

# Kaiser Permanente Virtual Complete™ plans

Convenient care options enabled  
by technology



With a Virtual Complete plan, your employees can get high-quality, affordable care in a variety of ways, including e-visits, video visits, and scheduled phone appointments.<sup>1,2,3</sup> They also have the flexibility to choose virtual care or in-person care depending on their needs.

## How our Virtual Complete plan works

Members can connect with their care team, and specialists they've been referred to, by video or phone for \$0. They can also have a set number of in-person primary care visits with a copay before meeting their deductible.

### With a Virtual Complete plan, your employees can:

-  Schedule phone visits or face-to-face video visits with their care team and specialists they've been referred to
-  Talk with a licensed health care clinician day or night for advice, prescription refills, and more
-  With e-visits, complete an online questionnaire and receive a treatment plan and prescriptions, if needed, in less than one hour
-  Email their Kaiser Permanente doctor's office with nonurgent questions and get a reply within 2 business days

### Many care teams offer virtual care, including:

Primary care	Obstetrics	Dermatology
Mental health	Pharmacy	Gastroenterology
Cardiology	Urgent care	Internal medicine
Family and pediatric medicine	COVID-19	Ophthalmology
Gynecology	Cold and flu	Physical therapy

## Our virtual care is different – because it’s fully integrated

Our virtual care capabilities are designed to work together – helping give members a convenient experience no matter how they choose to engage. Every Kaiser Permanente doctor can see and update your employees’ electronic medical records – allowing them to promote preventive services, coordinate follow-up care, and make informed decisions about your employees’ care.

### Simpler to understand, easier to use, and designed to deliver value

<b>Virtual care</b> Primary care, specialty care, mental health, pediatrics, dermatology, and more	\$0
<b>Digital health support<sup>4</sup></b> Self-care apps, personalized healthy lifestyle programs, and more	\$0
<b>In-person preventive care</b> Routine physicals, screenings, and immunizations	\$0
<b>In-person office visits</b> Including primary care, mental health, and more	First 3 visits: \$30 before deductible Additional visits: \$30 after deductible
<b>Lab tests</b>	\$15, not subject to deductible
<b>Generic prescriptions</b>	\$15, not subject to deductible <sup>5</sup>
<b>Deductible</b>	Range of deductible options

This is a sample of our deductible Virtual Complete plan design. Other services not noted, such as X-rays and hospital care, are subject to the deductible.

## Contact your Kaiser Permanente representative to learn more about our Virtual Complete plans

<sup>1</sup>When appropriate and available.

<sup>2</sup>These features are available when you get care at Kaiser Permanente facilities.

<sup>3</sup>To have a video visit, members must be registered on kp.org and have a camera-equipped computer or mobile device.

<sup>4</sup>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.

<sup>5</sup>Generic prescriptions on Dual Choice PPO™ Virtual Complete plans will be subject to deductible.