



# KAISER PERMANENTE® VIRTUAL FORWARD™

Coordinated care is now a virtual reality

-  VIDEO VISITS<sup>1</sup>
-  E-VISITS
-  24/7 ADVICE
-  PHONE VISITS
-  RX DELIVERY
-  COPAY<sup>2</sup>

## PERSONALIZED CARE DOESN'T ALWAYS HAVE TO HAPPEN IN PERSON

Kaiser Permanente Virtual Forward plans offer affordable, high-quality,<sup>3</sup> customized care using a number of virtual options. Your employees can get care when and where it works best for them—at home, at the office, on the road—and still get care in a medical center when needed.

### VIRTUAL CARE IS DIFFERENT AT KAISER PERMANENTE

Virtual care allows members to see their personal doctor—as well as any specialists they've been referred to—by video,<sup>1</sup> by phone, or in person for an additional cost share. Because members' medical records are seamlessly shared between doctors, there's no need to transfer or carry them to other providers.

The Mid-Atlantic Permanente Medical Group is the largest medical group in the Washington, DC, and Baltimore areas and exclusively treats Kaiser Permanente members. That means your employees are connected to a complete health system of knowledge and experience.

### HOW VIRTUAL FORWARD PLANS WORK

When a member needs medical attention,<sup>4</sup> they start their care journey by using any of our virtual care options on **kp.org** or the KP app. They can:

-  **Speak to a doctor or care provider via a face-to-face video visit<sup>1</sup> on a computer or mobile device.**
-  **Talk to a doctor or nurse on demand by phone for urgent medical needs.**
-  **Describe symptoms using an online questionnaire and get personalized advice within a few hours.**
-  **Share health concerns with their doctor by email and get a response usually within two days.**
-  **Chat with a nurse 24/7 about a health concern from anywhere.**

### VIRTUAL CARE PUTS YOUR EMPLOYEES IN CHARGE OF THEIR HEALTH

- **kp.org** is at the core of your employees' care. All post-visit information, prescriptions, lab results, immunization status, emails, and more are available and secure with **kp.org** and the KP app.
- **More control over health care costs.** Employees can plan for care that fits their budget and get in-person care when they need it at a predictable cost.
- **Protection for the unexpected.** A Kaiser Permanente plan means employees have coverage and care teams available if the unexpected happens.
- **Virtual care with a real human connection.** Employees will be cared for by the same doctors and clinicians who care for them in our facilities, in-person or virtually, as best fits their needs.
- **Care teams that know your employees.** Our care teams are connected to each other—and your employees—through their electronic medical record. So they get coordinated care from a team who knows their health history.
- **A broad range of care.** Your employees can get virtual care for a wide range of needs, including visits with behavioral health professionals and specialists.
- **Medications quickly and conveniently.** With prescription home delivery, your employees can have most medications delivered to their door.
- **Lower-cost plan for peace of mind.** Low monthly premiums and virtual care at no copay give your employees and their families the care they need.



## VIRTUAL CARE IS A REAL WIN FOR ALL

With virtual care, members get the same high-quality,<sup>3</sup> customized care they do when they visit the doctor's office—at no additional cost. During virtual visits, doctors can access members' electronic medical records, consult with caretakers or another physician, and request interpreter services, so care is seamless, convenient, and connected.

- Virtual care is always \$0.
- \$0 for first in-person primary care visit and annual preventive visits and services.<sup>2</sup>
- When in-person care is needed, our Virtual Forward plans have predictable cost shares after the deductible.
- For each prescription, get an initial 30-day fill at a Kaiser Permanente pharmacy or through our prescription home delivery service, then get most refills by delivery. Same-day delivery is available for most prescriptions.



Use video visits<sup>1</sup> for many conditions and situations, like:

- Behavioral health concerns and several types of group sessions
- Cough, cold, flu, sore throat, allergies, sinus issues
- Nausea, vomiting, diarrhea (no abdominal pain)
- Minor injuries, aches and pains
- Skin conditions
- Urinary issues
- Sleep or mood problems
- Pink eye
- Follow-up care
- Status of condition that has not improved within 2 weeks after doctor visit
- Medication questions and consultations

Many specialties offer video visits, including:

- Internal medicine
- Family medicine
- Obstetrics-gynecology
- Behavioral Health<sup>5</sup>
- Ophthalmology<sup>5</sup>
- Cardiology<sup>5</sup>
- Dermatology<sup>5</sup>
- Gastroenterology<sup>5</sup>
- Urgent Care
- Physical therapy<sup>5</sup>

Members also have access to online resources to help them manage their overall mental and physical health, such as no-cost virtual classes and self-care apps.

### NO-COST VIRTUAL CLASSES

- Managing prediabetes
- Nutrition for cholesterol control
- Nutrition for weight control
- Stress management
- Virtual cataract class
- Sleep and mental health

Check [kp.org](https://www.kp.org) for more virtual classes.

### NO-COST FITNESS CLASSES



**ClassPass** on-demand fitness classes.

### SELF-CARE APPS<sup>6</sup>



**Calm**

Boost overall well-being and resilience.



**myStrength**

Use meditation to reduce stress, improve sleep, and enhance mood.

Kaiser Permanente Virtual Forward plans provide your employees with a better way to get care and stay on top of their health, whether from home, on the go, or in person when needed. Offering the region's leading health system<sup>3</sup> along with a variety of convenient virtual care options adds up to common sense for your employees' health—and for your bottom line.

For more information on Kaiser Permanente Virtual Forward plans, go to [kp.org/virtualforward](https://www.kp.org/virtualforward).



<sup>1</sup>Video visits are available to Kaiser Permanente members who have a camera-equipped computer or mobile device and are registered at [kp.org](https://www.kp.org). You must be present in Maryland, Virginia, or Washington, DC, for video visits with your primary care physician or behavioral health provider. For urgent video visits with an emergency doctor, you may also be present in West Virginia, Florida, North Carolina, or Pennsylvania. For certain medical or mental health conditions. For video visits with a behavioral health provider, appointments can be scheduled for follow-up care. When appropriate and available.

<sup>2</sup>The first \$0 visit of the contract year does not include all services received during a visit to our medical centers. Any additional specialists' visits, radiology, imaging, pharmacy, and lab services provided on the same day are not included in the first \$0 visit and may be subject to a cost share.

<sup>3</sup>In the National Committee for Quality Assurance (NCQA) 2019-2020 Health Insurance Plan Ratings, Kaiser Permanente of the Mid-Atlantic States' private health plan is rated 5 out of 5, among the top 1% in the nation, and our Medicare health plan is rated 4.5 out of 5, the highest rating in DC, MD, and VA. The 2019 Commission on Cancer, a program of the American College of Surgeons, granted Three-Year Accreditation with Commendation to the Kaiser Permanente cancer care program. The Mid-Atlantic Permanente Medical Group is the largest medical group in the Washington, DC, and Baltimore areas and exclusively treats Kaiser Permanente members. Permanente doctors are recognized as Top Doctors in *Northern Virginia Magazine* (2020), *Washingtonian* magazine (2019), *Baltimore* magazine (2019), and *Washington Consumers' CHECKBOOK* magazine (2018). According to NCQA's Quality Compass<sup>®</sup> 2019, we lead DC, MD, and VA in the following categories: colorectal screening, breast cancer screening, childhood immunizations combo 9, cervical cancer screening, and timeliness of prenatal and postpartum care for women. Quality Compass is a registered trademark of the NCQA.

<sup>4</sup>Emergency care is always available by calling 911.

<sup>5</sup>Video visit enabled, but member must call to book an appointment.

<sup>6</sup>The apps described above 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. myStrength<sup>®</sup> is a wholly owned subsidiary of Livongo Health, Inc.