



Virtual Complete™ plan

Where care and convenience go hand in hand

Health happens everywhere, all the time. And now, your health care does, too. With the Kaiser Permanente Virtual Complete plan, you can get care when and where it works best.

From care over the phone to in-person doctor visits, we're here however you need us. And with us, your care team can see and update your health history, so you can get high-quality, personalized care.

Learn more about Kaiser Permanente or chat with an enrollment specialist at kp.org/choosekp

*This is a sample of our Virtual Complete plan design and does not represent actual costs. Please refer to your *Evidence of Coverage* for your specific plan details.

How it works and what you'll pay^{1,2}



\$0 virtual care*

Care by video, phone, e-visits, 24/7 advice, and email



Predictable costs on common services

- Copay for first 3 in-person primary care visits³
- \$0 preventive care visits
- Copay for lab tests
- Copay for generic medication, plus standard delivery at no cost

Full cost for other services until you meet your deductible

After that, you'll only pay a copay or coinsurance.



(continued from front)

When it comes to getting care, Virtual Complete gives you options

With up-front savings on in-person office visits and unlimited \$0 virtual care, you can get consistent care without paying for most of your visits.



Manage your health all in one place with the Kaiser Permanente app or kp.org

- Email your doctor's office with nonurgent questions.
- Schedule routine appointments.
- View your medical history, including most lab results and past visit information.
- Fill or refill most prescriptions and get them delivered at no extra cost.⁴
- Pay bills.
- Get care with a video visit¹ or e-visit.

Take advantage of no-cost wellness resources^{5, 6}

CLASSPASS

Get special rates on thousands of on-demand fitness videos from fitness industry leader **ClassPass**.

myStrength

Get daily support for improving and maintaining your well-being with the **myStrength** app.⁷

Calm

Ease your mind with **Calm**, the #1 app for sleep, meditation, and relaxation.

1. When appropriate and available. 2. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. 3. Number of in-person visits at copay could vary, depending on their group's plan design. 4. Some exclusions apply. For more information, contact the pharmacy. 5. The services are not covered under your health plan benefits and are not 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. 6. Not available to Kaiser Permanente dental-only members. 7. myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.

Colorado state law requires that an access plan be available that describes Kaiser Foundation Health Plan of Colorado's network of provider services. To obtain a copy, please call Member Services or visit kp.org.

All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.

Kaiser Permanente health plans around the country: Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305, 404-364-7000 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 2101 E. Jefferson St., Rockville, MD 20852 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232 • Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 1300 SW 27th St., Renton, WA 98057