
Kaiser Permanente

PPO Plus[®]

preferred provider organization (PPO) plan



kp.org/ppoplus/nw



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

Benefit tiers

PPO Plus® offers 2 levels of coverage, called tiers. They determine which health care providers you see, which medical facilities you use, and how much you pay.



TIER 1 COVERAGE

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PPO network

- Our Tier 1 network is served by First Choice Health (the largest independent PPO network in the Northwest), First Health Network,* and Kaiser Permanente providers.
- We selected First Choice Health because we trust its more than 50,000 providers to help reduce health care costs and improve health care benefits, without sacrificing quality and convenience.
- Our Kaiser Permanente providers and facilities are also available to you.
- Under Tier 1, your copay, coinsurance, and deductible are at the same level, regardless of which PPO provider or PPO facility you choose.
- See if your neighborhood providers are in our network at kp.org/ppoplus/nw.
- Members in Oregon and Washington can call for advice anytime at **1-800-813-2000**.
- If you need a procedure, ask your provider to request prior authorization at **1-855-281-1840**.

Refer to your *Evidence of Coverage (EOC)* for your plan details, including a description of covered benefits and your deductible, copay, or coinsurance for each tier.

Questions about PPO Plus? Please visit kp.org/ppoplus/nw or call Kaiser Permanente Member Services at **1-866-616-0047**.

TIER 2 COVERAGE

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Nonparticipating providers

- If you want to see a provider who's not on our Tier 1 list of First Choice Health, First Health Network,* or Kaiser Permanente providers, you can still choose to see that provider.
- While this option offers greater choice of providers, it also has a higher out-of-pocket cost with the potential of additional billing from your provider.
- If you need a procedure, ask your provider to request prior authorization at **1-855-281-1840**.

*For members receiving care outside of Oregon, Washington, Idaho, Montana, Wyoming, North Dakota, South Dakota, and Alaska.

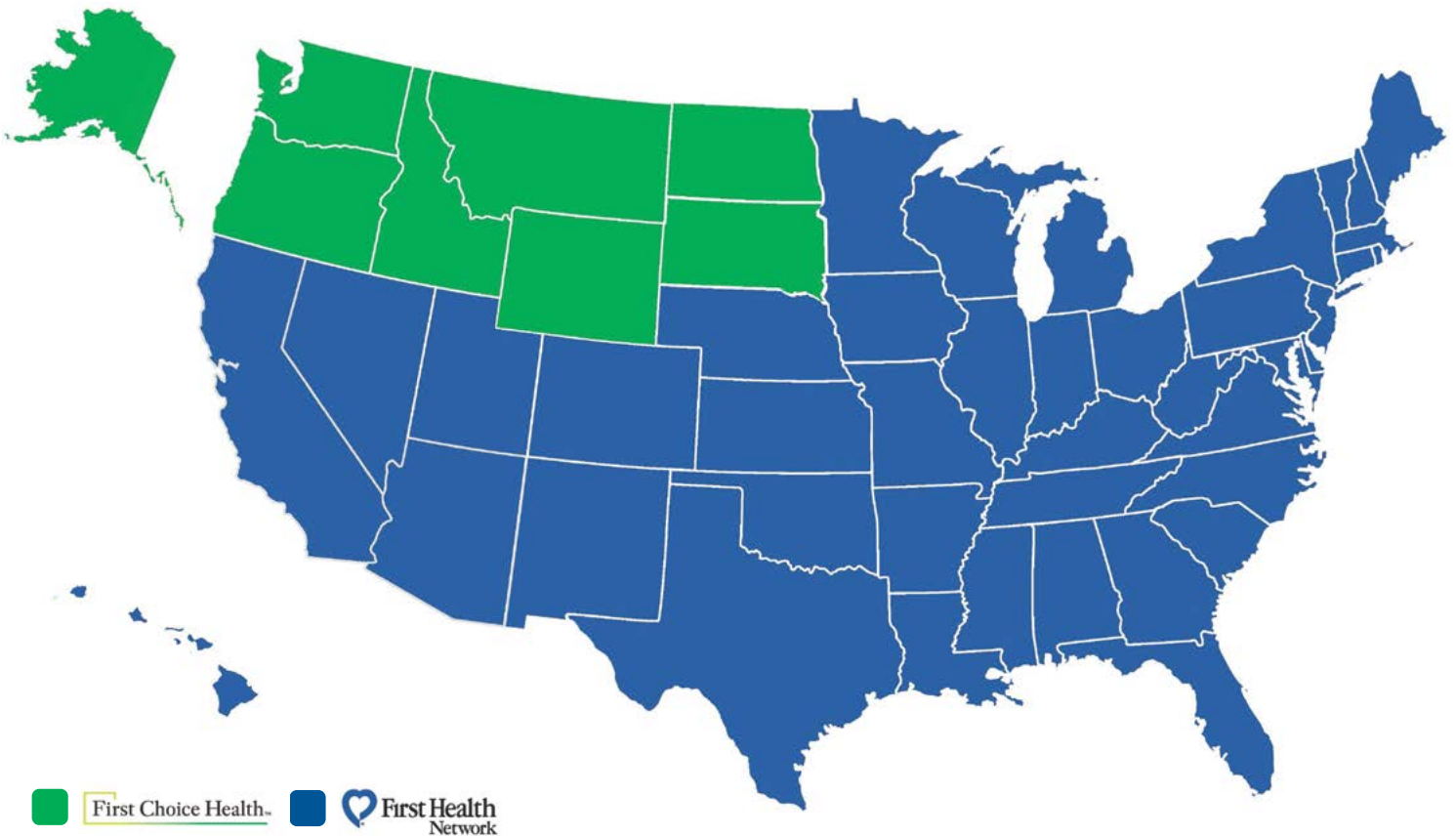
Kaiser Permanente PPO Plus

More choice, greater flexibility

With the Kaiser Permanente PPO Plus 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. The PPO network for PPO Plus includes access to Kaiser Permanente providers and facilities (excluding pharmacy).

TRANSITION OF 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

For a full list of PPO providers and facilities, visit kp.org/ppoplus/nw.

How to access covered care

Learn how to get care with each of the tiers.

PREFERRED PROVIDER ORGANIZATION (PPO) NETWORK TIER

Through the preferred provider organization (PPO) provider tier, you can work directly with providers nationwide.

FIRST CHOICE HEALTH Receive care in OR, WA, ID, MT, WY, ND, SD, and AK.	You'll find up-to-date information about PPO providers here: fchn.com/ProviderSearch/Kaiser Or call 1-800-467-5281
FIRST HEALTH NETWORK Receive care in all states EXCEPT OR, WA, ID, MT, WY, ND, SD, and AK.	You'll find up-to-date information about PPO providers here: myfirsthealth.com Or call 1-800-226-5116
KAISER PERMANENTE	Choose a provider from Kaiser Permanente: kp.org/locations Call 1-866-616-0047 for facilities in Oregon and Washington (Clark and Cowlitz counties), or the Away from Home Travel Line at 951-268-3900 for care in other service areas.

NONPARTICIPATING PROVIDER TIER

Your nonparticipating provider tier benefits cover care you receive from any licensed provider (outside the PPO provider tier).

- You can call the provider's office directly to make an appointment.
- Most providers do not require a referral for specialty care. However, this is determined by the specialty provider, so please inquire with them when scheduling your appointment. You will need prior authorization for some services and procedures. You must call **1-855-281-1840 (TTY 711)** for prior authorization.
- Your doctor may require you to pay the full cost of the visit. And you will need to submit claim forms and itemized bills for reimbursement.

When using a nonparticipating provider or facility, you will be responsible for the amount you are billed above the maximum allowable charge set out in your *EOC* – this is referred to as balance billing. These charges billed directly by your provider do not apply to your deductible or out-of-pocket maximum.

Pharmacy coverage

With PPO Plus, you have in-network access to the Kaiser Permanente and the MedImpact pharmacy network, including most national pharmacy chains and many local pharmacies.*

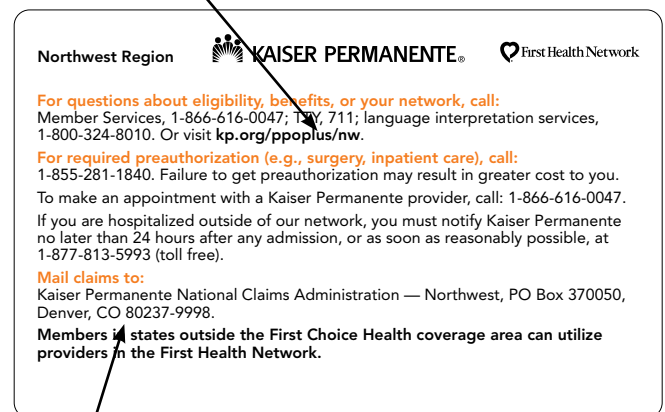
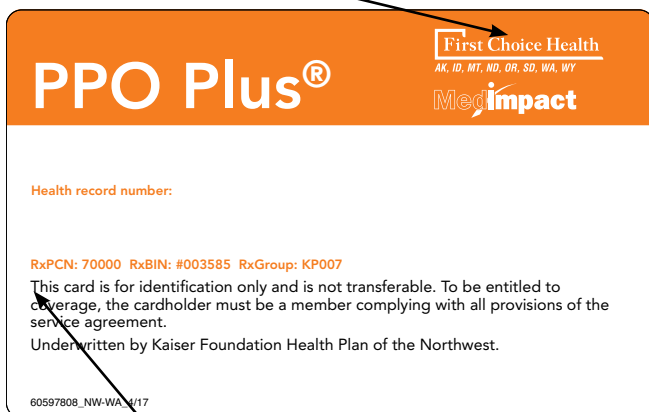
	MedImpact	Kaiser Permanente
PHARMACY CLINIC	Take the prescription to a retail pharmacy in the MedImpact network. To find a MedImpact network pharmacy, visit mp.medimpact.com/pharmacylocator (select "General Pharmacy Locator") or call 1-800-788-2949 .	Take the prescription to a Kaiser Permanente pharmacy.
	OR	OR
MAIL ORDER	Use the Caremark mail-order pharmacy to have your prescription mailed to your home – shipping is free. Sign in to caremark.com/micro/kpnw or call 1-800-841-5550 .	If you live in Oregon or Washington, use the Kaiser Permanente mail-order service to have your prescription mailed to your home – shipping is free. Sign in to kp.org/refill or call 1-800-548-9809 .
OUT-OF-POCKET COSTS	Your cost share will be the same whether you use a MedImpact or Kaiser Permanente pharmacy. You will pay the cost share shown on your benefit summary or Outpatient Prescription Drug Rider. If you have questions about your pharmacy benefit, call 1-866-616-0047 .	

Using your PPO Plus ID card

Information to share with your PPO provider and pharmacy*

Our Tier 1 network is served by First Choice Health

Go to kp.org/ppoplus/nw for more information



Pharmacy information when transferring or filling prescriptions

Where your PPO provider and nonparticipating provider can mail claims

*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.

Prior authorization

Prior authorization: Prior authorization is required for some services. Prior authorization requires 48 hours' notice. For a summary of care that requires preauthorization and a prior authorization form, go to kp.org/ppoplus/nw, click the "For Members" tab, and then click "Prior authorization approval."

To obtain prior authorization or for questions about medical necessity requirements, please call Kaiser Permanente's Resource Stewardship Department. In Portland, call **503-813-1031 (TTY 711)**. From all other areas, call **1-855-281-1840**.

Kaiser Permanente specialist referral: Outside medical providers can refer to a Kaiser Permanente specialist through the Regional Referral Department of Kaiser Permanente. Regional Referral will review the medical case and work with the non-Kaiser Permanente provider so the Kaiser Permanente specialist has what they need to deliver a positive member experience to the patient. The member and provider can call Resource Stewardship for more details about the process. In Portland, call **503-813-1031 (TTY 711)**. From all other areas, call **1-855-281-1840**.

Using First Choice Health and community providers

IMPORTANT CONTACT INFORMATION

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



Information for your health care provider

Tear off this form and present it to front desk staff, representatives, and providers.

About PPO Plus®

To: Community health care providers

From: Kaiser Foundation Health Plan of the Northwest

Subject: PPO Plus® plans

The Kaiser Permanente PPO Plus plan offers our members a wide range of choices for their health care outside Kaiser Permanente facilities. Members can receive care from First Choice Health providers and facilities, care from First Health Network* providers and facilities, or authorized care from nonparticipating community providers.

PPO Plus members who come to see you will have an identification card or an open enrollment form. Each includes the PPO Plus name and Kaiser Permanente logo. The card includes claims information and brief information about prior authorization of care.

You may bill Kaiser Foundation Health Plan of the Northwest directly for care using the standard CMS 1500 form. Mail the form to:

Kaiser Permanente National Claims Administration – Northwest
PO Box 370050
Denver, CO 80237-9998

If you have any questions about qualifying care, benefits, or billing for Kaiser Foundation Health Plan of the Northwest PPO Plus members, please contact Member Services at **1-866-616-0047**.

Thank you for providing excellent care to our members.

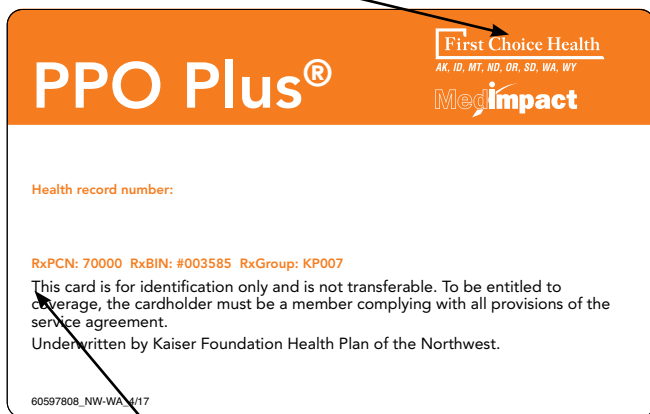
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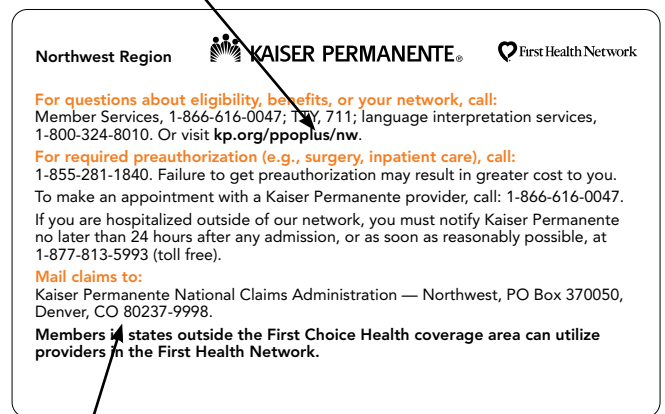
PPO Plus ID card

Our Tier 1 network is served by First Choice Health, First Health Network, and MedImpact

Go to kp.org/ppoplus/nw for more information



Pharmacy information



Mail claims here