

January 1–December 31, 2023

2023

Summary of Benefits

Kaiser Permanente Medicare Advantage Plans:

- Kaiser Permanente Medicare Advantage Value Balt Plan (HMO)
- Kaiser Permanente Medicare Advantage Value MD Plan (HMO)
- Kaiser Permanente Medicare Advantage Standard MD Plan (HMO-POS)
- Kaiser Permanente Medicare Advantage High MD Plan (HMO-POS)

These plans include Medicare Part D prescription drug coverage

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PBP #: 002, 004, 006 & 011



2022AR0609

About this Summary of Benefits

Thank you for considering Kaiser Permanente Medicare Advantage. You can use this **Summary of Benefits** to learn more about our plans. It includes information about:

- Premiums
- Benefits and costs
- Part D prescription drugs
- Optional supplemental benefits (Advantage Plus)
- Additional benefits, including Point-of-Service (POS) benefits for High MD and Standard MD plans
- Member discounts for products and services
- Who can enroll
- Coverage rules
- Getting care

For definitions of some of the terms used in this booklet, see the glossary at the end.

For more details

This document is a summary of 4 Kaiser Permanente Medicare Advantage plans that include Medicare Part D prescription drug coverage. It doesn't include everything about what's covered and not covered or all the plan rules. For details, see the **Evidence of Coverage (EOC)**, which is located on our website at kp.org/eocmasma or ask for a copy from Member Services by calling **1-888-777-5536 (TTY 711)**, 7 days a week, 8 a.m. to 8 p.m. Please note that there are 2 Value plans called Value MD and Value Balt included in this summary that are identical except for the plan's service area.

We also offer a plan without Part D drug coverage. If you'd like information about our other plan, call **1-877-408-8607 (TTY 711)**, 8 a.m. to 8 p.m., 7 days a week or go to kp.org/medicare.

Kaiser Permanente Medicare Advantage High MD and Standard MD plans have a Point-of-Service (POS) benefit. "Point-of-Service" means you can use providers outside the plan's network for an additional cost. Not all services are covered under POS. Covered services under POS are noted in the "Additional benefits" section and also in your **EOC**.

Have questions?

- If you're not a member, please call **1-877-408-8607 (TTY 711)**.
- If you're a member, please call Member Services at **1-888-777-5536 (TTY 711)**.
- 7 days a week, 8 a.m. to 8 p.m.

What's covered and what it costs

*Your plan provider may need to provide a referral.

†Prior authorization may be required.

Benefits and premiums	With our Value Balt or MD plan, you pay	With our Standard MD plan, you pay	With our High MD plan, you pay
Monthly plan premium	\$0	\$23	\$141
Deductible	None	None	None
Your maximum out-of-pocket responsibility Includes copays and other costs for medical services for the year. Doesn't include Medicare Part D drugs	\$7,200	\$6,900	\$5,700
Inpatient hospital coverage*† There's no limit to the number of medically necessary inpatient hospital days.	\$300 per day for days 1 through 5 of your stay and \$0 for the rest of your stay	\$270 per day for days 1 through 5 of your stay and \$0 for the rest of your stay	\$190 per day for days 1 through 5 of your stay and \$0 for the rest of your stay
Outpatient hospital coverage*†	\$0–\$300 per visit	\$0–\$250 per visit	\$0–\$125 per visit
Ambulatory Surgery Center*†	\$300 per visit	\$250 per visit	\$125 per visit
Doctor's visits			
• Primary care providers	\$10 per visit	\$10 per visit	\$5 per visit
• Specialists*†	\$40 per visit	\$35 per visit	\$25 per visit
Preventive care*† See the EOC for details.	\$0	\$0	\$0
Emergency care We cover emergency care anywhere in the world.	\$95 per Emergency Department visit	\$95 per Emergency Department visit	\$110 per Emergency Department visit
Urgently needed services We cover urgent care anywhere in the world.	\$40 per office visit	\$35 per office visit	\$25 per office visit
Diagnostic services, lab, and imaging*†			
• Lab tests	\$0	\$0	\$0

Benefits and premiums	With our Value Balt or MD plan, you pay	With our Standard MD plan, you pay	With our High MD plan, you pay
<ul style="list-style-type: none"> Diagnostic tests and procedures (like EKG) 			
<ul style="list-style-type: none"> X-rays 	\$20 per visit	\$15 per visit	\$10 per visit
<ul style="list-style-type: none"> Other imaging procedures (like MRI, CT, and PET) 	\$190 per procedure	\$100 per procedure	\$40 per procedure
Hearing services*† <ul style="list-style-type: none"> Evaluations to diagnose medical conditions 	\$40 per visit	\$35 per visit	\$25 per visit
<ul style="list-style-type: none"> Hearing aid fitting or evaluation exam 	\$0	\$0	\$0
<ul style="list-style-type: none"> Hearing aids (allowance per ear, every three years) <p>If you sign up for optional benefits, the allowance is greater (see Advantage Plus for details).</p>	\$1,000 allowance If your hearing aid purchase is more than \$1,000, you pay the difference.	\$1,000 allowance If your hearing aid purchase is more than \$1,000, you pay the difference.	\$1,000 allowance If your hearing aid purchase is more than \$1,000, you pay the difference.
Dental services <ul style="list-style-type: none"> Preventive dental care 	\$0 for most preventive care (limited to 2 visits a year for oral exams and teeth cleaning, 1 fluoride treatment per year, and intraoral series X-rays limited to one per three years and 1 bitewing X-ray per year).	\$0 for most preventive care (limited to 2 visits a year for oral exams and teeth cleaning, 1 fluoride treatment per year, and intraoral series X-rays limited to one per three years and 1 bitewing X-ray per year).	\$0 for most preventive care (limited to 2 visits a year for oral exams and teeth cleaning, 1 fluoride treatment per year, and intraoral series X-rays limited to one per three years and 1 bitewing X-ray per year).
<ul style="list-style-type: none"> Comprehensive dental care*† <p>See the EOC for more information about comprehensive dental services.</p> <ul style="list-style-type: none"> Note: If you sign up for optional benefits, the benefit limit is greater (see 	50% coinsurance for comprehensive dental care until the plan has paid \$1,000 (annual benefit limit) . When you reach the \$1,000 annual benefit limit for comprehensive dental care, you pay 100% for the rest of the year.	50% coinsurance for comprehensive dental care until the plan has paid \$1,000 (annual benefit limit) . When you reach the \$1,000 annual benefit limit for comprehensive dental care, you pay 100% for the rest of the year.	50% coinsurance for comprehensive dental care until the plan has paid \$1,000 (annual benefit limit) . When you reach the \$1,000 annual benefit limit for comprehensive dental care, you pay 100% for the rest of the year.

Benefits and premiums	With our Value Balt or MD plan, you pay	With our Standard MD plan, you pay	With our High MD plan, you pay
Advantage Plus for details).			
Vision services*† <ul style="list-style-type: none"> • Visits to diagnose and treat eye diseases and conditions • Routine eye exams 	<ul style="list-style-type: none"> • \$10 per visit with an optometrist • \$40 per visit with an ophthalmologist 	<ul style="list-style-type: none"> • \$10 per visit with an optometrist • \$35 per visit with an ophthalmologist 	<ul style="list-style-type: none"> • \$5 per visit with an optometrist • \$25 per visit with an ophthalmologist
<ul style="list-style-type: none"> • Preventive glaucoma screening and diabetic retinopathy services 	\$0	\$0	\$0
<ul style="list-style-type: none"> • Eyeglasses or contact lenses after cataract surgery 	20% coinsurance up to Medicare's limit and you pay any amounts beyond that limit.	20% coinsurance up to Medicare's limit and you pay any amounts beyond that limit.	20% coinsurance up to Medicare's limit and you pay any amounts beyond that limit.
<ul style="list-style-type: none"> • Other eyewear (allowance every two years). <p>If you sign up for optional benefits, the allowance is greater (see Advantage Plus for details).</p>	If your eyewear costs more than \$200, you pay the difference.	If your eyewear costs more than \$200, you pay the difference.	If your eyewear costs more than \$225, you pay the difference.
Mental health services† <ul style="list-style-type: none"> • Outpatient group therapy 	\$10 per visit	\$10 per visit	\$5 per visit
<ul style="list-style-type: none"> • Outpatient individual therapy 	\$20 per visit	\$20 per visit	\$10 per visit
Skilled nursing facility*† We cover up to 100 days per benefit period.	Per benefit period: <ul style="list-style-type: none"> • \$0 per day for days 1 through 20 • \$196 per day for days 21 through 100 	Per benefit period: <ul style="list-style-type: none"> • \$0 per day for days 1 through 20 • \$180 per day for days 21 through 100 	Per benefit period: <ul style="list-style-type: none"> • \$0 per day for days 1 through 20 • \$150 per day for days 21 through 100
Physical therapy*†	\$40 per visit	\$35 per visit	\$25 per visit
Ambulance	\$275 per one-way trip	\$275 per one-way trip	\$225 per one-way trip
Transportation We cover up to 24 one-way trips per calendar year to take you to and from a network provider.	\$0	\$0	\$0

Benefits and premiums	With our Value Balt or MD plan, you pay	With our Standard MD plan, you pay	With our High MD plan, you pay
<p>Medicare Part B drugs† A limited number of Medicare Part B drugs are covered when you get them from a plan provider. See the EOC for details and the Pharmacy Directory for preferred and standard plan pharmacy locations.</p> <ul style="list-style-type: none"> • Drugs that must be administered by a health care professional 	<p>\$0 or 20% coinsurance depending on the drug.</p>	<p>\$0 or 20% coinsurance depending on the drug.</p>	<p>\$0 or 20% coinsurance depending on the drug.</p>
<ul style="list-style-type: none"> • Up to a 30-day supply of a generic drug 	<ul style="list-style-type: none"> • \$15 at a preferred plan pharmacy • \$20 at a standard plan pharmacy 	<ul style="list-style-type: none"> • \$12 at a preferred plan pharmacy • \$20 at a standard plan pharmacy 	<ul style="list-style-type: none"> • \$12 at a preferred plan pharmacy • \$20 at a standard plan pharmacy
<ul style="list-style-type: none"> • Up to a 30-day supply of a brand-name drug 	<ul style="list-style-type: none"> • \$45 at a preferred plan pharmacy • \$47 at a standard plan pharmacy 	<ul style="list-style-type: none"> • \$45 at a preferred plan pharmacy • \$47 at a standard plan pharmacy 	<ul style="list-style-type: none"> • \$42 at a preferred plan pharmacy • \$47 at a standard plan pharmacy

Medicare Part D prescription drug coverage†

The amount you pay for drugs will be different depending on:

- The plan you enroll in (Value plans, Standard, or High).
- The tier your drug is in. There are 6 drug tiers. To find out which of the 6 tiers your drug is in, see our Part D formulary at kp.org/seniorrx or call Member Services to ask for a copy at **1-888-777-5536 (TTY 711)**, 7 days a week, 8 a.m. to 8 p.m.
- The day supply quantity you get (like a 30-day or 90-day supply). Note: A supply greater than a 30-day supply isn't available for all drugs.
- The type of plan pharmacy that fills your prescription (preferred pharmacy, standard pharmacy, or our mail-order pharmacy). To find our pharmacy locations, see the **Pharmacy Directory** at kp.org/directory. Note: Not all drugs can be mailed.
- The coverage stage you're in (deductible, initial coverage, coverage gap, or catastrophic coverage stages).
- **Important Message About What You Pay for Insulin** – You won't pay more than **\$35** for a one-month supply of each insulin product covered by our plan, no matter what cost-sharing tier it's on.

- **Important Message About What You Pay for Vaccines** – Our plan covers most Part D vaccines at no cost to you.

Note: Medicare provides Extra Help to pay prescription drug costs for people who have limited income and resources. If you are entitled to Extra Help, the cost-sharing below may not apply to you; instead please refer to the **Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**.

Deductible stage

Because we have no deductible, this payment stage does not apply to you and you start the year in the initial coverage stage.

Initial coverage stage

You pay the copays and coinsurance shown in the chart below for up to a 30-day supply until your total yearly drug costs reach **\$4,660**. (Total yearly drug costs are the amounts paid by both you and any Part D plan during a calendar year.) If you reach the \$4,660 limit in 2023, you move on to the coverage gap stage and your coverage changes.

Drug tier	Preferred plan pharmacy			Standard plan pharmacy
	Up to a 30-day supply			
	Value plans	Standard plan	High plan	All plans
Tier 1 (Preferred generic)	\$5	\$0	\$0	\$10
Tier 2 (Generic)	\$15	\$12	\$12	\$20
Tier 3 (Preferred brand-name)	\$45	\$45	\$42	\$47
Tier 4 (Nonpreferred brand-name)	\$100	\$100	\$80	\$100
Tier 5 (Specialty)	33% coinsurance			
Tier 6 (Vaccines)	\$0			

You pay \$0 for a 31- to 90-day supply of drugs in Tier 1 and Tier 2 from our mail-order pharmacy.

For all other prescriptions, the copays listed above in the chart will be multiplied as follows:

- If you get a 31- to 60-day supply from one of our retail pharmacies, you pay 2 copays.
- If you get a 61- to 90-day supply from one of our retail pharmacies, you pay 3 copays.
- If you get a 31- to 90-day supply of drugs in Tiers 3 or 4 from our mail-order pharmacy, you pay 2 copays.

Note: For a 31- to 90-day supply of drugs subject to a coinsurance, you pay the coinsurance listed above in the chart.

Coverage gap stage

The coverage gap stage begins if you or a Part D plan spends **\$4,660** on your drugs during 2023. You pay the following copays and coinsurance during the coverage gap stage:

Drug tier	With our Standard or Value plans, you pay	With our High plan, you pay
Tiers 1 and 2	25% coinsurance	The same copays listed above that you pay during the initial coverage stage
Tiers 3, 4, and 5	25% coinsurance	25% coinsurance
Tier 6	\$0	\$0

Catastrophic coverage stage

If you or others on your behalf spend \$7,400 on your Part D prescription drugs in 2023, you'll enter the catastrophic coverage stage. Most people never reach this stage, but if you do, your copays and coinsurance will change for the rest of 2023. You pay the following per prescription during the catastrophic coverage stage:

- 5% coinsurance for generic or brand-name drugs
- \$0 for Part D vaccines

Long-term care, plan home-infusion, and non-plan pharmacies

- If you live in a **long-term care facility** and get your drugs from their pharmacy, you pay the same as at a standard plan pharmacy and you can get up to a 31-day supply.
- Covered Part D **home infusion** drugs from a plan home-infusion pharmacy are provided at no charge.
- If you get covered Part D drugs from a **non-plan pharmacy**, you pay the same as at a standard plan pharmacy and you can get up to a 30-day supply. Generally, we cover drugs filled at a non-plan pharmacy only when you can't use a network pharmacy, like during a disaster. See the **Evidence of Coverage** for details.

Advantage Plus (optional benefits)

In addition to the benefits that come with your plan, you can choose to buy a supplemental benefit package called Advantage Plus. Advantage Plus gives you extra coverage for an additional monthly cost that's added to your monthly plan premium. See the **Evidence of Coverage** for details.

Advantage Plus benefits and premiums	You pay
Additional monthly premium	\$20
Additional eyewear allowance*† Every 24 months, a \$175 allowance is added to the eyewear allowance described in "Vision services" above.	If your eyewear costs more than the combined allowance of \$400 for High plan members or \$375 for Standard or Value plan members, you pay the difference.
Hearing aids*† Every 3 years, a \$1,000 allowance is added to the hearing aid allowance described in "Hearing services" above to buy 1 aid, per ear.	If your hearing aid costs more than the combined allowance of \$2,000 per ear, you pay the difference.
Comprehensive dental services <ul style="list-style-type: none"> • Every year, a \$500 annual benefit limit is added to the comprehensive dental allowance described in "Dental services" above. • See the EOC for more information about comprehensive dental services. 	50% coinsurance for comprehensive dental care until the plan has paid \$1,500 (combined annual benefit limit) . When you reach the \$1,500 combined annual benefit limit for comprehensive dental care, you pay 100% for the rest of the year.

Additional benefits

These benefits are available to you as a plan member:	Value Balt or MD plan, you pay	Standard MD plan, you pay	High MD plan, you pay
Fitness benefit — The Silver&Fit® Program You pay no additional cost for standard membership to any of the participating fitness centers in the Silver&Fit program. You can also choose one Home Fitness Kit from a selection of kits to help you stay fit at home. The Silver&Fit program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit is a federally registered trademark of ASH and used with permission herein. Participating fitness centers and fitness chains may vary by location and are subject to change.	Not covered.	\$0	\$0
Over-the-counter (OTC) items We cover OTC items listed in our OTC catalog for free home delivery. You may order OTC items each quarter of the	\$0 up to the \$30 quarterly benefit limit.	\$0 up to the \$50 quarterly benefit limit.	\$0 up to the \$60 quarterly benefit limit.

These benefits are available to you as a plan member:	Value Balt or MD plan, you pay	Standard MD plan, you pay	High MD plan, you pay
<p>year (January, April, July, October) up to the quarterly benefit limit shown in the right column. The catalog lists the price of each item. Each order must be at least \$20. Any unused portion of the quarterly benefit limit doesn't carry forward to the next quarter.</p> <p>To view our catalog and place an order online, please visit kp.org/otc/mas. You may place an order over the phone or request a printed catalog be mailed to you by calling 1-833-881-1422 (TTY 711), 9 a.m. to 7 p.m., Monday through Friday.</p>			
<p>Medicare Explorer by Kaiser Permanente (point-of-service supplemental benefit) for Standard MD and High MD plan members only</p> <p>If you travel outside any Kaiser Permanente service area, but inside the United States or its territories, we cover preventive, routine, follow-up, or continuing care office visits obtained from out-of-network Medicare providers not to exceed a benefit maximum of \$1,200 in covered plan charges per calendar year.</p> <p>Covered services, include, but are not limited to:</p> <ul style="list-style-type: none"> • Certain preventive services covered at \$0 under Original Medicare. • Primary care and specialty care visits. • Outpatient diagnostic tests and services. • X-rays, ultrasounds, diagnostic mammograms, and other basic imaging. • Mental health care outpatient visits. • Medicare Part B drugs. <p>For coverage details, including a full list of covered services, how to locate an eligible provider, how to schedule an appointment, claims, and how to determine if you are outside a Kaiser Permanente service area, please</p>	<p>Not covered.</p>	<p>You pay the following up to the \$1,200 annual benefit limit:</p> <ul style="list-style-type: none"> • \$50 per specialty care visit. • \$50 per visit for physical, speech, and occupational therapy. • \$50 per visit for cardiac rehabilitation and intensive cardiac rehabilitation. • \$25 per individual therapy visit and \$15 per group therapy visit for mental health care. • \$25 per service for X-rays, ultrasounds, and other basic imaging. • \$20 per primary care visit. • \$10 per visit for lab tests, except A1c, LDL, and INR tests are \$0. • \$10 per test for EKGs, holter monitoring, and EEGs. • \$10 for blood, including storage and administration. • \$0 for preventive care visits. • You pay 20% of the provider's fee schedule for Medicare Part B drugs administered in an office or clinic. <p>Once you reach the maximum plan benefit coverage amount of \$1,200 per calendar year, you pay any amounts that exceed the benefit maximum.</p>	

These benefits are available to you as a plan member:	Value Balt or MD plan, you pay	Standard MD plan, you pay	High MD plan, you pay
see Chapter 4, Section 2.2, in the Evidence of Coverage .			

Out-of-network/non-contracted providers are under no obligation to treat plan members, except in emergency situations. Please call our customer service number or see your **Evidence of Coverage** for more information, including the cost-sharing that applies to out-of-network services.

Member discounts for products and services

Kaiser Permanente partners with leading companies to support your health, safety, and well-being — and offer substantial savings and discounts.

Lively™ Mobile Plus

Get a personal emergency response system that provides 24/7 help with the push of a button. Receive a reduced one-time device fee and choice of two monthly service plans (coverage limits may apply). Visit greatcall.com/KP or call **1-800-205-6548 (TTY 711)** for more information.

Comfort Keepers in-home care and assistance

In-home care services to help you maintain independence at home with everything from 24-hour care, respite, meal preparation, and light housekeeping. Receive a discount on all services and get a free in-home safety assessment. Visit comfortkeepers.com/kaiser-permanente or call **1-800-611-9689 (TTY 711)** for more information.

Mom's Meals healthy meal delivery

Getting the right nutrition is essential to achieving and maintaining good health. Receive delivery of refrigerated ready-to-heat-and-eat meals to homes nationwide. Crafted by chefs and registered dietitians, meals are medically tailored to support most major chronic conditions and overall wellness. Kaiser Permanente members enjoy discounted pricing and free shipping from Mom's Meals. Visit momsmealsnc.com or call **1-866-224-9483 (TTY 711)** for more information.

Kaiser Permanente members may continue to use or select these products or services from any company of their choice but Kaiser Permanente discounts are only available with the partner listed above. The products and services described above are neither offered nor guaranteed under our contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the Kaiser Permanente Senior Advantage grievance process. BEST BUY HEALTH, GREATCALL, LIVELY and LINK are trademarks of Best Buy and its affiliated companies. ©2022 Best Buy. All rights reserved.

Who can enroll

You can sign up for one of our plans if:

- You have both Medicare Part A and Part B. (To get and keep Medicare, most people must pay Medicare premiums directly to Medicare. These are separate from the premiums you pay our plan.)
- You're a citizen or lawfully present in the United States.
- You live in the High MD or Standard MD service area, which is the following counties in Maryland: Anne Arundel, Baltimore City, Baltimore, Carroll, Harford, Howard, Montgomery, and Prince George's. The service area also includes these parts of counties in Maryland:
 - These ZIP codes in Calvert County: 20639, 20678, 20689, 20714, 20732, 20736, and 20754
 - These ZIP codes in Charles County: 20601–04, 20607, 20612-13, 20616–17, 20637, 20640, 20643, 20645-46, 20658, 20675, 20677, and 20695
 - These ZIP codes in Frederick County: 20842, 20871, 21701–05, 21709–10, 21714, 21716–18, 21754–55, 21757–59, 21762, 21769–71, 21774–77, 21787, 21790–93
- You live in the Value Balt service area, which is all of Baltimore City and Baltimore counties in Maryland.
- You live in the Value MD service area, which the following counties in Maryland: Anne Arundel, Carroll, Harford, Howard, Montgomery, and Prince George's. The service area also includes these parts of counties in Maryland:
 - These ZIP codes in Calvert County: 20639, 20678, 20689, 20714, 20732, 20736, and 20754
 - These ZIP codes in Charles County: 20601–04, 20607, 20612-13, 20616–17, 20637, 20640, 20643, 20645-46, 20658, 20675, 20677, and 20695
 - These ZIP codes in Frederick County: 20842, 20871, 21701–05, 21709–10, 21714, 21716–18, 21754–55, 21757–59, 21762, 21769–71, 21774–77, 21787, 21790–93

Coverage rules

We cover the services and items listed in this document and the **Evidence of Coverage**, if:

- The services or items are medically necessary.
- The services and items are considered reasonable and necessary according to Original Medicare's standards.
- You get all covered services and items from plan providers listed in our **Provider Directory** and **Pharmacy Directory**. But there are exceptions to this rule. We also cover:
 - Care from plan providers in another Kaiser Permanente Region
 - Care covered under the Medicare Explorer point-of-service benefit. See the **Evidence of Coverage** for details.
 - Emergency care
 - Out-of-area dialysis care
 - Out-of-area urgent care (covered inside the service area from plan providers and in rare situations from non-plan providers)

- Referrals to non-plan providers if you got approval in advance (prior authorization) from our plan in writing

Note: You pay the same plan copays and coinsurance when you get covered care listed above from non-plan providers. If you receive non-covered care or services, you must pay the full cost.

For details about coverage rules, including non-covered services (exclusions), see the **Evidence of Coverage**.

Getting care

At most of our plan facilities, you can usually get all the covered services you need, including specialty care, pharmacy, and lab work. To find our provider locations, see our **Provider Directory** or **Pharmacy Directory** at kp.org/directory or ask us to mail you a copy by calling Member Services at **1-888-777-5536 (TTY 711)**, 7 days a week, 8 a.m. to 8 p.m.

The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

Your personal doctor

Your personal doctor (also called a primary care physician) will give you primary care and will help coordinate your care, including hospital stays, referrals to specialists, and prior authorizations. Most personal doctors are in internal medicine or family practice. You must choose one of our available plan providers to be your personal doctor. You can change your doctor at any time and for any reason. You can choose or change your doctor by calling Member Services or at kp.org.

Help managing conditions

If you have more than one ongoing health condition and need help managing your care, we can help. Our case management programs bring together nurses, social workers, and your personal doctor to help you manage your conditions. The program provides education and teaches self-care skills. If you're interested, please ask your personal doctor for more information.

Notices

Appeals and grievances

You can ask us to provide or pay for an item or service you think should be covered. If we say no, you can ask us to reconsider our decision. This is called an appeal. You can ask for a fast decision if you think waiting could put your health at risk. If your doctor agrees, we'll speed up our decision.

If you have a complaint that's not about coverage, you can file a grievance with us. See the **Evidence of Coverage** for details about the processes for making complaints and making coverage decisions and appeals, including fast or urgent decisions for drugs, services, or hospital care.

Kaiser Foundation Health Plan

Kaiser Foundation Health Plan of the Mid-Atlantic States is a nonprofit corporation and a Medicare Advantage plan called Kaiser Permanente Medicare Advantage. We offer several Kaiser Permanente Medicare Advantage plans in our Mid-Atlantic States Region's service area, which includes the District of Columbia and specified areas in Maryland and Virginia.

Each plan has different benefits, copays, coinsurance, premiums, and plan service areas. But you can get care from plan providers anywhere in our Mid-Atlantic States Region.

If you move from your plan's service area to another service area in our Mid-Atlantic States Region, you'll have to enroll in a Kaiser Permanente Medicare Advantage plan in your new service area.

Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at **1-888-777-5536 (TTY 711)**. Someone who speaks English/Language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al **1-888-777-5536 (TTY 711)**. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 **1-888-777-5536 (TTY 711)**。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 **1-888-777-5536 (TTY 711)**。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsalting-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa **1-888-777-5536 (TTY 711)**. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au **1-888-777-5536 (TTY 711)**. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi **1-888-777-5536 (TTY 711)** sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter **1-888-777-5536 (TTY 711)**. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 **1-888-777-5536 (TTY 711)** 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону **1-888-777-5536 (TTY 711)**. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك بمساعدتك. هذه خدمة مجانية. سيقوم شخص ما يتحدث العربية (TTY 711) 1-888-777-5536 سوى الاتصال بنا على

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं। एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-888-777-5536 (TTY 711) पर फोन करें। कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है। यह एक मुफ्त सेवा है।

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-888-777-5536 (TTY 711). Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portugués: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-888-777-5536 (TTY 711). Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-888-777-5536 (TTY 711). Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-888-777-5536 (TTY 711). Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-888-777-5536 (TTY 711)にお電話ください。日本語を話す人 者が支援いたします。これは無料のサービスです。

Notice of nondiscrimination

Kaiser Permanente complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Permanente does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex, sexual orientation, gender identity. 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 Member Services at **1-888-777-5536 (TTY 711)**, 8 a.m. to 8 p.m., 7 days a week.

If you believe that Kaiser Permanente 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 with our Civil Rights Coordinator by writing to 2101 East Jefferson Street, Rockville, MD 20852 or calling Member Services at the number listed above. You can file a grievance by mail or phone. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. 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>.

Privacy

We protect your privacy. See the **Evidence of Coverage** or view our **Notice of Privacy Practices** on kp.org/privacy to learn more.

Helpful definitions (glossary)

Allowance

A dollar amount you can use toward the purchase of an item. If the price of the item is more than the allowance, you pay the difference.

Benefit period

The way our plan measures your use of skilled nursing facility services. A benefit period starts the day you go into a hospital or skilled nursing facility (SNF). The benefit period ends when you haven't gotten any inpatient hospital care or skilled care in an SNF for 60 days in a row. The benefit period isn't tied to a calendar year. There's no limit to how many benefit periods you can have or how long a benefit period can be.

Calendar year

The year that starts on January 1 and ends on December 31.

Coinsurance

A percentage you pay of our plan's total charges for certain services or prescription drugs. For example, a 20% coinsurance for a \$200 item means you pay \$40.

Copay

The set amount you pay for covered services — for example, a \$20 copay for an office visit.

Deductible

It's the amount you must pay for Medicare Part D drugs before you will enter the initial coverage stage.

Evidence of Coverage

A document that explains in detail your plan benefits and how your plan works.

HMO-POS

An HMO-POS plan is an HMO plan with a Point-of-Service (POS) benefit. "Point-of-Service" means you can use providers outside the plan's network for certain services for an additional cost.

Maximum out-of-pocket responsibility

The most you'll pay in copays or coinsurance each calendar year for services that are subject to the maximum. If you reach the maximum, you won't have to pay any more copays or coinsurance for services subject to the maximum for the rest of the year.

Medically necessary

Services, supplies, or drugs that are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

Non-plan provider

A provider or facility that doesn't have an agreement with Kaiser Permanente to deliver care to our members.

Plan

Kaiser Permanente Medicare Advantage.

Plan premium

The amount you pay for your Kaiser Permanente Medicare Advantage health care and prescription drug coverage.

Plan provider

A plan or network provider can be a facility, like a hospital or pharmacy, or a health care professional, like a doctor or nurse.

Preferred pharmacy

A plan pharmacy where you can get your prescriptions at preferred copays. These pharmacies are usually located at plan medical offices (see the **Pharmacy Directory** for locations). The amount you pay at these pharmacies is less than you pay at other plan pharmacies that only offer standard copays, which are referred to in this document as standard pharmacies.

Prior authorization

Some services or items are covered only if your plan provider gets approval in advance from our plan (sometimes called prior authorization). Services or items subject to prior authorization are flagged with a † symbol in this document.

Region

A Kaiser Foundation Health Plan organization. We have Kaiser Permanente Regions located in Northern California, Southern California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, and Washington, D.C.

Retail plan pharmacy

A plan pharmacy where you can get prescriptions. These pharmacies are usually located at plan medical offices.

Standard pharmacy

A plan pharmacy where you can get your prescriptions at standard copays. These pharmacies aren't usually located at plan medical offices (see the **Pharmacy Directory** for locations). The amount you pay at these pharmacies is more than you pay at plan pharmacies that only offer preferred copays, which are referred to in this document as preferred pharmacies.

Service area

The geographic area where we offer Kaiser Permanente Medicare Advantage plans. To enroll and remain a member of our plan, you must live in one of our Kaiser Permanente Medicare Advantage plan's service area.

Kaiser Permanente is an HMO and HMO-POS plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. This contract is renewed annually by the Centers for Medicare & Medicaid Services (CMS). By law, our plan or CMS can choose not to renew our Medicare contract.

For information about Original Medicare, refer to your "**Medicare & You**" handbook. You can view it online at **medicare.gov** or get a copy by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

kp.org/medicare

Kaiser Foundation Health Plan of the Mid-Atlantic States
2101 East Jefferson Street
Rockville, MD 20852

Kaiser Foundation Health Plan of the Mid-Atlantic States. A nonprofit corporation and Health Maintenance Organization (HMO)

