Find your healthy place
With care designed to help you thrive

2021 Value Prop County of Santa Clara
Yolanda Smith Senior Retiree Solutions Manager | 2021
The Kaiser Permanente difference

We’re community focused: We are committed to the health of our members and the communities we serve

We’re innovative: We pioneered the integrated health care model and offer nation-leading care

We’re forward-looking: We maintain one of the most advanced research institutions working to transform the future of health care

Photo was taken by Ted Warren, Associated Press.
Integrated care centered around you

Quality care begins with our integrated care delivery system, which offers you:

- Care and coverage together in one package
- A coordinated, connected care team
- Many convenient services under one roof
Support for your total health and well-being

Your doctor will build a care plan based on your needs and work with your care team to deliver personalized support.

- **Preventive care to keep you healthy**
- **Specialty care when you need it**
- **Support for ongoing conditions**

*Get care in your language* — with multilingual doctors and phone interpretation in more than 150 languages.
Your care, your way

With Kaiser Permanente, you can get care when, where, and how you want it.

**Video Visits**

Connect with your doctor online. It’s convenient, safe, and secure, and it often doesn’t require a copay.

**In person**
Same-day appointments may be available.

**Phone**
Schedule a telephone appointment and get advice 24/7.

**Email**
Message your doctor anytime with nonurgent questions.

**App**
Download our app to schedule appointments, manage prescriptions, see test results, and more.
Care while traveling

Since keeping you safe and healthy is our first priority, you’re covered for emergency and urgent care anywhere in the world. You can also get urgent care at MinuteClinic® in select CVS and Target stores when you’re traveling outside a Kaiser Permanente area.

How we make getting care while traveling more convenient:

- Our Away from Home Travel Line is available 24 hours a day, 7 days a week
- Visit kp.org/travel — a special section of kp.org that’s focused on getting care while traveling
- You can refill eligible prescriptions early in preparation for your travel
Added support to help you thrive

- Self-care apps, including Calm and myStrength
- On-site health education classes and support groups
- Wellness coaching by phone
- Seasonal farmers markets
- Online healthy lifestyle programs, videos, podcasts, recipes, and more
- Find convenient Kaiser Permanente care near you at kp.org/facilities
- Reduced rates on specialty care services like acupuncture, chiropractic care, and massage therapy

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. 3 Not available in all areas.
About a Kaiser Permanente Medicare health plan

- A Kaiser Permanente Medicare health plan is a Medicare Advantage plan for people with Medicare.
- A Kaiser Permanente Medicare health plan provides services covered by Medicare (including Medicare Part D prescription drug coverage).
- As a Kaiser Permanente Medicare health plan member, you get your Medicare benefits through Kaiser Permanente.
- The Medicare program pays Kaiser Permanente to manage health care for people with Medicare (our Kaiser Permanente Medicare health plan members).
### Kaiser Permanente Medicare health plan—Summary of Benefits

<table>
<thead>
<tr>
<th>Services</th>
<th>07/01/21 – 06/30/22</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Out-of-Pocket Maximum</td>
<td>$1,500 per calendar year</td>
</tr>
<tr>
<td></td>
<td>$3,000 per calendar year</td>
</tr>
<tr>
<td>Lifetime Maximum</td>
<td>None</td>
</tr>
<tr>
<td>Office Visits</td>
<td>$10 per visit</td>
</tr>
<tr>
<td>Lab/X-rays</td>
<td>No charge</td>
</tr>
<tr>
<td>Outpatient Surgery</td>
<td>$10 per procedure</td>
</tr>
<tr>
<td>Hospitalization Services</td>
<td>$100 per admission</td>
</tr>
<tr>
<td>Emergency Services (waived if admitted)</td>
<td>$35 per visit</td>
</tr>
<tr>
<td>Ambulance Services</td>
<td>$0 per trip</td>
</tr>
<tr>
<td>Prescription Drugs (Generic and Brand)</td>
<td>$5/10 for up to a 30-day supply (MOI)</td>
</tr>
<tr>
<td>Durable Medical Equipment</td>
<td>No charge</td>
</tr>
<tr>
<td>Eyewear Eyeglasses or Contact lenses (every 24 months)</td>
<td>$150 allowance</td>
</tr>
<tr>
<td>Hearing Aid(s) Allowance (every 36 months)</td>
<td>$1,000 allowance per aid</td>
</tr>
<tr>
<td>Meals delivered to your home following discharge from a</td>
<td>No charge up to two meals per day in a consecutive four-week period, once per calendar year</td>
</tr>
<tr>
<td>hospital due to congestive heart failure</td>
<td></td>
</tr>
</tbody>
</table>

This is a benefit summary of County of Santa Clara’s Kaiser Permanente Medicare health plan. All benefits are subject to the definitions, limitations, and exclusions set forth in the Kaiser Permanente Medicare health plan Evidence of Coverage.
Trust in our high ratings for quality, service, and member satisfaction

<table>
<thead>
<tr>
<th>Kaiser Permanente region</th>
<th>Star rating*</th>
</tr>
</thead>
<tbody>
<tr>
<td>California</td>
<td>★★★★★</td>
</tr>
<tr>
<td>Colorado</td>
<td>★★★★★</td>
</tr>
<tr>
<td>Georgia</td>
<td>★★★★★</td>
</tr>
<tr>
<td>Hawaii</td>
<td>★★★★★</td>
</tr>
<tr>
<td>Mid-Atlantic States (MD, VA, D.C.)</td>
<td>★★★★★</td>
</tr>
<tr>
<td>Northwest (OR, SW Washington)</td>
<td>★★★★★</td>
</tr>
<tr>
<td>Kaiser Permanente Washington</td>
<td>★★★★½</td>
</tr>
</tbody>
</table>

Check out our highly rated* 2021 Medicare health plans at [kp.org/medicarestars](http://kp.org/medicarestars).

*Every year, Medicare evaluates plans based on a 5-star rating system.
Stay active from anywhere

Try yoga, cardio, and bootcamp — without leaving home.

Kaiser Permanente members get a special rate on ClassPass, which offers:

- **Unlimited on-demand video workouts**
  4,000+ online fitness classes — including cardio, dance, meditation, bootcamp, and more

- **Livestreams of top-rated fitness classes**
  Reduced rates for real-time online classes from top studios and instructors from around the world

- **In-person gym classes**
  Reduced rates for classes at some of the top gyms and fitness studios in your area
Focus on a healthier you

Feel your best with vision benefits built right into your Kaiser Permanente Medicare health plan.

Vision benefits are provided through Vision Essentials by Kaiser Permanente. With locations at most Kaiser Permanente medical offices, Vision Essentials can give eye exams and fill your prescription for eyeglasses or contact lenses in the same building.

Why vision coverage?

• It’s important to have your eyes checked regularly to spot minor as well as more serious eye problems

• When you see clearly, daily activities such as driving and reading become much easier

• You’ll enjoy better offers on glasses or contacts
THANK YOU for your time today!

Questions?

Ask your Kaiser Permanente retiree consultant about our Medicare health plans.

Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. You must reside in the Kaiser Permanente Medicare health plan service area in which you enroll.

593505226 November 2020