

Kaiser Permanente Benefit, Availability, and Restrictions Information

This document is also available online at kp.org/disclosures under "Related links."

Privacy Statement

Kaiser Permanente and contracted providers and facilities will protect the privacy of your protected health information (PHI).

Your PHI is individually identifiable information about your health, health care services you receive, or payment for your health care. You may, at any time, see and receive copies of your PHI, correct or update your PHI, and ask us for an accounting of certain disclosures of your PHI. Our Notice of Privacy Practices is available online at kp.org/privacy.

Covered and Noncovered Benefits

By visiting kp.org/plandocuments, you can view a sample Evidence of Coverage that provides an overview of covered and noncovered benefits. You do not need to sign in. Sample plan documents may help you make an informed decision on choosing the right plan. The actual plan you choose may vary from these samples and may contain new state regulations in progress. If you have questions about the sample plan documents, please call **1-800-813-2000**.

Practitioner and Provider Availability

Most covered care must be provided by Kaiser Permanente or other affiliated providers. You can obtain a list of Kaiser Permanente providers or participating and select providers online at kp.org/directory/nw or by contacting Member Services at **1-800-813-2000** (TTY **711**).

Utilization Management

Referrals to non-Kaiser Permanente providers or non-Kaiser Permanente facilities require prior authorization. Some treatments and services require a utilization review. This means:

- We evaluate whether a specific health care service, procedure, item, or setting is necessary, appropriate, effective, and efficient for the condition in question.
- We monitor the use of a specific health care service, procedure, item, or setting.

See the *Medical Facility Directory* on kp.org/directory/nw for information about specialty services that require a referral. For utilization management inquiries, call Member Services at **1-800-813-2000** (TTY **711**). If you have questions about outside authorizations, call the Referral Center at **503-813-4560**.

Pharmaceutical Management Procedures

About Our Drug Formulary

Our drug formulary includes the list of drugs that our Regional Formulary and Therapeutics Committee has approved for our members. The Regional Formulary and Therapeutics Committee meets monthly and is made up of participating physicians, other participating providers, pharmacists, and administrative staff. The Regional Formulary and Therapeutics Committee chooses drugs for the formulary based on several factors, including safety and effectiveness as determined from a review of the scientific literature.

The presence of a drug on our drug formulary does not necessarily mean that your participating provider will prescribe it for a particular medical condition.

Drug Formulary Exception Process

You may view our drug formulary, review the exceptions, and find out how to get your questions answered at kp.org/formulary. You can also call Member Services to obtain a copy of the formulary.

Members who wish to request an exception to the drug formulary should talk to their clinician, send them a secure message on kp.org, or contact Member Services.

Potential Network, Service, or Benefit Restrictions

Members must get all their care from participating or select providers and facilities listed in the medical and provider directories, which are available online at kp.org/directory/nw (unless an exception applies as described in the Member Agreement or they have an Added Choice[®] or PPO Plus[®] plan).

Convenient medical office locations and a provider directory are available on kp.org via the links below, or you may contact Member Services for assistance in choosing a provider.

[Medical Facility Directory](#)

[Participating and Select Provider Directory](#)

Member Services

From selecting a medical office and personal doctor to learning more about medical coverage, Member Services can help. Contact us via email at kp.org, by phone at one of the numbers below, or in person at most medical offices. Member Services is available Monday through Friday, 8 a.m. to 6 p.m.

All Areas **1-800-813-2000 (TTY 711)**

Language Interpretation Services..... **1-800-324-8010**

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