2022 Open Enrollment Presentation for
Lawrence Livermore National Laboratory

Find your healthy place
With care designed to help you thrive
It's easier to find your healthy place with connected care

We combine care and coverage:

- Doctors
- Hospitals
- Health plan

Care feels easier and faster and is centered around you.
One of the nation’s largest health plans

Kaiser Permanente has a mission to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.

95M VIRTUAL CONNECTIONS between members and their care teams in 2020¹

12.5M MEMBERS covered for care needs in mind and body

39M PRESCRIPTION DELIVERIES to members’ homes in 2020, usually within 3 to 5 business days

34 EFFECTIVENESS-OF-CARE MEASURES we led the nation in — the most of any health plan in 2020²

763 HOSPITALS AND MEDICAL OFFICES with many services often under one roof, so you can get everything done quickly

9 AREAS to get Kaiser Permanente care in person — California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, and Washington, D.C.

¹ Source: Kaiser Permanente Telehealth Insights Dashboard. ² Kaiser Permanente 2020 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business.
Quality care with you at the center

Your doctor will build a care plan based on your needs and work with your care team to deliver high-quality, personalized care.

- **Preventive care to keep you healthy**
- **Specialty care when you need it**
- **Support for ongoing conditions**

*Get care in your language* — with multilingual doctors and phone interpretation in more than 150 languages.

We’ve helped deliver millions of COVID-19 vaccines to our members, communities, and underserved areas. Visit [kp.org/covidvaccine](http://kp.org/covidvaccine) to search vaccine appointments.
Convenient ways to get what you need

You have flexible options to get care beyond the doctor’s office — and you can manage your care anytime with the Kaiser Permanente app or at kp.org.

Getting care

- Talk with a Kaiser Permanente clinician by video or phone for the same high-quality care as an in-person visit.¹
- Get 24/7 care advice by phone or online.
- Email your doctor’s office with nonurgent questions.²

Managing your health²

- Schedule or cancel routine appointments.
- Fill most prescriptions for home delivery or same-day pickup.
- Check your health records and pay bills.

¹. When appropriate and available. ². Available when you get care from Kaiser Permanente facilities.
Care while traveling

- If you get hurt or sick while traveling, you’re covered for emergency and urgent care anywhere in the world.
- Get urgent care at a MinuteClinic (in select CVS and Target stores) or Concentra urgent care center when you’re traveling outside a Kaiser Permanente area.
- We can also help you before you leave town by checking to see if you need a vaccination, refilling eligible prescriptions, and more. Just call us or go online:

24/7 Away from Home Travel Line: **951-268-3900**

or [kp.org/travel](http://kp.org/travel)

*This number can be dialed inside and outside the United States. Before the phone number, dial “001” for landlines and “+1” for mobile lines if you’re outside the United States. Long-distance charges may apply, and we can’t accept collect calls. The phone line is closed on major holidays (New Year’s Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.
Specialty care you can trust

No matter what life throws your way, you can count on us. Get access to quality care from top doctors across a wide range of specialties. Here are a few areas where we lead the way.

**Cancer care**

Hearing that you have a cancer diagnosis can be overwhelming. But no member — or doctor — goes it alone. A multidisciplinary team works with you and your family to determine the best approach to your treatment.

Learn more at [kp.org/cancercare](http://kp.org/cancercare).

**Cardiac care**

No 2 hearts are alike. There are many types of heart disease, and different people need different types of care. You and your doctor will make decisions about your care together, and you’ll have guidance and support at every step.

Learn more at [kp.org/cardiaccare](http://kp.org/cardiaccare).
Expect great care when you’re expecting

- **A dedicated prenatal care team** — Doctors and nurses help keep you and your baby healthy and empower you to make decisions. You can add a midwife to your team, too.

- **A personalized birth plan** — We’ll help you have the safe, positive experience you want, starting with your first appointment.

- **Care and support every step of the way** — From virtual and in-person tours of our private birthing suites to classes* and online resources to help answer the many questions of expecting parents.

- **Support that doesn’t stop at delivery** — Breastfeeding consultation and other guidance to help your baby have a healthy start in life.

Learn more at [kp.org/maternity](http://kp.org/maternity).

*Classes vary by location. Some classes may require a fee.*
Mental health services — care for the whole you

Your thoughts and feelings affect your overall well-being. We’re committed to helping you achieve and maintain optimal health for your mind, body, and spirit.

- Get support for a wide range of conditions, like anxiety, depression, substance use disorder, and autism spectrum disorders.
- Find care with psychiatrists, psychologists, marriage and family therapists, and more.
- Make an appointment for therapy within Kaiser Permanente without a referral.
- Use a wide range of online self-care resources at any time to help you relieve stress, improve sleep, practice mindfulness, and more.

Learn more at kp.org/mentalhealth.
Added support to help you thrive¹

- ClassPass reduced rates on fitness classes
- Self-care apps Calm and myStrength
- Wellness Coaching by Phone
- Online healthy lifestyle programs, videos, podcasts, recipes, and more

Reduced rates on specialty care services like acupuncture, chiropractic care, massage therapy, and gym memberships

On-site health education classes and support groups²

Seasonal farmers markets³

¹. 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. ². Classes vary at each location and some may require a fee. ³. Not available in all areas. myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.
Extras for your total health

**CLASSPASS**

Get moving with fitness options that fit your schedule and lifestyle, including Pilates, dance, boxing, cardio, strength training, and yoga.

- **Reduced rates on fitness classes** — Take real-time online and in-person classes from top fitness studios
- **Online video workouts at no cost** — 4,000+ on-demand fitness classes

**Calm**

Calm uses meditation and mindfulness to help lower stress, reduce anxiety, and improve sleep quality. Available at no cost to adult members.

- A new 10-minute Daily Calm meditation every day
- Guided meditations for anxiety, stress, gratitude, and more
- Sleep Stories (soothing bedtime tales for grown-ups)
A better experience from the start

We guide you through each step of joining Kaiser Permanente, so you can start getting the care you need from day one.

**Personalized onboarding**
- A welcome call to answer your questions
- A member guide to get you started

**3 easy steps to a healthy change**
- Choose your new doctor
- Transition your care and prescriptions seamlessly
- Get care on your schedule
Want to learn more?

Choosing a health plan is a big decision — so we’re here to answer any of your questions.

Ask about the essentials

- Where to get care
- Specialty care services
- How our doctors, hospitals, and health plan work together to make your life easier

Or about our extra features

- Video visits* and other convenient ways to get care
- Apps, podcasts, and other self-care resources available to you at no additional cost

Call **1-800-514-0985** (TTY **711**), Monday through Friday, 7 a.m. to 6 p.m. Pacific time.

*When appropriate and available.
Up next — plan benefits and the latest information on locations near you
### Lawrence Livermore National Laboratory
### HMO Plan Summary of Benefits (1/1/2022-12/31/2022)

This table shows an example of some of your group’s benefits.

<table>
<thead>
<tr>
<th>Covered service</th>
<th>You pay</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yearly deductible</strong></td>
<td>$0 individual/$0 family</td>
</tr>
<tr>
<td><strong>Maximum yearly out-of-pocket costs</strong></td>
<td>$1,500 individual/$3,000 family</td>
</tr>
<tr>
<td>Preventive care</td>
<td>$0 copay*</td>
</tr>
<tr>
<td>Doctor’s office visit</td>
<td>$25 copay*</td>
</tr>
<tr>
<td>Specialist office visit</td>
<td>$35 copay*</td>
</tr>
<tr>
<td>Lab tests and radiology</td>
<td>$0 copay*</td>
</tr>
<tr>
<td>Outpatient surgery</td>
<td>$150 per procedure*</td>
</tr>
<tr>
<td>Hospitalization</td>
<td>$500 per admission*</td>
</tr>
<tr>
<td>Emergency care</td>
<td>$100 per visit*</td>
</tr>
<tr>
<td>Prescribed medications (30-day supply)</td>
<td>$15 copay (generic medication)/$35 copay (brand-name medication and specialty medication)*</td>
</tr>
<tr>
<td>Prescribed medications (100-day supply)</td>
<td>$30 copay (generic medication)/$70 copay (brand-name medication)*</td>
</tr>
</tbody>
</table>

*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your Evidence of Coverage.*
Lawrence Livermore National Laboratory
HSA-Qualified High Deductible Health Plan Summary of Benefits
(1/1/2022-12/31/2022)

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<tr>
<td>Maximum yearly out-of-pocket costs</td>
<td>$3,000 individual/$6,000 family</td>
</tr>
<tr>
<td>Preventive care</td>
<td>$0 copay*</td>
</tr>
<tr>
<td>Doctor’s office visit</td>
<td>10% coinsurance after plan deductible*</td>
</tr>
<tr>
<td>Lab tests and radiology</td>
<td>10% coinsurance after plan deductible*</td>
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<td>Outpatient surgery</td>
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<td>Hospitalization</td>
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<td>$10 copay (generic medication)/$30 copay (brand-name medication and specialty medication)*</td>
</tr>
<tr>
<td>Prescribed medications (100-day supply)</td>
<td>$20 copay (generic medication)/$60 copay (brand-name medication)*</td>
</tr>
</tbody>
</table>

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Updates in California

Across California, we have 17,169 doctors available to our members at our 534 medical facilities or via virtual care options including video, phone\(^1\), and email. And we’re producing recognized results.

<table>
<thead>
<tr>
<th>Care delivery</th>
<th>Quality of care</th>
<th>Quality of care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Among the highest-rated health plans in California — 5 years in a row(^2)</td>
<td>Leading California in 83 effectiveness-of-care measures(^4)</td>
<td>“Excellent” ratings for overall quality of clinical care(^5)</td>
</tr>
<tr>
<td>Of the 22 commercial health plans in California rated by the National Committee for Quality Assurance, our plans are among the top-rated in the state for the fifth year in a row.(^2)</td>
<td>In 2020, Kaiser Permanente was the top performer in 83 HEDIS(^\circledR) (Healthcare Effectiveness Data and Information Set) effectiveness-of-care measures — the most of any health plan in the state.</td>
<td>For a record-setting 13th year in a row, we’re the only plan to get perfect scores for clinical quality on the California Office of the Patient Advocate’s Health Care Quality Report Card.</td>
</tr>
</tbody>
</table>

Northern California

22 medical centers
61 medical offices
2 affiliated hospitals
11 affiliated medical offices
New locations in Northern California

Scheduled to open
- San Rafael Park Medical Offices
- Care Essentials in downtown San Francisco (2022)

Now open
- Alameda Medical Offices expansion
- Berkeley Medical Offices
- Fresno Spruce Medical Offices
- Lathrop Mental Health & Wellness
- Modesto Enterprise Mental Health & Wellness
- Redwood City Marshall Medical Offices
- San Francisco Center for Reproductive Health
- Downtown Santa Cruz Medical Offices
- Scotts Valley Mental Health/ & Wellness
- Stockton Behavioral Health expansion
Southern California

- 15 medical centers
- 125 medical offices
- 10 affiliated hospitals
- 4 affiliated medical offices

Map not to scale
Updates in Southern California

**Now open**
- Playa Vista Medical Offices
- Clairemont Mesa Medical Offices
- Hesperia Medical Offices

**Scheduled to open**
- Cancer Care Center at Los Angeles Medical Center (Q4 2021)
- Downey Medical Center expansion
- New Watts Medical Offices and Remodeled Learning and Counseling Center (Q1 2023)
Increasing access to care with new Target Clinics in Southern California

- Staffed with Kaiser Permanente nurse practitioners and licensed vocational nurses
- More than 85 different services available
- Integrated with members’ electronic health record

31 Target Clinics currently open

2 Target Clinics to open by 2022
Thank you