

YOU'RE COVERED

Your PPO Plus plan gives you two levels of coverage, called tiers. They determine which health care providers you see, the medical facilities you use, and how much you pay.

TIER 1 COVERAGE – PPO network

- Our Tier 1 network is served by First Choice Health (the largest independent PPO network in the Northwest) 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 Permanent providers and facilities are also available to you.
- Under Tier 1, your copayment, 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.
- Members in Oregon and Washington can call the advice nurse anytime at 1-800-813-2000.
- If you need a procedure, your provider should request prior authorization at 1-855-281-1840.

TIER 2 COVERAGE – Non-participating providers

- If you want to see a provider who's not on our Tier 1 list of First Choice Health 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.
- If you need a procedure, ask your provider to request prior authorization at 1-855-281-1840.

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

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

ABOUT PPO PLUS®

INFORMATION FOR YOUR HEALTH CARE PROVIDER

Our PPO Plus plan gives you a wide range of choices for your health care. You can receive care from First Choice Health network providers and facilities, care from Kaiser Permanente network providers and facilities, or authorized care from non-participating community providers.

We've created this flier to answer questions that your community provider might have.

To: Community health care providers

From: Kaiser Foundation Health Plan of the Northwest

Subject: PPO Plus® plans

In response to the needs of our customers, we offer PPO Plus® plans. With PPO Plus, members can choose care from First Choice Health network providers, care from Kaiser Permanente providers, or authorized care from non-participating 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.

