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Kaiser Permanente

# Added Choice<sup>®</sup>

point-of-service plan



[kp.org/addedchoice/nw](https://kp.org/addedchoice/nw)



All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.  
500 NE Multnomah St., Suite 100, Portland, OR 97232.

# Seeking more flexibility in your health plan?

If you're looking for choice and convenience, we've got a solution – our Added Choice® point-of-service (POS) plan. As an Added Choice member, you have access to all that Kaiser Permanente offers, plus the option to seek covered services from licensed providers across the country.

## Benefit tiers

Added Choice offers 3 levels of coverage, called tiers. The choices you make determine which doctors you see, which medical facilities you use, and how much you pay.

TIER 1	\$	TIER 2	\$\$	TIER 3	\$\$\$
SELECT PROVIDERS <sup>1</sup>		PPO PROVIDERS <sup>1</sup>		NONPARTICIPATING PROVIDERS <sup>1</sup>	
Choose a provider from Kaiser Permanente, The Portland Clinic, or PeaceHealth. <sup>2</sup> With a referral, members can also choose other contracted community providers and facilities, including OHSU Doernbecher Children's Hospital, Legacy Salmon Creek Medical Center, and more. This tier has the lowest out-of-pocket costs.		Choose a preferred provider (PPO) from First Choice Health or First Health Network. <sup>3</sup> This is a good choice for those who want to keep their current PPO provider or who live outside our service area.		Choose a nonparticipating provider nationwide. Nonparticipating providers include any licensed providers who are not select providers or PPO providers. This tier has the highest out-of-pocket costs.	

<sup>1</sup>See your *Evidence of Coverage (EOC)* or visit [kp.org/addedchoice/nw](http://kp.org/addedchoice/nw) for definitions of select provider, PPO provider, and nonparticipating provider. This brochure is not a contract. Plan details are provided in the *EOC*. To obtain an *EOC* for a particular plan, contact Member Services. In the event of any conflict between this brochure and the *EOC*, the *EOC* prevails.

<sup>2</sup>The Portland Clinic is not available as an in-network provider to members on Medicaid, receiving full Medical Financial Assistance from Kaiser Permanente, or visiting from another Kaiser Permanente region. Our partnership with PeaceHealth includes the Santa Clara, RiverBend Pavilion, Cottage Grove, and Florence locations. Not all providers at these locations are part of our network.

<sup>3</sup>For members receiving care outside of Oregon, Washington, Idaho, Montana, Wyoming, North Dakota, South Dakota, and Alaska.

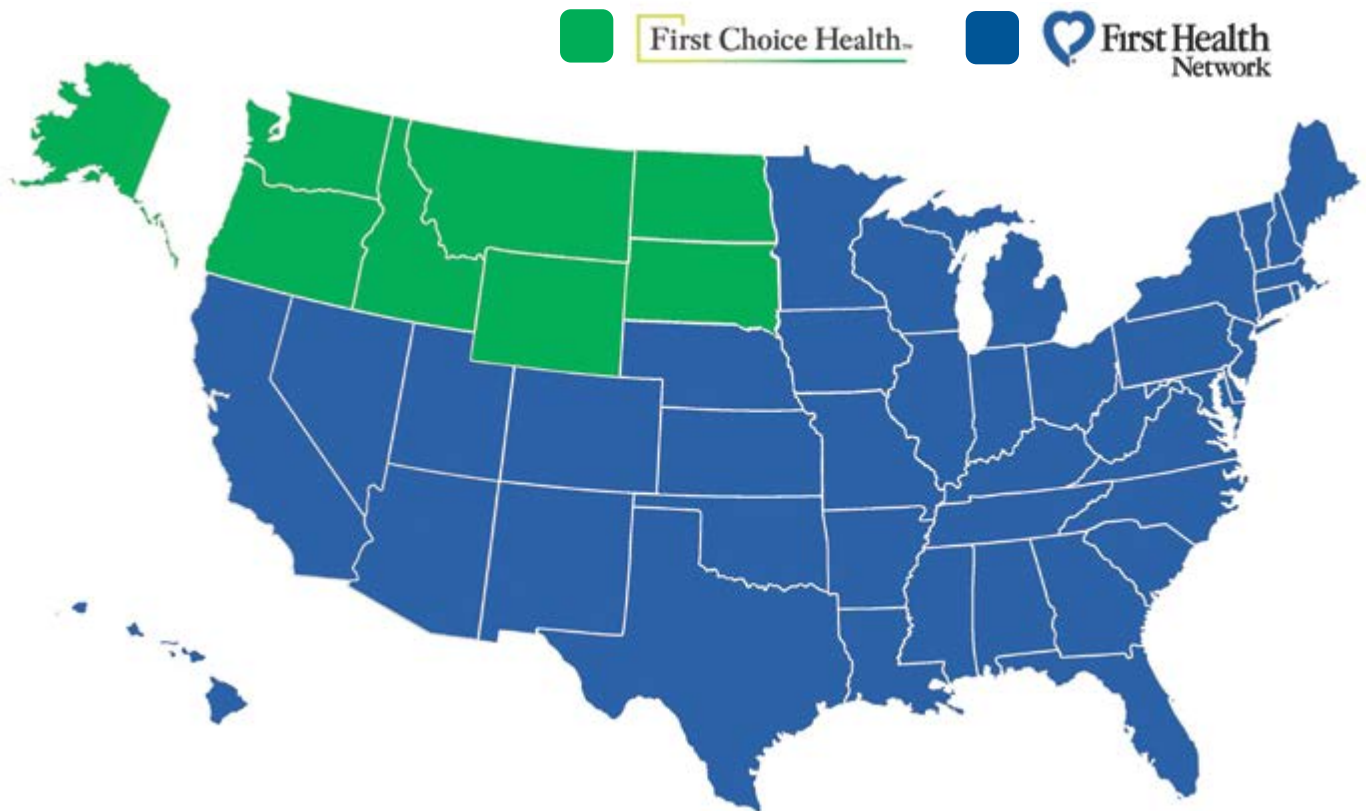


# PPO network: more choice, greater flexibility

With the Kaiser Permanente Added Choice plan, you'll have the freedom to choose any doctor or hospital you want, anywhere in the country. But you'll get more value when you select a preferred provider from our extensive local, regional, and national network of quality providers.

## We're here to help you connect to care

If you're managing chronic conditions or using specialty medications, our staff will connect you with doctors and specialists within our network or help manage pre-authorizations and billing for providers outside the Kaiser Permanente network. Contact us at **1-866-616-0047** to get help with ongoing conditions.



## Local and regional coverage

Access to the regional First Choice Health network.

## National coverage

Access to First Health Network.

To learn more about PPO providers and facilities, visit [kp.org/addedchoice/nw](http://kp.org/addedchoice/nw).

# Prescription coverage

If your Added Choice plan includes a pharmacy benefit,\* you have options of where to fill your prescriptions, based on your tier selection. As a member, you may be able to save time and money by using the mail-order pharmacy option.

	TIER 1	TIER 2 or TIER 3
PHARMACY	Take the prescription to a select pharmacy, including 21 Kaiser Permanente pharmacies, located throughout our service area.	Take the prescription to a retail pharmacy in the MedImpact network.  Visit <a href="https://mp.medimpact.com/pharmacylocator">mp.medimpact.com/pharmacylocator</a> .
	<b>OR</b>	<b>OR</b>
MAIL ORDER	Use the Kaiser Permanente mail-order service to have your prescription mailed to your home — shipping is free.  Call <b>1-800-548-9809</b> or sign on to <a href="https://kp.org/refill">kp.org/refill</a> .	Use the Caremark mail-order pharmacy to have your prescription mailed to your home — shipping is free.  Call <b>1-800-841-5550</b> or sign on to <a href="https://caremark.com/micro/kpnw">caremark.com/micro/kpnw</a> .
OUT-OF-POCKET COSTS	If the medication is listed on the formulary, you will pay the select pharmacy copay or coinsurance shown on your benefit summary or Outpatient Prescription Drug Rider.	You will pay the network pharmacy copay or coinsurance shown on your benefit summary or Outpatient Prescription Drug Rider.

\*Not all plans have a network pharmacy benefit, nor do all plans have a select pharmacy rider. For Oregon and Washington residents, consult your benefit summary. For all other residents, consult your Outpatient Prescription Drug Rider. Your EOC provides a complete definition of select pharmacy.

To find out if a medication is available at a Kaiser Permanente pharmacy (Tier 1), go to [kp.org/formulary](https://kp.org/formulary) or call the Formulary Application Services Team (FAST) at **503-261-7900**. For prescriptions under MedImpact (Tiers 2 and 3), call MedImpact at **1-800-788-2949**.

# Getting started with Added Choice in 3 easy steps

Visit [kp.org/addedchoice/nw](https://kp.org/addedchoice/nw) or call the Added Choice Contact Center at **1-866-616-0047** and we'll help you get started.



## Register on [kp.org](https://kp.org)

Get connected to have health at your fingertips. Sign up at [kp.org/register](https://kp.org/register) and start enjoying many time-saving tools to:

- Make appointments
- View most lab results
- Get treatment, including prescriptions in less than one hour, via an e-visit
- Email your doctor with nonurgent routine questions
- Pay your bills securely
- And more

\*These features are available when you get care at Kaiser Permanente facilities.



## Transfer your prescriptions

We're here to help you transition your prescriptions.

For Tier 1 Kaiser Permanente pharmacies, have your prescription information handy and we'll take care of the rest. Simply give us a call at **1-888-491-1124**. To find out if a medication is on our formulary (list of covered drugs) visit [kp.org/formulary](https://kp.org/formulary).

For Tier 2 and 3 MedImpact and Caremark pharmacies, including most national pharmacy chains and many local pharmacies, visit [mp.medimpact.com/pharmacylocator](https://mp.medimpact.com/pharmacylocator) or call 1-800-788-2949. For a Caremark pharmacy, visit [caremark.com/micro/kpnw](https://caremark.com/micro/kpnw).



## Choose a doctor

With 3 levels of coverage, called tiers, you have a wide selection of care and doctors to choose from. Each tier determines which health care providers you see, which medical facilities you use, and how much you pay. You may choose a different tier each time you get care.

For Tier 1 select providers, visit [kp.org/chooseyourdoctor](https://kp.org/chooseyourdoctor).

For Tier 2 PPO providers, visit [kp.org/addedchoice/nw](https://kp.org/addedchoice/nw).

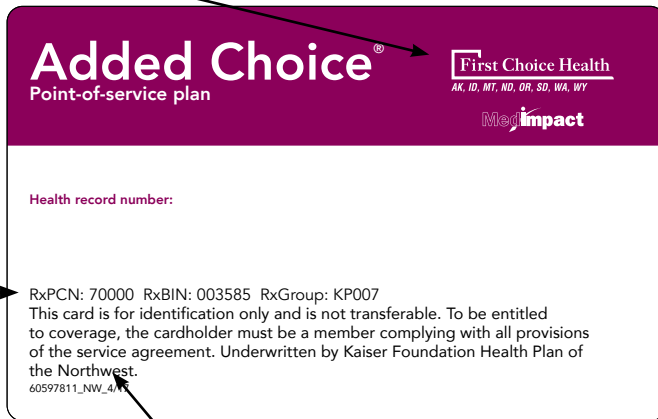
For Tier 3 nonparticipating providers, call **1-866-616-0047** to find out whether your provider falls under this category.

# Using your Added Choice ID card

Information to share with your PPO provider and pharmacy\*

## ADDED CHOICE ID CARD

First Choice Health is our PPO provider network.



Call Resource Stewardship for prior authorization for services with PPO providers and nonparticipating providers.

Pharmacy information when transferring or refilling prescriptions.

Northwest Region KAISER PERMANENTE® First Health Network

**For questions about eligibility, benefits, or your network, call:**  
Member Services, 1-866-616-0047; TTY, 711; language interpretation services, 1-800-324-8010. Or visit [kp.org/addedchoice/nw](http://kp.org/addedchoice/nw).

**For required preauthorization (e.g., surgery, inpatient care), call:**  
1-855-281-1840. Failure to get preauthorization may result in greater cost to you.

To make an appointment with a Kaiser Permanente provider, call: 1-866-616-0047.

If you are hospitalized outside of our network, you must notify Kaiser Permanente no later than 24 hours after any admission, or as soon as reasonably possible, at 1-877-813-5993 (toll free).

**Mail claims to:** Kaiser Permanente National Claims Administration — Northwest, PO Box 370050, Denver, CO 80237-9998.

**Members in states outside the First Choice Health coverage area can utilize providers in the First Health Network.**

Where your PPO provider and nonparticipating provider can mail claims.

## A quick reference guide for First Choice Health and First Health Network

<b>For members in OR, WA, ID, MT, WY, SD, ND &amp; AK and nonparticipating physicians</b>	<p><b>Prior authorization and utilization management:</b> Kaiser Permanente Resource Stewardship: Portland: 503-813-1031; all other areas: 1-855-281-1840; TTY: 711</p> <p><b>PPO network:</b> First Choice Health, 1-800-467-5281</p> <p><b>Pharmacy services:</b> MedImpact customer service, 1-800-788-2949; MedImpact pharmacy locator: <a href="http://mp.medimpact.com/pharmacylocator">mp.medimpact.com/pharmacylocator</a></p>
<b>For members in all other states, First Health PPO, and nonparticipating physicians</b>	<p><b>Prior authorization and utilization management:</b> Kaiser Permanente Resource Stewardship: Portland: 503-813-1031; all other areas: 1-855-281-1840; TTY: 711</p> <p><b>PPO network:</b> First Health Network, 1-800-226-5116</p> <p><b>Pharmacy services:</b> MedImpact customer service, 1-800-788-2949; MedImpact pharmacy locator: <a href="http://mp.medimpact.com/pharmacylocator">mp.medimpact.com/pharmacylocator</a></p>
<b>For all members and physicians</b>	<p><b>General information:</b> Kaiser Permanente Member Services, 1-866-616-0047; TTY: 711 <a href="http://kp.org/addedchoice/nw">kp.org/addedchoice/nw</a></p>
<b>External claims</b>	<p>Kaiser Permanente National Claims Administration - Northwest, PO Box 370050, Denver, CO 80237-9998</p>

\*Not all plans have a network pharmacy benefit, nor do all plans have a select pharmacy rider. Consult your benefit summary. Your EOC provides a complete definition of select pharmacy.



**Have questions? We're here to help.**

Monday through Friday, 8 a.m. to 6 p.m.

Added Choice Contact Center. . . . . 1-866-616-0047

TTY. . . . . 711

Language interpretation services . . . 1-800-324-8010

For the most up-to-date list of the providers and facilities in the Added Choice PPO network, visit [www.fchn.com/ProviderSearch/Kaiser](http://www.fchn.com/ProviderSearch/Kaiser) for First Choice Health or [www.myfirsthealth.com](http://www.myfirsthealth.com) for First Health Network.

