at 1-877-750-2746 Monday through Friday, 5 a.m. to 6 p.m. Pacific time.



## Fitness Membership – Silver&Fit

Available at **no additional cost**, the Silver&Fit® Exercise can help you get active and stay healthy.

- All Kaiser Permanente Medicare health plan members can receive all of the following:
  - Fitness facility membership
  - Home fitness program with over 1,500 online classes
- Additional benefits include a resource library, rewards program, and a quarterly newsletter
- Learn more, register, and find a nearby fitness facility at: **SilverandFit.com** or call **1-877-750-2746 (TTY 711)**



# Meals delivered to your home

As a Kaiser Permanente Medicare health plan member, you can get fresh, healthy meals delivered to your home immediately following an inpatient stay at a hospital or skilled nursing facility.

## How does the meal plan work?

- 1 Upon discharge from an inpatient stay at a hospital or skilled nursing facility, your care team will refer you for meal delivery to your home
- 2 You can choose from over 70 entrées to support your dietary needs, including heart-healthy, diabetic-friendly, gluten-free, and more
- 3 You can get 3 meals per day for up to 4 weeks, for a total of 84 meals

To learn more about this no-cost meal delivery service, call the Member Service Contact Center at **1-800-443-0815 (TTY 711)**.



# Transportation benefits

You can now get a ride to and from your doctor visits at no cost\*

## You can get a ride for:

- Doctor appointments
- Medical services, such as labs or X-rays
- Picking up medications or medical equipment

## Types of transportation available:

- Rideshare, taxi, or private transportation service. This includes accommodating walkers and wheelchairs that are collapsible and can fit in the trunk.
- Wheelchair van or gurney van service is restricted to those who aren't able to sit in a private vehicle for the duration of the ride.

\*Your plan covers up to 24 one-way trips (50 miles per trip) per calendar year.



Plan benefits and the latest  
information on locations near you

# Traditional HMO Plan

(1/1/24—12/31/24)

This table shows an example of some of your group's benefits.\*

Benefits	Details
<b>Yearly deductible</b>	None
<b>Maximum yearly out-of-pocket costs</b>	\$500 For any one member per calendar year/\$1,500 For family
Covered services	You pay
<b>Doctor's office visit</b>	\$20 per visit
<b>Lab tests and radiology</b>	No charge
<b>Outpatient surgery</b>	\$20 per procedure
<b>Hospitalization</b>	No charge
<b>Emergency care</b>	\$100 per visit, waived if admitted
<b>Ambulance Services</b>	No charge
<b>Eyeglasses or contact lenses every 24 months</b>	Amount in excess of \$150 Allowance
<b>Hearing aid(s) every 36 months</b>	Amount in excess of \$2,000 Allowance
<b>Prescribed medications</b>	<b>Generic medication:</b> \$15 for up to a 30-day supply <b>Brand-name medication:</b> \$35 for up to a 30-day supply

\*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.

# Senior Advantage HMO Plan with Part D

(1/1/24—12/31/24)

This table shows an example of some of your group’s benefits.\*

Benefits	Details
<b>Yearly deductible</b>	None
<b>Maximum yearly out-of-pocket costs</b>	\$500 per calendar year for any one member
Covered services	You pay
<b>Annual Wellness visit and the “Welcome to Medicare” preventive visit</b>	No charge
<b>Doctor’s office visit</b>	\$15 per visit
<b>Lab tests and radiology</b>	No charge
<b>Outpatient surgery</b>	\$15 per procedure
<b>Hospitalization</b>	No charge
<b>Emergency care</b>	\$50 per visit, waived if admitted
<b>Ambulance</b>	No charge
<b>Eyeglasses or contact lenses every 24 months</b>	Amount in excess of \$150 Allowance
<b>Hearing aid(s) every 36 months</b>	Amount in excess of \$2,000 Allowance
<b>Prescribed medications</b>	\$15 for up to a 100-day supply for <b>Generic and Brand-name medications</b>

\*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.





The icons consist of a yin-yang symbol on the left and a stylized human figure with a vertical line of dots representing an acupuncture needle on the right.

# Chiropractic and acupuncture

## When you need chiropractic or acupuncture care follow these simple steps:

1. Find an ASH Participating Provider near you:
  - Go to [ashlink.com/ash/kp](http://ashlink.com/ash/kp) or
  - Call 1-800-678-9133 (TTY), Monday through Friday, from 5 a.m. to 6 p.m. Pacific Time.
2. Schedule an appointment
3. Pay for your office visit when you arrive for your appointment
4. \$15 per visit/up to a combined total of 30 Chiropractic and Acupuncture visits per year.

# Updates in Northern California

## Care delivery

### Care Essentials in downtown San Francisco

Located at the Salesforce Transit Center to meet members where they are, this innovative new facility offers extended hours. Services include same-day appointments, pharmacy, lab tests, vaccines, injections, and treatment of minor illnesses and injuries.

### Now open

- Level II Neonatal Intensive Care Unit at Vacaville Medical Center
- Santa Cruz Medical Offices
- Urgent Care Clinic at Geary Medical Offices in San Francisco



Care Essentials is located at the Salesforce Transit Center in downtown San Francisco.



At the new Santa Cruz Medical Offices, members have access to family medicine, lab, mammography, ob-gyn, pediatric, pharmacy, and X-ray services.

# Updates in Southern California

## Care delivery

### Now open

- Clairemont Mesa Medical Offices
- Hesperia Medical Offices
- Playa Vista Medical Offices
- Tri-City Medical Center (North San Diego County Affiliated Hospital)
- Watts Medical Offices and remodeled Learning and Counseling Center

### Scheduled to open in 2023

- San Marcos Medical Center (Q3 2023)



Playa Vista Medical Offices

# Care that's right for you



## Personalized onboarding

- A welcome call to answer your questions
- A member guide to get you started



## 3 easy steps to a healthy change

1. Choose your new doctor
2. Transition your care and prescriptions seamlessly
3. Get care on your schedule

Visit [kp.org/newmember](https://kp.org/newmember) to learn more.



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

Want to learn more?



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



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



Thank you

