

Adobe 2020 Kaiser Washington HMO Medical Benefits

Tammy Pedersen
Health Plan Consultant Large Commercial New Sales
Kaiser Foundation Health Plan of Washington
Tammy.L.Pedersen@kp.org



Health plan benefits

Top ratings in survey sponsored by employers



National benchmarks

- Helping members get and stay healthy
- Managing chronic conditions

2016 results for Kaiser Foundation Health Plan of Washington*:

eValue8 is conducted by Washington Health Alliance for National Business Coalition on Health. Business sponsors in our state include Starbucks, Alaska Airlines, Boeing, and Association of Washington Cities.

*Formerly Group Health Cooperative at time of the award listed here

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Washington Permanente Medical Group



Acclaim Award

One of only six recipients in the country that has received this recognition for physician-led innovations that have transformed care*

— *Acclaim Award, American Medical Group Association, 2010*



Washington Health Alliance

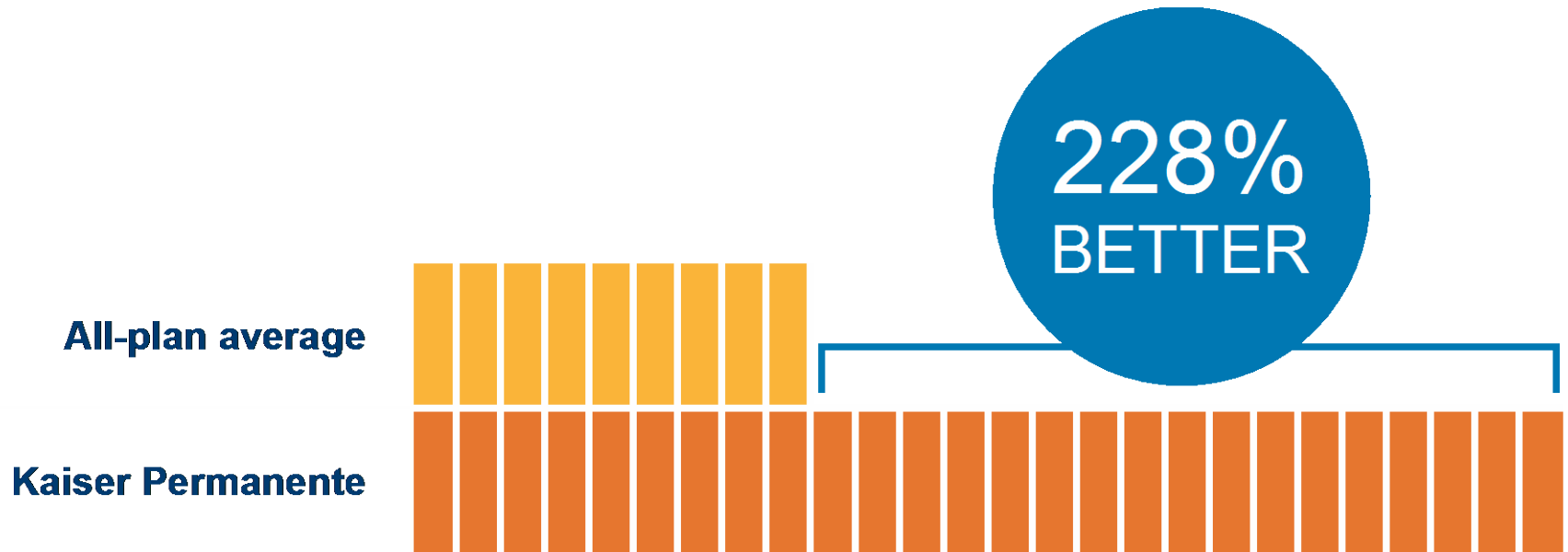
Gave Kaiser Permanente Washington* more “above average” ratings than any other medical group in the state

— *2016 Community Checkup*

*Formerly Group Health Physicians and Group Health Cooperative at time of the awards listed here

2017 Kaiser Foundation Health Plan of Washington

Best in clinical quality seven years in a row

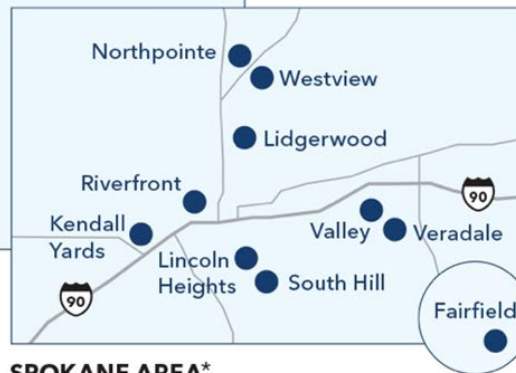


KP Washington care



WESTERN WASHINGTON

Source: OIC Provider Network Form A



SPOKANE AREA*

- Primary care, pharmacy, X-ray, and lab at most locations
- 53 specialties, including 15 surgical specialties
- 3 outpatient surgical centers
- 14 eye care locations
- 11 occupational health locations
- 5 urgent care centers
- 15 CareClinic at Bartell Drugs locations (light blue)

Connected care

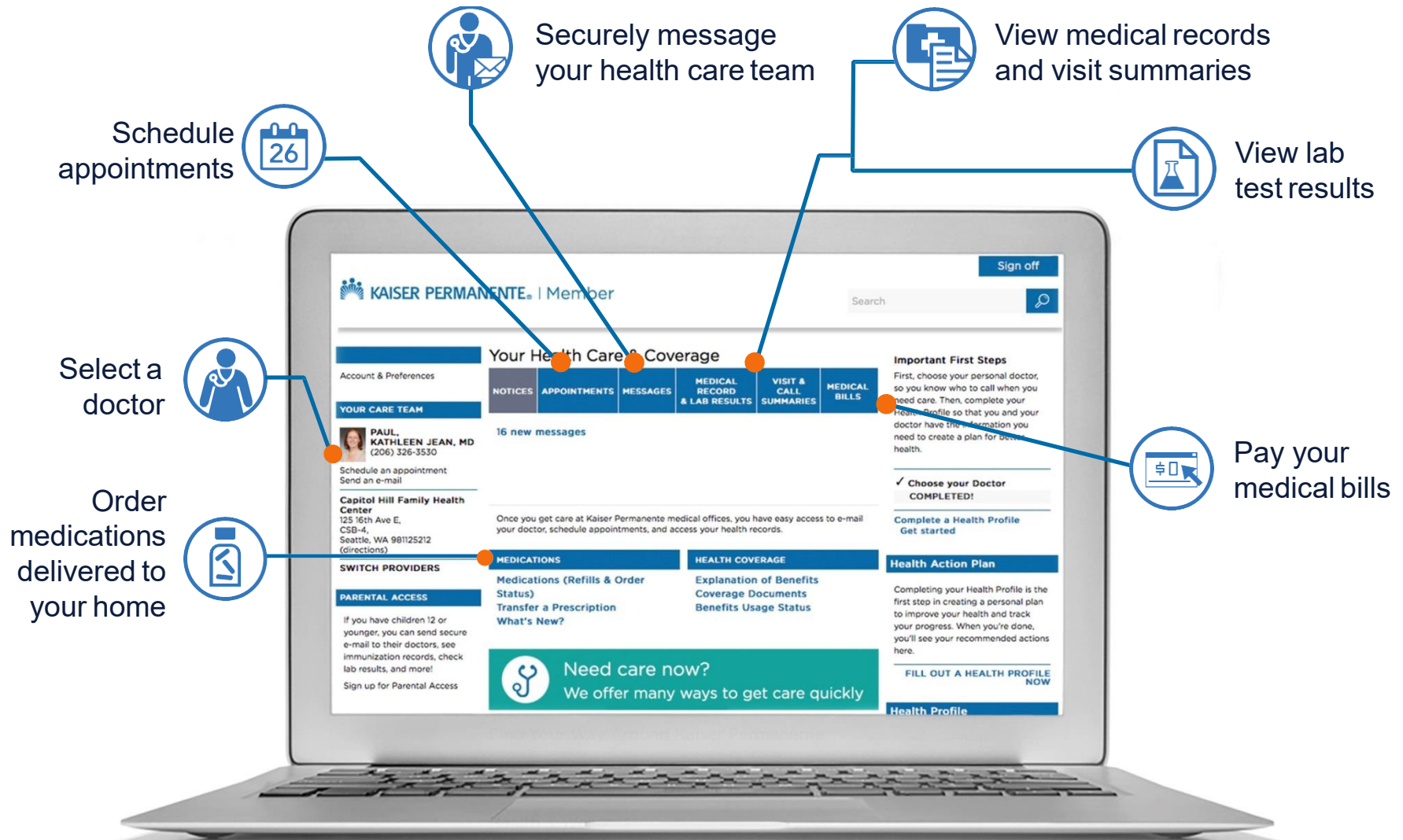
- Every Kaiser Permanente clinician caring for you has access to your electronic medical record
- Doctors can quickly consult with each other on your symptoms and test results, regardless of where they are
- Clinicians receive electronic alerts on best treatment guidelines, possible drug interactions, and overdue screenings or labs



A team approach

- Your personal physician leads the clinical team in coordinating services across departments to meet your needs
- Washington Permanente Medical Group includes most specialties, so consultations are easy and frequent
- We partner closely with our Washington network hospitals to coordinate your care in the ER or during a hospital stay





More options to use lower-costing primary care



Virtual care

- Online visits* and real-time Care Chat** for minor conditions
- Video visits for pediatric urgent care
- Secure email with providers at KPWA



Phone

- Consulting Nurse helpline 24/7
- Phone visits and follow ups with KPWA doctors



Face-to-face

- Clinic appointments
- CareClinic at Bartell Drugs
- KPWA walk-in clinics, urgent care centers

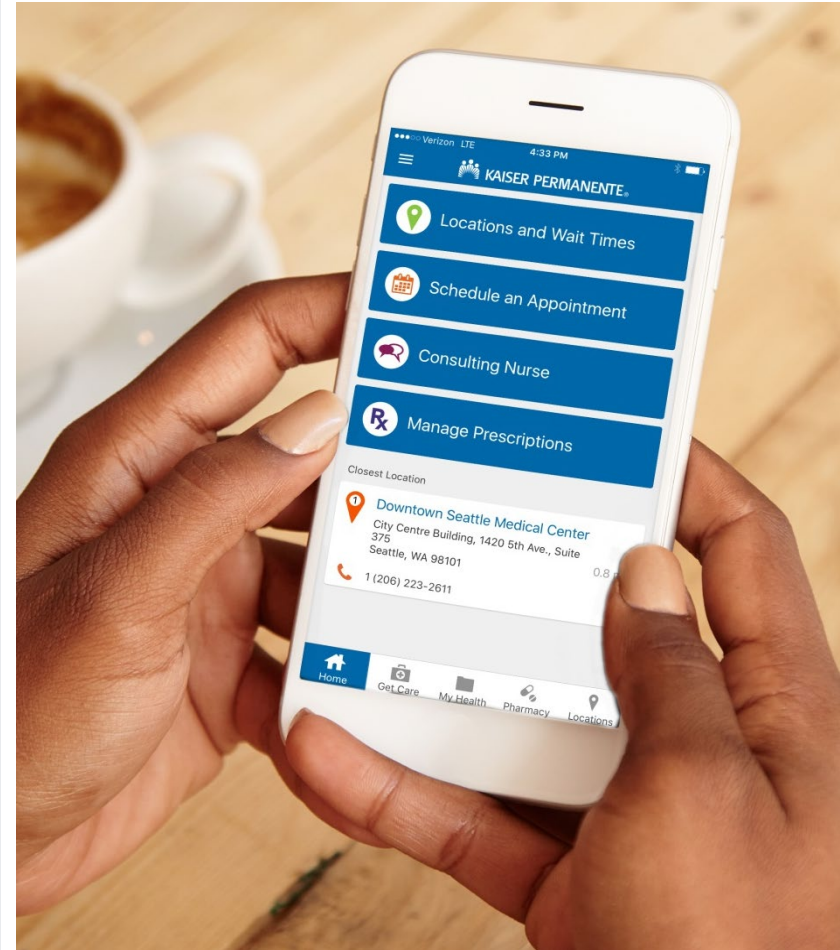
*Prescriptions from online visits can only be obtained at KP Washington pharmacies or through mail order.

**Care Chat launched late March 2018 and is being slowly rolled out.

Mobile app – When you're on the go*

My Health

- Review summary of benefits
- Look up EOBs
- Look up benefit usage status: Deductible, Pocket Max, Vision benefits, Rehab services
- Manage mail-order prescription refills
- Securely email your doctor**
- Schedule an appointment**
- Get lab results**
- Consulting Nurse Service
- Care Chat
- Find a doctor
- Digital ID Card
- Locations and wait times at KP medical offices



*This app is unique to Kaiser Permanente Washington. Additional Kaiser Permanente apps are available for all members nationally.

**When you get care at a Kaiser Permanente medical facility

Care Chat

Best use: For care questions that don't need a physical exam.

Available to: All members who have registered for online services, 24 hours/day

Start a chat from:




kp.org/wa or




KPWA mobile app

Process: Sign in at **kp.org/wa**, type a message, and hit send. A provider will automatically be assigned and will start typing back in response.




Who would you like to chat with?



Care provider

Care Chat gives you real-time, secure medical care from Kaiser Permanente providers, everyday from 6 a.m. to 10 p.m.


Chat now



Pharmacy representative

Have a pharmacy or medication question? Chat with us Monday through Friday, 8 a.m. to 5 p.m.


Chat now



Scheduler for primary care appointments

Connect about new or upcoming primary care appointments or scheduling conflicts, Monday through Friday, 8 a.m. to 5 p.m.

Chat now



Specialist - Women's Health & Pediatrics

Chat with a Women's Health or Pediatric specialist, Monday through Friday, 8 a.m. to 12 p.m.

Chat now

Adobe Kaiser WA HMO PLAN

Benefits	Member Out-of-Pocket Costs
	In Network
Deductible	NONE
Out-of-pocket maximum "OOPM" (plan calendar year)	\$3,000 INDIVIDUAL / \$6,000 FAMILY
Preventive care	NO CHARGE
Office visit (Primary & Specialist)	\$20 COPAY
Lab and X-ray	NO CHARGE
Outpatient surgery	\$20 COPAY PER PROCEDURE
Hospital copay	\$100 COPAY PER ADMISSION
Emergency copay	\$100 COPAY PER VISIT
Infertility Services	10% COINSURANCE <i>(1 CYCLE/LIFETIME FOR IVF, GIFT AND ZIFT; DOES NOT COUNT TOWARDS OOPM)</i>
Chiropractic (plan calendar year)	\$20 COPAY – UP TO 20 VISITS
Acupuncture (plan calendar year)	\$20 COPAY – UP TO 12 VISITS
Prescribed medications	\$15 COPAY GENERIC / \$45 COPAY BRAND MAIL ORDER (UP TO 90-DAY SUPPLY) \$30 GENERIC / \$90 BRAND

Kaiser Permanente Core Service Area

Members must live in “blue” area for In-Network coverage



Seattle area hospitals

- Swedish Cherry Hill and First Hill
- Overlake Medical Center
- Seattle Children's
- Providence Regional Medical Center—Everett
- EvergreenHealth

South Sound area hospitals

- > Mary Bridge Children's Hospital & Health Center
- > Providence Centralia Hospital
- > Providence St. Peter Hospital
- > St. Clare Hospital
- > St. Joseph Medical Center
- > St. Francis Hospital

Spokane area hospitals

- > Deaconess Hospital
- > Providence Holy Family Hospital
- > Sacred Heart Medical Center and Children's Hospital
- > Shriners Hospital for Children
- > Spokane Valley Hospital

Out-of-Area Coverage

- You are covered worldwide for emergency and medically necessary urgent care, with your plan's ER/urgent care cost share
- HMO plan members are not covered for routine care out of area
- Care provided at all Kaiser Permanente clinics and hospitals in other regions.



Wellness services for members

- Online health assessment tool to determine health risks and get personalized recommendations
- Adobe members can receive mail and phone reminders for preventive care
- You can sign up for health coaching to help reach wellness goals
- KPWA has the nation's leading tobacco cessation counseling program*
- There are fitness and weight-loss program discounts



*Alere Wellbeing Group Health Dashboard Report, Oct. 5, 2015

Gym and weight-loss program discounts

- Discounts at more than 10,000 fitness facilities nationwide
- Exercise videos and equipment for home workouts
- Jenny Craig and NutriSystem weight-loss programs available at a savings
- Diets-to-go portion-control meal plans
- Get more information at www.globalfit/kpwa





Support to control chronic conditions and disease

Services to help employees stay healthier

- Outreach to employees to close care gaps, plus for select chronic conditions
- 24/7 consulting nurse helpline with a doctor on site
- Case management for complex conditions and chronic conditions
- Follow-up after inpatient discharge for post-hospitalization care transitions
- On-site and telephonic utilization review of all inpatient admissions
- Hospitalists and care managers on site at eight major area hospitals to coordinate inpatient care
- Emergency visit management

Support for patients using medications

- Clinical pharmacists are embedded in care teams, working collaboratively with doctors and nurses
- Electronic medical records flag potentially dangerous drug interactions
- All prescriptions are ordered electronically, eliminating the safety issues caused by illegible handwriting
- Center of Excellence by the National Anticoagulation Forum. High marks in 17 different criteria for managing care of patients on anticoagulation medications such as warfarin
- Specialty Pharmacy provides ongoing support for patients on high-cost specialty drugs



\$12+ million per year in savings¹
99% medication adherence²

¹KPWA Specialty Pharmacy Dashboard

²*Medication Adherence in America:
A National Report Card*, National Community
Pharmacists Association, 2013.

Case managers for special health needs

- Anticoagulation therapy
- Behavioral health
- End-stage renal disease*
- Heart failure*
- Pediatric developmental or special needs
- Specialty Pharmacy
- Transgender Services



*Programs only available when patients are seen at Kaiser Permanente medical offices in our service area.

Support and resources for self-care and emotional wellness

Member resources

- Health classes and support groups
- Wellness Coaching by Phone for stress
- Emotional wellness podcasts
- Website: kp.org/mentalhealth
- Personalized healthy lifestyle programs at kp.org/wa
 - Online programs to help manage depression, reduce stress, and improve sleep



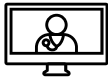


Ready for an easy switch?

There's a lot to do when you're changing health plans. That's why Kaiser Permanente offers a single, online destination that shows how easy it is to:



Choose your new doctor.



Seamlessly transfer your care and prescriptions.



Get care on your schedule.



Learn more at kp.org/wa/getstarted.

New Member Welcome Team



In the middle of treatment with your current providers and pharmacy?

Call **206-630-0029** or **888-844-4607**

Our dedicated team is ready to assist your transition to Kaiser Permanente.

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Health Plan of Washington



- Designed in response to an identified member need around transition of care and transition of pharmacy
- Can even be used by new members whom don't have a transition of care issue but maybe questions about providers, benefits, plan choice (when more than one plan offered), etc.

What to do Next

- For more plan details review the Adobe 2020 Rewards Guide or Kaiser WA EOC booklet (on benefits.adobe.com)
- Enroll or make changes during the Open Enrollment Period: November 11th to November 22nd.

Have plan questions?

- Call Kaiser WA New Member Welcome Team: 206-630-0029 or 1-888-844-4607
- New and current members can call Kaiser Member Services at 1-888-901-4636 (WA)

Have other questions?

- Contact Adobe's Benefits Support Team 855-898-4218 / adobebenefits@conduent.com