

2022 Open Enrollment

# Find your healthy place

With care designed to help you thrive



**Pacific Lutheran University – Virtual Plus Plan 2022**

# PLU Virtual Plus Plan

## Connect Network



## Virtual Plus Health Plan - Connect Network



### Offered in the following counties:

- King
- Kitsap
- Pierce
- Snohomish
- Spokane
- Thurston



## Virtual Plus Health Connect Network

### Primary Care Network Includes:

- King, Kitsap, Pierce, Snohomish, Spokane and Thurston counties
- All Kaiser Permanente medical facilities

### Specialty Care Network Includes:

- All specialty care at Kaiser Permanente facilities
- Providence Medical Group including Spokane practices
- Western Washington Medical Group
- Seattle Children's Medical Group

*There are some medical groups available in our Core HMO network that will not be included in the new Connect network.*

# Virtual Plus Plan

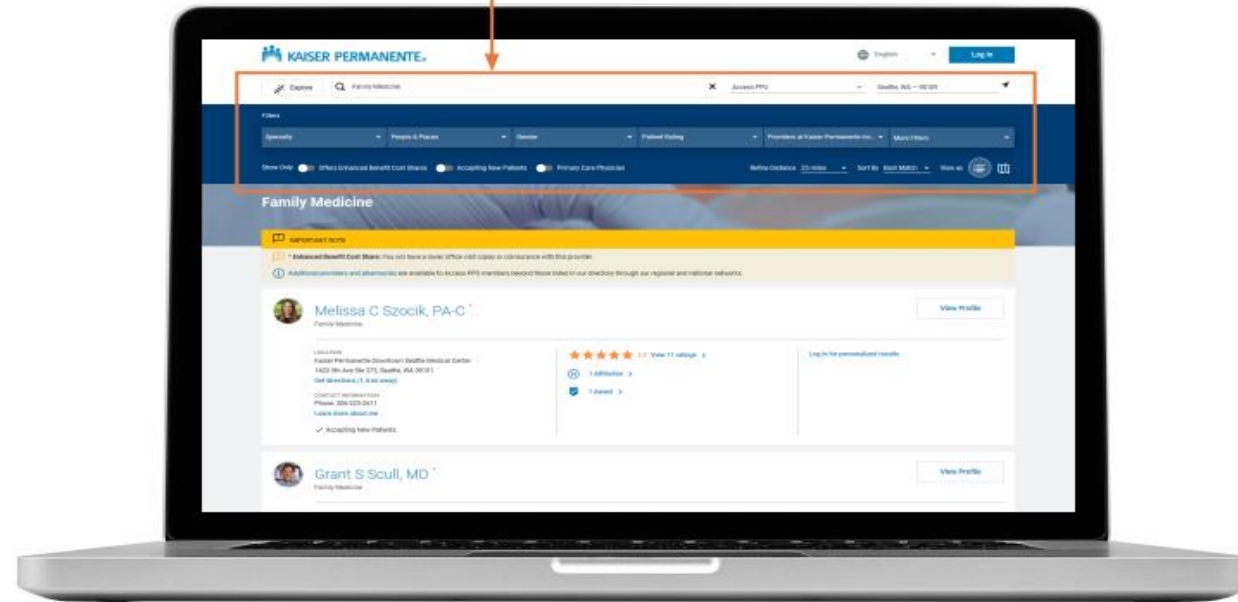
How to Find a Virtual Plus Connect Network Provider

# Kaiser Permanente Provider Directory


For Washington providers go to [kp.org/wa/directory](https://kp.org/wa/directory)

In Washington state, you have more than 50,000 providers to choose from, including most major hospitals and medical groups. Whether you're looking for a personal physician, a specialist, an urgent care center, or an alternative care provider, you'll generally find what you need.


Filters in this directory allow you to expand or shrink the geographic range of your search results. You can also filter by gender, specialty, language, and more.



 IMPORTANT NOTE

 To meet patient needs related to COVID-19, some Kaiser Permanente locations and providers are temporarily not available for in-person care. Your search results will reflect these temporary changes.

We will continue to provide excellent care to our members through a broad array of [virtual care options](#) and in person when necessary.

[View Less](#) IMPORTANT NOTE:

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. Procedure Cost Estimate tool has changed. Get a Procedure Cost Estimate at [Estimate Costs | Kaiser Permanente Washington](#)

[View Less](#)

Core

Access PPO

Virtual Plus – Connect Network ✓

CoreSelect

Elect PPO

City, state or zip

Seattle, WA – 98101

Care ▾




Online Care




Consulting Nurse Service 24/7

 IMPORTANT NOTE

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Network

Virtual Plus – Connect Network ▾

City, state or zip

Tacoma, WA – 98401

Browse by Category ▾

or



Search for Names and Specialties

## Common Searches

Primary Care ▾

Urgent Care ▾

Mental Health ▾

Pregnancy Care ▾



### Online Care

Get care from your computer or smartphone with live online Care Chat or an online visit.



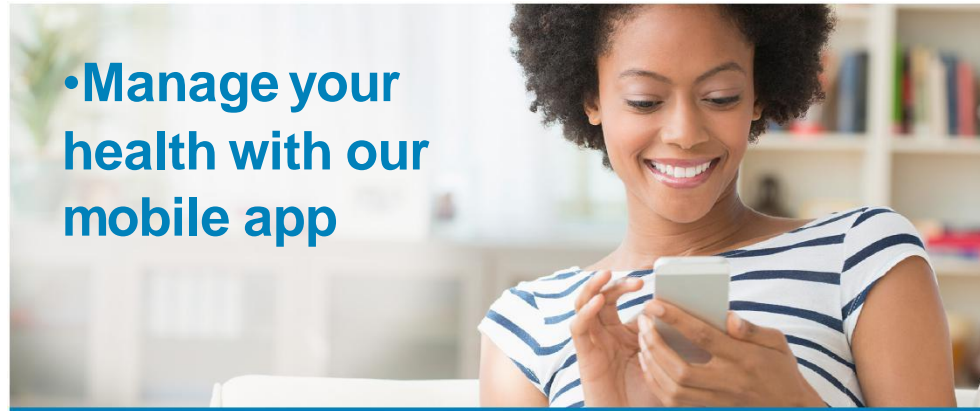
### Consulting Nurse Service 24/7

Talk with a nurse for care advice, or find out if you need immediate medical attention.



# Virtual Plus Plan

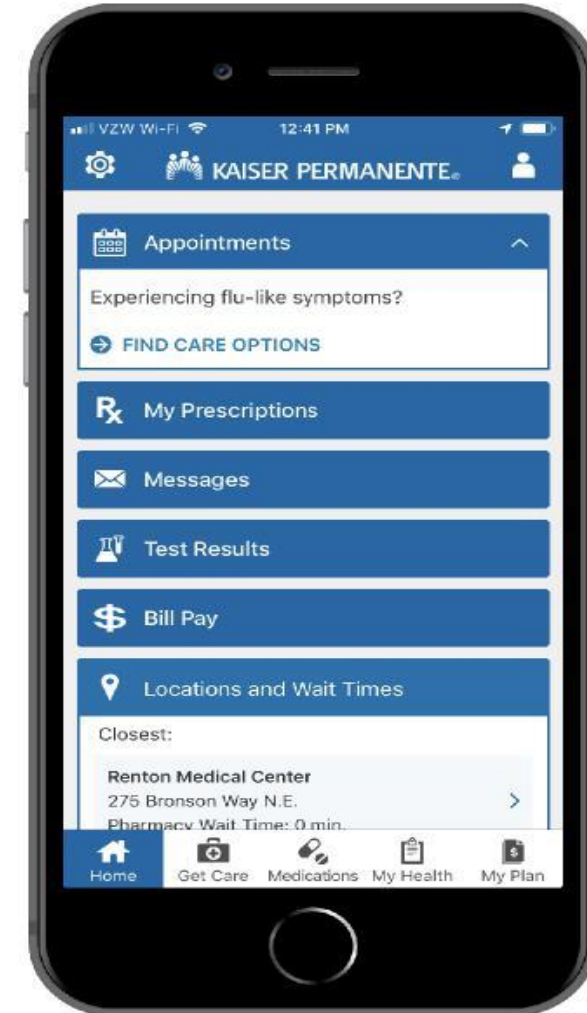
Get the Most out of Your Benefits



•Manage your health with our mobile app

•It's easy to connect to care and get helpful resources right from your phone.

- Use the **Kaiser Permanente Washington** app to:
  - Refill prescriptions
  - Access Care Chat
  - Connect with the consulting nurse line
  - Use your digital member ID card
  - Access Explanation of Benefits
- Teens ages 13–17 can also use the app. For more information about teen online access, visit [kp.org/wa/teenaccess-faq](http://kp.org/wa/teenaccess-faq).



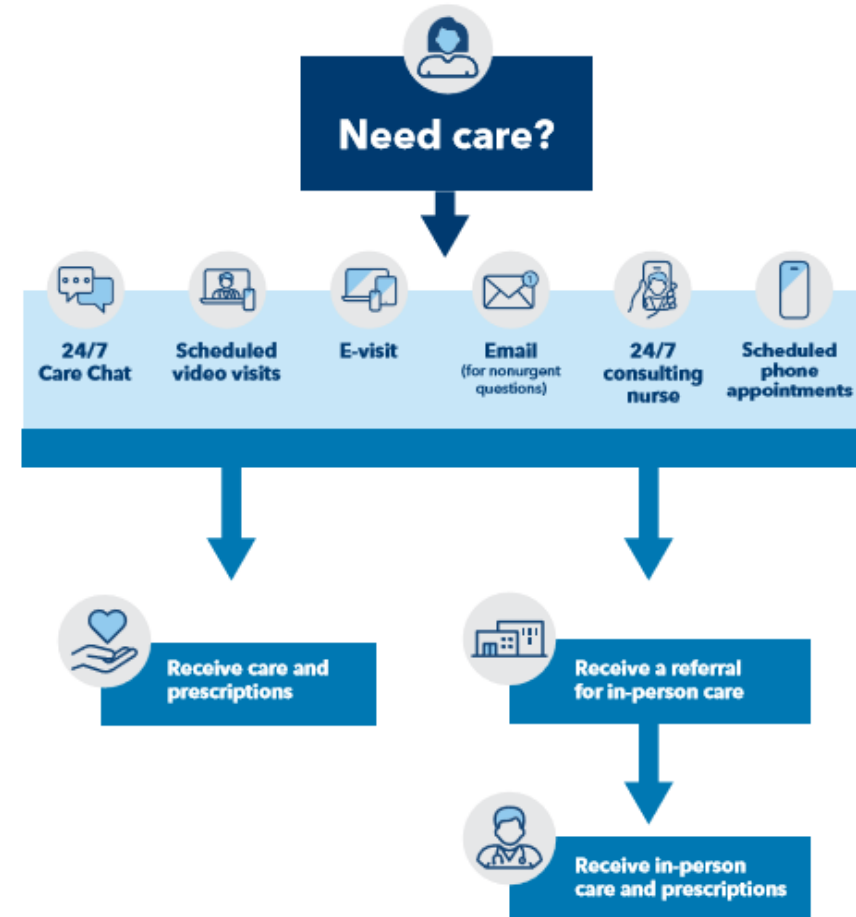
## Virtual Plus Health Plans - Get Care

Getting care with the Virtual Plus Health Plan is easy and affordable.

Simply visit [kp.org/wa/getcare](https://kp.org/wa/getcare) to start with a virtual visit.

Kaiser Permanente providers will work with you to determine appropriate next steps, whether that's care and a prescription or an in-person visit.

Note: Starting with an in-person visit without a referral may result in higher out-of-pocket costs.



# Get care now

Here are the care options for Rhonda.

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## Video visit **NEW!**

Speak with a clinician over video any time, 24/7.

**Cost:** No cost\*

**Wait time:** 10-14 minutes

[Start video visit](#)



## Phone visit **NEW!**

Speak with a clinician on the phone, 24/7.

**Leave a callback number** and a clinician will call you when it's your turn.

**Cost:** No cost\*

**Wait time:** 10-14 minutes

[Call me when it's my turn](#)

Looking for something else? [Show all care options](#)

**Do not attempt to access emergency care through this website.** If you're having a medical or mental health emergency, call 911 or go to the nearest emergency room.



## E-visit

Take 5 minutes to get online care for common conditions without an appointment. Receive either immediate care recommendations OR a response to your KP.org mailbox, usually within 2 hours.

Cost: No cost\*

[Start an E-visit](#)

## Care Chat with a provider 24/7

Chat online with a Kaiser Permanente provider day or night; get real-time advice within 15 - 30 minutes.

Cost: No cost\*

[Chat now](#)

## Get care by video or phone 24/7 **NEW!**

Talk to a clinician 24/7 for quality care when you need it - no appointment needed.

Cost: No cost\*

[Start now](#)[Learn more](#)



## Consulting nurse 24/7

Connect with a Kaiser Permanente consulting nurse for medical care and advice, 24/7, by Chat or Phone.

Cost: No cost\*

[Chat now](#)

Call us at: 1-800-297-6877



## Secure messaging

Take few minutes to send an email to your care team; get a response in 24 - 48 hours.

Cost: No cost

[Send Message](#)



## Scheduled Video Visit

Take a few minutes to schedule a future video visit with your care team.

Cost: No cost\*

[Schedule a Visit](#)



## Scheduled Phone Visit

Take a few minutes to schedule a future phone visit with your care team.

Cost: No cost\*

[Schedule now](#)

# Virtual Plus Plan Prescription Drugs

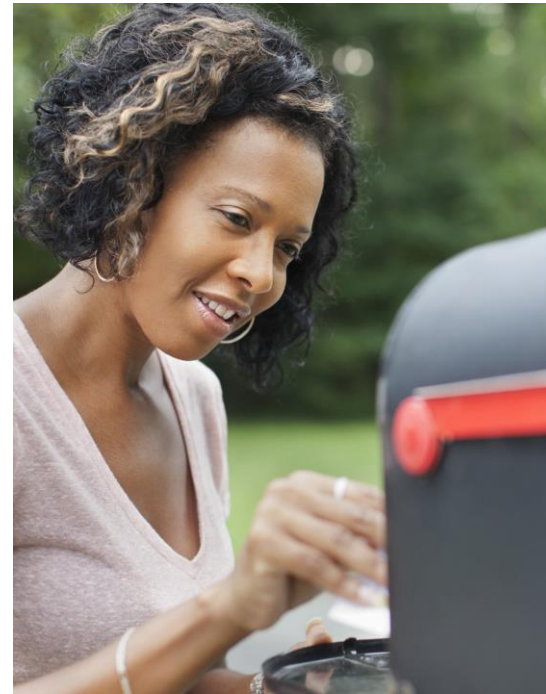


## Virtual Plus Maintenance Medication Refills

Virtual Plus plans offer a more integrated and affordable prescription drug experience **for large groups** in 2021.

These new maintenance medication first-fill and refill rules are standard to the plan include:

- Members may fill up to a 30-day supply of a new maintenance drug at any in-network pharmacy or through mail order.
- Subsequent refills must be filled via mail order or at a Kaiser Permanente pharmacy.



**NOTE:** Non-maintenance medications and those we cannot mail are not subject to these guidelines and may be filled at any in-network retail pharmacy, anytime.



# Virtual Plus Plan Benefit Overview

# PLU- Virtual Plus Plan

Yearly Deductible	\$500 individual/\$1000 family
Coinsurance	20%
Maximum yearly out-of-pocket costs	\$3000 individual/\$6000 family

<b>Covered Services</b>	<b>You pay</b>
-------------------------	----------------

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Coinsurance	20%
Maximum yearly out-of-pocket costs	\$3000 individual/ \$6000 family

<b>Covered Services</b>	<b>You pay</b>
-------------------------	----------------

Preventive care	\$0
Doctor's office visit	\$20 copay/ coinsurance and deductible waived for authorized visits
Lab tests and radiology	Deductible and coinsurance
Outpatient surgery	Deductible and coinsurance
Hospitalization	Deductible and coinsurance
Routine Vision Exam	\$20 copay (1 visit every 12 months)
Vision Hardware	\$150 allowance per 12 months (Lenses, including contact lenses and frames)
Emergency care	\$200 copay/ deductible and coinsurance (copay waived if admitted)
Prescribed medications (30-day supply)	\$15 copay (preferred generic)/\$35 copay (preferred brand)/\$150 (preferred specialty medication)
Mail order medications (up to a 90-day supply)	\$5 copay (preferred generic)/ 2x prescription cost share copay.(After 1st fill maintenance drugs must be filled through KPWA mail order)

## Emergency and Urgent Care



### Emergency care – US or Worldwide

- **Call 911 in the United States.** If abroad, call the local emergency number or visit the closest emergency room.
- If admitted to a hospital, call our **Hospital Notification Line at 1-888-457-9516** as soon as reasonably possible

### Urgent Care for Treatment in Washington

- Call the 24/7 nurse line for assessment and advice
- Urgent care locations: Tacoma, Bellevue, Everett, Capitol Hill, and walk in appts
- Additional Urgent care options

Visit [kp.org/wa](https://kp.org/wa) for more information

## Visiting Member Benefits



Members traveling to Kaiser regions outside of their home service area benefit from having a **Visiting Member Number** before they seek care.

- Call the Washington Visiting Member Line at (800) 446-4296
- Request a Visiting Member Number, known as either a Medical Record Number (MRN) or Health Record Number (HRN)
- Use this number at the local Kaiser facility to ensure access to routine and urgent / emergent services
- Pay for services according to specific plan benefits

Visit [kp.org/wa/travel](https://kp.org/wa/travel) for more information



## Access From Anywhere



### Away from Home Travel Line: 1-800-562-6300

- 24/7 support while traveling
- Get immunization information from our travel clinic
- Find care in another Kaiser Permanente service area
- Assistance with claims reimbursement



### Appointment and Advice Line

- Clinical care 24/7 by talking to a clinician.
- No appointment needed.
- Phone numbers vary by service area.



### Kaiser Permanente app and [kp.org/wa/travel](https://kp.org/wa/travel)

- Answers to frequently questions
- Chat with a healthcare provider



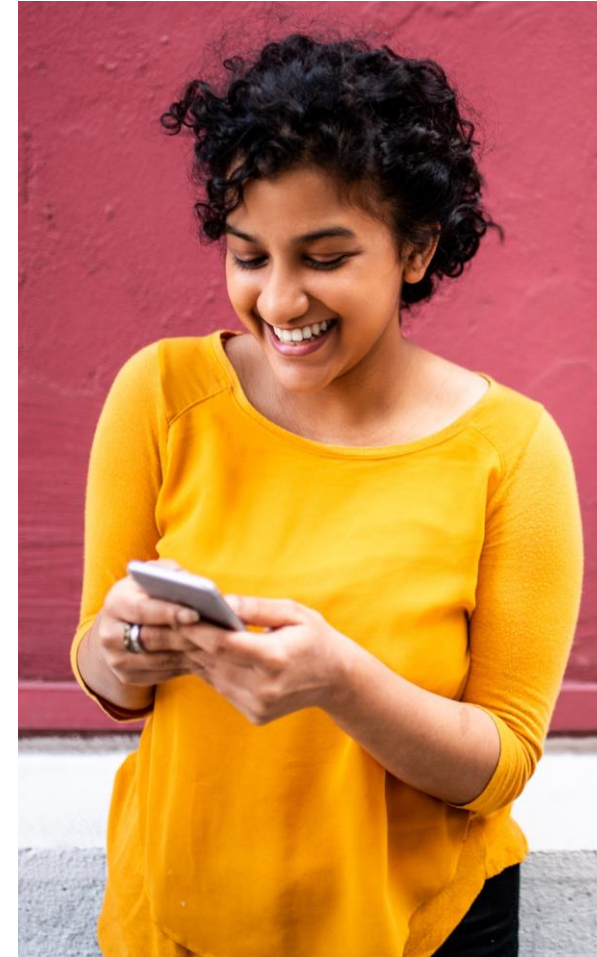
### MinuteClinic and Concentra Urgent Care Centers

- Receive care outside of our service area at either MinuteClinic ([minuteclinic.com](https://minuteclinic.com)) or Concentra ([concentra.com/patients/urgent-care](https://concentra.com/patients/urgent-care))



### Washington Visiting Member ID: 1-800-446-4296

- Call our member services line and set up a visiting member ID to make getting care easier



# Added support to help you thrive<sup>1</sup>



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 groups<sup>2</sup>



Seasonal farmers markets<sup>3</sup>

**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<sup>®</sup> is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.

## KPWA Member Services



**Questions?**

### **Member Services**

**1-888-901-4636**

Monday through Friday, 8 a.m. to 5 p.m.  
except major holidays

**TTY relay service: 771**

**Online: [kp.org/wa](https://kp.org/wa)**





Thank you