



Comprehensive Medical Coverage is an Important Part of Supporting Healthy Living

Heluna Health offers **three** medical plan options, all of which provide **free preventive care** to prevent healthcare problems before they arise, and comprehensive medical plans to help you cover the costs when you are ill as well as to protect you from any catastrophic financial effects of a serious illness or injury.

You can choose from 1 HMO (Health Maintenance Organization) plan and 2 PPO (Preferred Provider Organization) plans. The medical plans are different in how they are designed. You decide which plan best meets your needs.

CA EMPLOYEES ONLY

Kaiser HMO

CA & OUT OF STATE EMPLOYEES

PHCS (Kaiser) PPO

PHCS (Kaiser) PPO/HSA



UNDERSTANDING YOUR HMO AND PPO PLANS!

Take a few minutes to watch the Brainshark video overviews of the HMO and PPO plans and resources. The Brainsharks are posted on UKG or you can watch right from your phone by pointing at the below images.



HMO

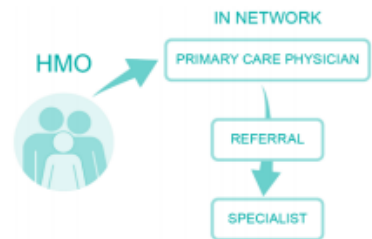


PPO

MEDICAL HMO OVERVIEW

HOW DOES THE KAISER HMO PLAN WORK?

When enrolled in the Kaiser HMO plan, the physician, hospital, and pharmacy are contracted exclusively with Kaiser. Unlike a standard HMO plan which assigns you to a specific doctor and/or hospital, with Kaiser you are able to seek services with any Kaiser doctor and/or hospital at any time. Most services are covered at 100% after you pay a copayment.



CAN I SELECT DIFFERENT PCPS FOR MYSELF AND MY DEPENDENTS?

Yes, you can select a different PCP for yourself and each of your dependents.

WHAT IF I NEED TO SEE A SPECIALIST?

When you want to see a specialist, like an orthopedic doctor or a cardiologist, you will need to visit your PCP first to get a referral. Your PCP will refer you to a specialist when it is needed and request pre-authorization for any medically necessary procedures.

CONTINUITY OF CARE

Continuity of Care is a State regulation that applies to both Northern and Southern California HMO members. Eligibility for Continuity of Care is not automatic. To qualify, certain criteria (both non-medical and medical) must be met. If a person has the option to continue with their current provider they are not eligible for Continuity of Care. New members enrolling in the Kaiser HMO plan who wish to apply for Continuity of Care should call the **Member Services Call Centers at (800) 464-4000** to initiate the process. There are time constraints associated with this legislation; therefore, it's important for the member to contact Kaiser's Member Services Call Center directly to initiate the application process.



HMO MEMBER RESOURCES



Connect To Care Anywhere

24/7 CARE ADVICE

We're here 24/7 to guide you. Call us at **1-833-574-2273**.

PHONE APPOINTMENTS & VIDEO VISITS

Save yourself a trip to the doctor's office for a minor condition or follow-up care. You can schedule a phone appointment or meet face-to-face online at kp.org with a doctor on your computer, tablet or smartphone.

Telephone appointments are not appropriate for emergency conditions, such as severe shortness of breath, severe abdominal pain, severe bleeding, or urgent conditions like sprains, falls, or cuts.



Manage Your Health Online

Use the convenient features of "My Health Manager" on the go right from your smartphone or other mobile device when you download the free Kaiser Permanente app from your preferred app site. Register for "My Health Manager" on kp.org/registernow from your computer to set up your account. To register, you'll need your Medical Record Number (MRN), located on your ID card..



Care While Traveling

- If you get hurt or sick while traveling, you are covered for emergency and urgent care anywhere in the world.
- Get urgent care at MinuteClinic in select CVS and Target stores when you are traveling outside a Kaiser Permanente area.
- 24/7 Away from Home Travel Line can help you before you leave town by checking if you need a vaccination, refilling eligible prescriptions, and more.

Call **1-951-268-3900** or visit kp.org/travel



Thrive with Support

ClassPass allows you to stay active from anywhere

- Unlimited on-demand video workouts
- Livestreams of top-rated fitness classes
- In-person gym classes

Calm is an app for daily use that uses meditation and mindfulness to help lower stress, reduce anxiety and improve sleep quality.

myStrength offers personalized program with interactive activities, daily health trackers to monitor and maintain your progress.

visit kp.org/exercise or kp.org/selfcareapps