



2025 Open Enrollment

# Care for all that is you





# William MacLean, MD

## Head and Neck Surgery

Scotts Valley Medical Offices

After growing up here in the South Bay area, I attended college at the University of California at Santa Barbara and medical school at Hahnemann University in Philadelphia. After four years on the East Coast, I returned to California and was married. I spent the next two years in Santa Barbara doing a residency in General Surgery. My final four years of residency were at the UC Irvine Medical Center in Head and Neck Surgery. My wife, our first son and I returned to the Bay area in 1993 and I accepted this position at Kaiser Permanente San Jose Medical Center.

# Empowering the Santa Cruz County community

- ✓ Better access to affordable, high-quality care
- ✓ More choice of providers
- ✓ Increased availability of specialty care
- ✓ Member-focused care
- ✓ Convenient and affordable virtual care
- ✓ Community health and wellness



# Quality doctors from your community

## It's easy for members to:



Choose a doctor who meets their needs



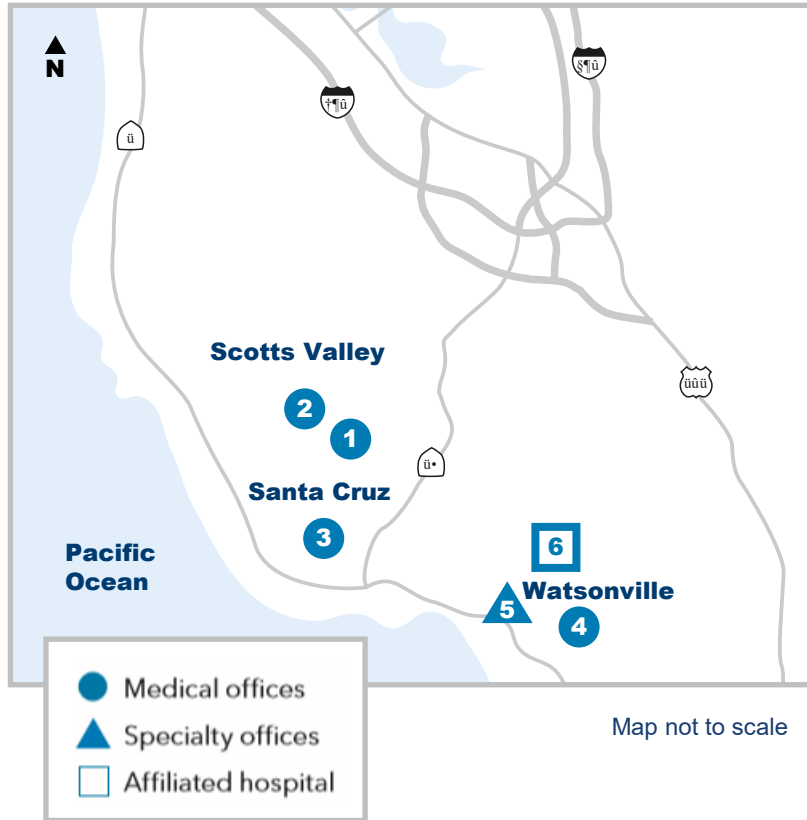
Browse online doctor profiles to review education, specialties, languages spoken, and other helpful information



Change their doctor at any time, for any reason



# Kaiser Permanente Santa Cruz County



**1** **Scotts Valley Medical Offices**  
5615 Scotts Valley Dr.  
Scotts Valley, CA 95066

**2** **Scotts Valley Medical Offices**  
5617 Scotts Valley Dr.  
Scotts Valley, CA 95066

**3** **Santa Cruz Medical Offices**  
110 Cooper St.  
Santa Cruz, CA 95060

**4** **Watsonville Medical Offices**  
1931 Main St.  
Watsonville, CA 95076

**5** **Watsonville Mental Health  
and Wellness Center**  
180 Westgate Dr., Suite 304  
Watsonville, CA 95076

**6** **Watsonville Community  
Hospital**  
75 Nielson St.  
Watsonville, CA 95076

# Santa Cruz County Medical Offices



## Scotts Valley Medical Offices

5615 Scotts Valley Dr.

- Adult and family medicine
- Obstetrics and gynecology
- Pediatrics
- Laboratory and pharmacy
- Radiology imaging
- Urgent care
- Mental health and wellness
- Access to specialists available in person and through telephone appointments and video visits\*



## Scotts Valley Medical Offices

5617 Scotts Valley Dr.

- Addiction and recovery
- Audiology
- Health education
- Hearing aid center
- Optical services
- Psychiatry
- Rehabilitation services
- Release of medical information
- Shop KP – health plan enrollment



## Santa Cruz Medical Offices

110 Cooper St.

- Adult and family medicine
- Obstetrics and gynecology
- Pediatrics
- Access to specialists available through telephone appointments and video visits\*

\*Referral required.

# Santa Cruz County Medical Offices



## Watsonville Medical Offices

1931 Main St.

- Adult and family medicine
- Obstetrics and gynecology
- Pediatrics
- Laboratory and pharmacy
- Radiology and imaging
- Urgent care
- Social services<sup>1</sup>
- Access to specialists available in person and through telephone appointments and video visits<sup>2</sup>



## Watsonville Mental Health and Wellness Center

180 Westgate Dr., Suite 304

- Addiction and recovery
- Psychiatry



## Watsonville Community Hospital

75 Nielson St.

- Emergency department
- Labor and delivery
- Level II neonatal intensive care unit (NICU)
- Other services as recommended by your doctor

1. Referral required. 2. Serves all locations.

# Greater access to specialty care



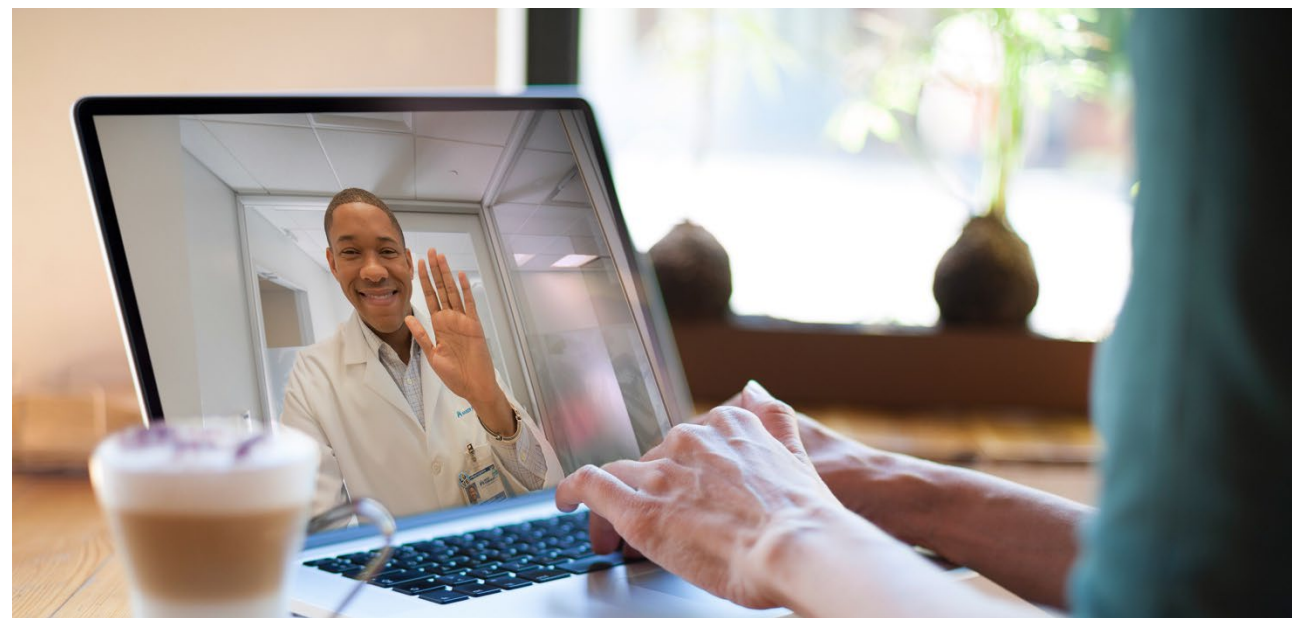
A wide range of specialty services available at our Scotts Valley and Watsonville medical offices and throughout our network\*



Telephone appointments and video visits



Additional care from local non-Kaiser Permanente providers and specialists



\*Referral required.



# Overview of specialty services

## Scotts Valley Medical Offices

(Buildings 5615 & 5617)

- Cardiology\*
- Cardiothoracic and Thoracic Surgery\*
- Dermatology\*
- Endocrinology\*
- Gastroenterology\*
- Head and Neck Surgery\*
- Infectious Disease\*
- Nephrology\*
- Neurology\*
- Ophthalmology/Optometry\*
- Orthopedics\*
- Pain Medicine\*
- Physical Medicine and Rehabilitation\*
- Plastic Surgery\*
- Podiatry\*
- Psychiatry
- Pulmonology\*
- Rheumatology\*
- Surgery (General)\*
- Urgent Care
- Urology\*
- Vascular Surgery\*

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## Watsonville Medical Offices

- Cardiology\*
- Dermatology\*
- Gastroenterology\*
- Head and Neck Surgery\*
- Nephrology\*
- Neurology\*
- Ophthalmology/Optometry\*
- Orthopedics\*
- Pain Medicine\*
- Physical Medicine and Rehabilitation\*
- Podiatry\*
- Pulmonology\*
- Surgery (General)\*
- Urgent Care
- Urology\*

\*By referral only. Except for allergy, optometry, and psychiatry, all services require a referral. Additional access to specialists is available through video visits (when appropriate and available) at our Scotts Valley and Watsonville Medical Offices. Some of our physicians are contracted.

# Watsonville Community Hospital

Kaiser Permanente's affiliated hospital for Monterey and Santa Cruz counties

- **Members will have access to** Watsonville Community Hospital's full complement of high-quality inpatient medical and surgical care
- **Kaiser Permanente care teams** have access to our electronic health record system to coordinate member care
- **Visit details added to each member's electronic health record** so they can continue getting personalized care
- **Same copays, coinsurance, or deductibles** as at Kaiser Permanente facilities — no additional paperwork to file



- **Kaiser Permanente doctors provide and coordinate member care**
- **An established provider of health care services**
- **Conveniently located just off Highway 1 at Airport Boulevard**

For emergency care, Kaiser Permanente members have access to our affiliated Watsonville Community Hospital and to any nearby hospital emergency department, including all hospitals in Monterey County. Members also have access to the entire network of Kaiser Permanente hospitals, which include many that have been recognized for excellence in pediatric, cancer, maternity, and senior care.



Clay Angel, MD

Hospital Medicine

Watsonville Community Hospital

[The Permanente Medical Group, Inc. - Permanente Medicine](#)



Throughout my 17 years as an internal medicine hospitalist within HBS NCAL, I have had the opportunities and experience of practicing in several different service areas spanning the geography of the San Francisco Bay Area. My initial decade with TPMG was with our Marin-Sonoma colleagues, based in San Rafael. I thoroughly enjoyed hospital-based medicine and hospital operations and loved the ability to learn and improve systems of care through the PI/QI models that we use as physician leaders.

In 2016 when KFHP announced plans to expand into the Santa Cruz county market I was curious and reached out to learn more. There had not been a contiguous expansion in NCAL in over two decades. Watsonville Community Hospital (WCH) in South Santa Cruz County was selected as our affiliate hospital partner. Within 6 months, TPMG was responsible for standing up a hospital medicine program to ensure appropriate care for our members in the hospital setting. I expressed interest, interviewed, and was selected as the hospitalist to lead this work and take over after the initial team was set up and in place. We began this journey and partnership in January 2017.

Our TPMG physicians have become an integral part of the physician leadership team and structure of WCH. Our physicians are leading and participating in critical operational roles including as chair positions in Medical and Surgical Quality committees, Credentials and Privileges as well as Pharmacy and Therapeutics. I am currently serving as chief of staff (an elected position) representing 300 providers, the majority of whom are non-TPMG physicians. We came into the community as outsiders and competitors – we are now a respected part of the culture and have played a key role in the improved quality outcomes and patient care and in the overall success of the facility. It has been far from easy and real challenges remain; however, I am extremely proud of our team and our contributions and collaborations with WCH.

I have very much enjoyed and taken pride in seeing the improvements that have taken place at WCH over the years and knowing that our TPMG team has had a big part to play in the success of that hospital, allowing our members to receive great care in their County - this is why I personally show up and will continue to do so despite the challenges.

Clay Angel

Internal Medicine, Hospital-Based Services Watsonville Community Hospital



**PERMANENTE MEDICINE®**



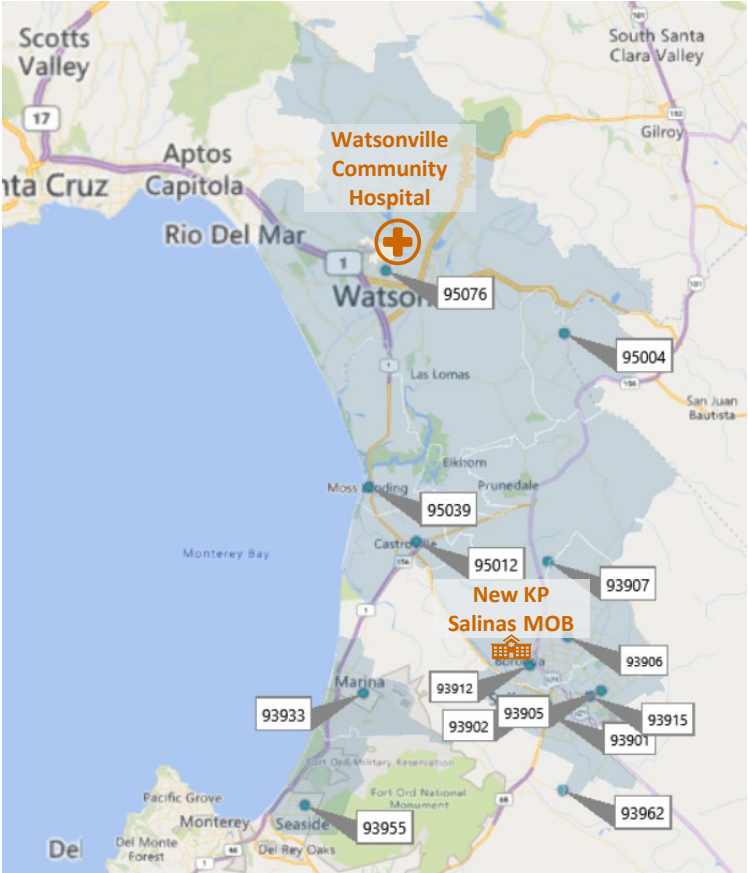
# Kaiser Permanente Expanding to Monterey County

# Expanding to Monterey County January 2025\*

Soon, residents in northern Monterey County will have access to the same high-quality, affordable, integrated health care that Kaiser Permanente members enjoy.

- ✔ Better access to affordable, high-quality care
- ✔ Local services close to home
- ✔ Member-focused care
- ✔ Convenient and affordable virtual care
- ✔ Access to a network of specialists
- ✔ Community health and wellness

Zip	County	City / Community
93901	Monterey	Salinas
93902	Monterey	Salinas
93905	Monterey	Salinas
93906	Monterey	Salinas
93907	Monterey	Prunedale
93912	Monterey	Salinas
93915	Monterey	Salinas
93933	Monterey	Marina
93955	Monterey	Seaside
93962	Monterey	Spreckles
95004	Monterey	Aromas
95012	Monterey	Castroville
95039	Monterey	Moss Landing
95076	Monterey	Las Lomas



\* Pending regulatory approval.

# Care delivery in Monterey County\*

A wide range of specialty care and services will be provided by both Kaiser Permanente physicians and contracted local physicians.

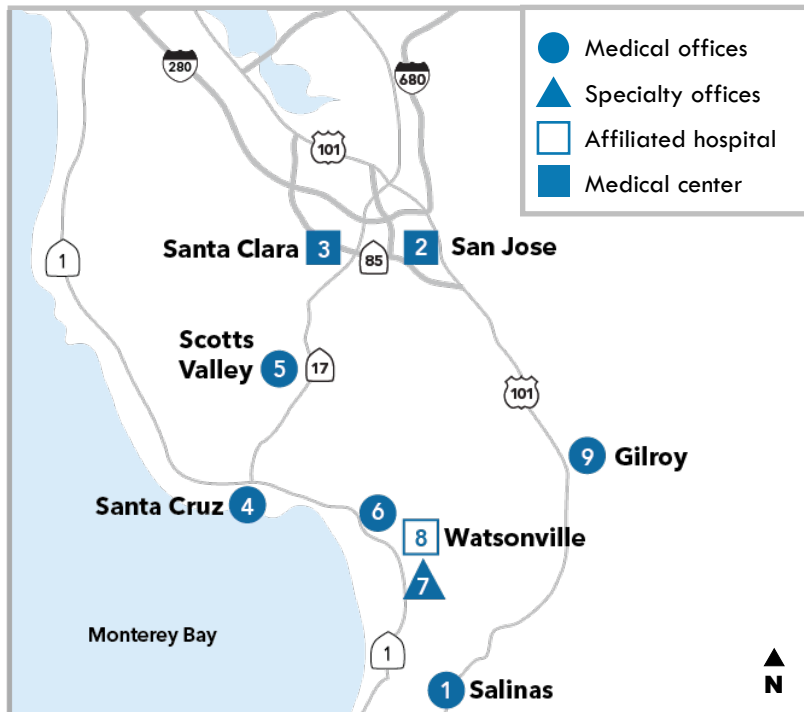
**Outpatient care**, including adult and pediatric primary care, OB/GYN, mental health, laboratory, and pharmacy services, is scheduled to be provided at our new Salinas Medical Offices. Additional specialty care services will initially be provided by contracted community providers.

**Inpatient care** will be provided at nearby Watsonville Community Hospital, our affiliated hospital where Kaiser Permanente physicians coordinate member care.

Members will also have access to Kaiser Permanente's vast network of specialists and facilities and services offered in Santa Cruz, San Jose and Santa Clara.

\* Pending regulatory approval.

# Monterey County and surrounding areas



Map not to scale

- 1 Salinas Medical Offices Scheduled to open 2025**  
1930 North Davis Road  
Salinas, CA 93907
- 2 San Jose Medical Center**  
250 Hospital Pkwy.  
San Jose, CA 95119
- 3 Santa Clara Medical Center**  
700 Lawrence Expy.  
Santa Clara, CA 95051
- 4 Santa Cruz Medical Offices**  
110 Cooper St., Suite 550  
Santa Cruz, CA 95060
- 5 Scotts Valley Medical Offices**  
5615 & 5617 Scotts Valley Drive  
Scotts Valley, CA 95066
- 6 Watsonville Medical Offices**  
1931 Main St.  
Watsonville, CA 95076
- 7 Watsonville Mental Health and Wellness Center**  
180 Westgate Drive, Suite 340  
Watsonville, CA 95076
- 8 Watsonville Community Hospital**  
75 Nielson St.  
Watsonville, CA 95076
- 9 Gilroy Medical Offices**  
7520 Arroyo Circle  
Gilroy, CA 95020

# Salinas Medical Offices scheduled to open January 2025\*

- 22,220 square-foot care facility
- 20 exam rooms, 17 provider offices
- Ample parking
- Departments & Services:\*\*
  - Adult and Family medicine
  - Pediatrics
  - Obstetrics/gynecology
  - Dermatology
  - Pharmacy
  - Radiology
  - Lab



1930 N. Davis Road, Salinas

\* Pending regulatory approval.

\*\*Current plans are to collaborate with community providers for acupuncture, anesthesiology, chemo/infusion, clinical cardiac electrophysiology, dialysis, hematology, home health/hospice, maternal and fetal medicine, neonatology, oncology, and pediatric cardiology services. These services will be by referral only and are subject to change.



# Why choose Kaiser Permanente?



## High-quality, personalized care

- From prevention to primary care to specialized care
- With doctors who learn your lifestyle, health risks, and goals
- Care teams connected to your medical history through your electronic health record



## Convenient access

- With 24/7 care by phone or video<sup>1</sup>
- On one app that makes care easy to manage
- At facilities that offer more services in one stop



## Support for total health

- Help with mental health concerns from any member of your care team
- Self-care apps, classes, services, and programs<sup>2,3</sup>
- Resources to help you achieve your health and fitness goals

1. When appropriate and available. 2. The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time. 3. Some classes may require a fee.



# Care that's personalized

**You need a doctor who understands you. Someone who'll learn your lifestyle, health risks, and goals.**

At Kaiser Permanente, you don't have to repeat yourself every time you visit the doctor. Your care team has access to your entire medical history through your electronic health record, so they know you and your story.

## Care teams that make you feel comfortable

- Access many clinicians who speak more than one language.
- Browse doctor profiles and change your personal doctor anytime.



[Find a doctor](#)  
who's right for you.





# Care that's **personalized** (continued)

Connected by your electronic health record



Your health history lives in your electronic health record.



Your doctor guides you through appointments and referrals.



Your health record is available to you and your care team 24/7.



Your care team lets you know when to schedule checkups and tests.

# Care that's convenient

We make it easy to get high-quality care when and where you want it. No matter how you connect, you'll always talk with a medical professional who can see your health history, so you never have to repeat your story.

## Your health at your fingertips

- Get 24/7 care by phone or video.<sup>1</sup>
- Email your care team.
- Schedule routine appointments.
- View most lab results and doctor's notes.
- Refill most prescriptions.
- Check in for appointments.
- Pay bills and view statements.



Simplify your health care with the [Kaiser Permanente app](#).



Over half of members avoided a trip to the ER or urgent care with a video visit.<sup>2</sup>

1. When appropriate and available. 2. Kaiser Permanente internal data, 2023.

# Get Care Now

## E-visits

We'll guide you to timely convenient care options that work best for you- 24/7 advice and quick online E-visits to urgent and other appointments.



- 1- Select a symptom or concern.
- 2- See what our doctors recommend to help you feel better, faster.

Services — Receive advice, orders and/or treatment for the following nonemergency conditions like:

- Testing for COVID-19 (PCR Nasal Swab)
- Antibody Testing for COVID-19
- Covid-19 Vaccine Appointment
- Schedule an Influenza (Flu) Shot
- Rash
- Sinus Symptoms
- Urinary Symptoms
- Eye Irritation or Discharge



Over half of members avoided a trip to the ER or urgent care with a video visit.<sup>1</sup>

To learn more, go to [kp.org/getcare](https://kp.org/getcare)

1. Kaiser Permanente internal data, 2023.



# Convenient care close to home



**Choose Kaiser Permanente doctors and facilities that are close to work or home. Wherever you visit, your care team is connected to a national network of specialists and services.**

<Same-day, next-day, and weekend> appointments are available at most Kaiser Permanente locations.

You can get convenient service with:

- ✓ Timely primary care appointments
- ✓ Quick lab results
- ✓ 24/7 virtual care
- ✓ <A large clinician network>



[Find locations](#) that are close to home.

# Convenient prescription refills

**Order prescription refills online, on the Kaiser Permanente app, in person, over the phone, or by mail order.**

You can get refill reminders or alerts when new prescriptions are available to order. Track your order online and get delivery updates by text or email.



## Mail-order pharmacy

- Easy refills online, in person, or over the phone
- Same-day pickup
- Most prescriptions delivered to your front door<sup>1</sup>
- Same-day or next-day home delivery available for an additional fee<sup>2</sup>

**1.** Not all prescriptions can be mailed, restrictions may apply. Please check with your local pharmacy. **2.** Same-day and next-day prescription delivery services may be available for an additional fee. These services aren't covered under your health plan benefits and may be limited to specific prescription drugs, pharmacies, and areas. Order cutoff times and delivery days may vary by pharmacy location. Kaiser Permanente isn't responsible for delivery delays by mail carriers. Kaiser Permanente may discontinue same-day and next-day prescription delivery services at any time without notice and other restrictions may apply. Medi-Cal and Medicaid beneficiaries should ask their pharmacy for more information about prescription delivery.





# Convenient care while traveling

Planning a trip? Have a child going away to college? Before you leave, we'll help you get vaccinated, refill prescriptions, and stay on top of your health while you're away.



You're covered for urgent and emergency care anywhere in the world.



You can always get 24/7 care by phone or online across the U.S.\*



Learn more about getting [care away from home.](#)

\*When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state.





# University of California Kaiser Permanente

## Traditional Plan Summary of Benefits\* (1/1/2025 - 12/31/2025)

This table shows an example of some of your group's benefits.

<b>Yearly deductible</b>	\$ 0 individual/\$ 0 family
<b>Maximum yearly out-of-pocket costs</b>	\$1,500 individual/\$3,000 family
<b>Covered services</b>	<b>You pay</b>
<b>Preventive care</b>	\$ 0 copay
<b>Doctor's office visit (includes Specialty Care)</b>	<b>\$30 copay</b>
<b>Telehealth visits</b>	\$0 copay (phone or video)
<b>Lab tests and radiology</b>	\$0 copay
<b>Outpatient surgery</b>	\$100 copay per procedure
<b>Hospitalization</b>	\$250 copay per admission
<b>Emergency care</b>	\$125 copay per visit
<b>In vitro fertilization (IVF)**</b>	50% coinsurance, 2 treatment cycle lifetime limit
<b>Prescribed fertility medications (100-day supply)**</b>	50% coinsurance* (generic and brand-name medication)
<b>Prescribed medications Retail (Generic and Brand)</b>	<b>\$10 copay generic / \$30 copay brand for up to a 30-day supply</b>
<b>Prescribed medications Mail Order (Generic and Brand)</b>	<b>\$20 copay generic / \$60 copay brand for up to a 100-day supply</b>
<b>Prescribed specialty medications</b>	<b>30% coinsurance up to \$150 per prescription</b> <a href="#">Click here</a> for link to KP Drug Formulary



\*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations,

and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.

\*\*Infertility medical and RX services do not accumulate to the plan OOPM.



# University of California Kaiser Permanente Enhanced Infertility Summary of Benefits (1/1/2025 - 12/31/2025)\*

This table shows an example of some of your group's benefits.

<b>Maximum yearly out-of-pocket costs</b>	Infertility medical and RX services do not accumulate to the plan OOPM.
<b>Covered services</b>	<b>You pay</b>
Zygote intrafallopian transfer (ZIFT) In vitro fertilization (IVF) Gamete intrafallopian transfer (GIFT)	50% coinsurance*, 2 treatment cycle lifetime limit
<b>Prescribed medications (100-day supply)</b>	50% coinsurance* (generic and brand-name medication)

\*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.



# University of California Kaiser Permanente Chiropractic and Acupuncture Summary of Benefits\* (1/1/2025 - 12/31/2025)

This table shows an example of some of your group's benefits.

Covered services	You pay
Acupuncture and Chiropractic	\$15 copay per visit up to a combined total of 24 visits per year

## When you need chiropractic or acupuncture care, follow these simple steps:

1. Find an ASH Participating Provider near you:
  - Go to [ashlink.com/ash/kp](https://ashlink.com/ash/kp), or
  - Call **1-800-678-9133** (TTY **711**), Monday through Friday, from 5 a.m. to 6 p.m. Pacific time.
2. Schedule an appointment.
3. Pay for your office visit when you arrive for your appointment.

\*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.





# University of California Kaiser Permanente- Doula Coverage Summary of Benefits (1/1/2025 - 12/31/2025)\*

This table shows an example of some of your group’s benefits.

Maximum yearly out-of-pocket costs	Doula services will accrue towards the out-of-pocket maximum.
Covered services	You pay
<ul style="list-style-type: none"> <li>• 11 visit limit per pregnancy               <ul style="list-style-type: none"> <li>• One initial visit</li> <li>• Up to eight additional visits that can be provided in any combination of prenatal and postpartum visits</li> <li>• Up to two additional postpartum visits may be available after the end of a pregnancy</li> </ul> </li> </ul>	No charge
<ul style="list-style-type: none"> <li>• Support during labor and delivery</li> </ul>	No charge
<p>•“Plan Doula” definition: A contracted birth worker who provides physical, emotional and non-medical support for pregnant and postpartum persons before, during, and after childbirth.</p> <p>•Refer to EOC which will include language on covered Plan Doula services</p>	



This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your Evidence of Coverage.



# Resources for mental health

Members can get help with depression, anxiety, addiction, and mental or emotional health — without a referral for mental health care within Kaiser Permanente. Share your concerns with anyone on your care team at any time, and they can connect you to the support you need.

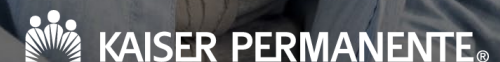
- Individual or group therapy
- Health classes<sup>1</sup>
- Medication
- Online resources
- Apps for mental wellness and self-care<sup>2</sup>

Not sure where to start? Talk to your personal doctor about your concerns or call us to talk with our mental health team.



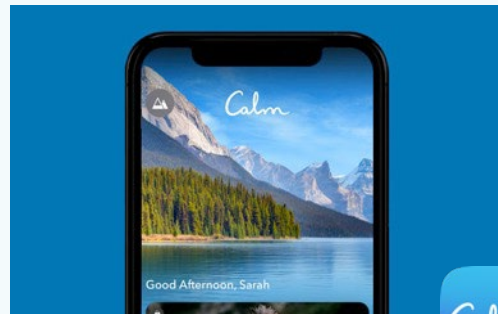
Find [mental health and wellness resources](#) that fit your life.

<sup>1</sup>. Some classes may require a fee. <sup>2</sup>. The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time.



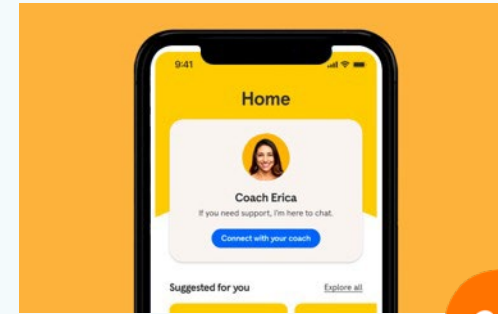
# On-demand wellness tools put better health within reach

Employees can use our mental health and wellness self-care apps anytime, anywhere at no cost.\*



## Calm

The #1 app for meditation and sleep is designed to help lower stress, reduce anxiety, and build resilience.



## Headspace Care

One-on-one emotional support coaching by text, self-care activities, and more — available 24/7.

\*The apps and services described above are not covered under health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in members' *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time. Calm can be used by members 13 and over. The Headspace Care app and services are not available to any members under 18 years old. Eligible Kaiser Permanente members can text with a coach using the Headspace Care app for 90 days per year. After the 90 days, members can continue to access the other services available on the Headspace Care app for the remainder of the year at no cost.



no cost to members



all devices



self-care and wellness resources



## Whole-body health made easier

Get help reaching your wellness goals

### Choose a One Pass Select Affinity fitness plan that fits your lifestyle

Make a commitment to your overall well-being by joining One Pass Select Affinity from Optum.<sup>1</sup> Choose a fitness plan and get unlimited access to all locations available within that plan, plus extensive digital resources.

- 5 membership tiers with different monthly fees<sup>2</sup>
- 19,000 gym locations and boutique studios
- 23,000+ on-demand and livestreamed classes
- Digital tools to track progress and an AI workout builder
- 10% off memberships for family and friends
- No contracts – change tiers monthly or cancel within 30 days
- Groceries and household essentials delivered with Walmart+ and Shipt

### Save on wellness services

All members who sign up for One Pass Select Affinity can access Optum's affinity musculoskeletal program.

Get 20% off chiropractors, acupuncturists, and massage therapists when you visit a participating provider.<sup>3</sup>



# Care that's world class

No matter your needs — mental health, cancer care, heart health, maternity, and beyond — you'll have access to expert doctors, advanced technology, and the latest evidence-based care.

We're a national leader in outcomes for conditions like cancer and heart disease, and we're among the top-rated health plans in every state we serve.<sup>1,2,3</sup>



### Kaiser Permanente members are:

 **33%**

more likely to survive heart disease<sup>4</sup>

 **52%**

more likely to survive colorectal cancer<sup>5</sup>

 **20%**

less likely to die early of cancer<sup>4</sup>

1. Kaiser Permanente 2023 HEDIS® scores. 2. 2022 Annual Report, Kaiser Permanente, [about.kaiserpermanente.org/who-we-are/annual-reports/2022-annual-report](https://www.kaiserpermanente.org/who-we-are/annual-reports/2022-annual-report). 3. NCQA's Private Health Insurance Plan Ratings 2023–2024, National Committee for Quality Assurance, 2023: Kaiser Foundation Health Plan of Colorado — HMO (rated 4 out of 5); Kaiser Foundation Health Plan of Georgia, Inc. — HMO (rated 4 out of 5); Kaiser Foundation Health Plan, Inc., of Hawaii — HMO (rated 4 out of 5); Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. — HMO (rated 5 out of 5); Kaiser Foundation Health Plan, Inc., of Northern California — HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan of the Northwest — HMO (rated 4 out of 5); Kaiser Foundation Health Plan, Inc., of Southern California — HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan of Washington — HMO (rated 4 out of 5). 4. Elizabeth A. McGlynn, PhD, et al., "Measuring Premature Mortality Among Kaiser Permanente Members Compared to the Community," Kaiser Permanente, July 20, 2022. 5. Theodore R. Levin, MD, et al., "Effects of Organized Colorectal Cancer Screening on Cancer Incidence and Mortality in a Large, Community-Based Population," *Gastroenterology*, November 2018.





# World-class maternity care

## Expect great care when you're expecting



A dedicated prenatal care team



A personalized birth plan



Care and support every step of the way



Support that doesn't stop at delivery



Learn more about [maternity care](#) that's built around you.

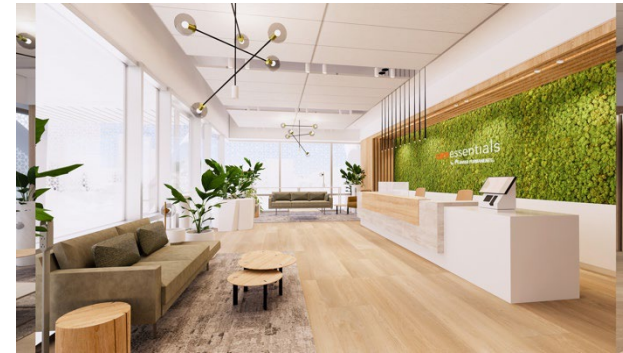


# Updates in Northern California (Continued)

## Care delivery

### Care Essentials in downtown San Francisco

Located at the Salesforce Transit Center in order to meet members where they are, this innovative new facility offers extended hours. Services include same-day appointments, pharmacy, lab tests, vaccines, injections, and treatment of minor illnesses and injuries.



Care Essentials in the heart of downtown San Francisco.

### Now open

- Level II Neonatal Intensive Care Unit at Vacaville Medical Center
- Santa Cruz Medical Offices
- Urgent Care Clinic at Geary Medical Offices in San Francisco



At the new Santa Cruz Medical Offices, members have access to family medicine, lab, mammography, ob-gyn, pediatric, pharmacy, and X-ray services.

# Updates in Northern California

## Care delivery

### **In Monterey County the Salinas Medical Offices is scheduled to open January 2025\***

Kaiser Permanente's newest medical offices will feature Adult & Family Medicine, Pediatrics, Ob-Gyn, Dermatology and other specialty services to be determined.

The Salinas Medical Offices will also provide Radiology, Pharmacy and Laboratory services.

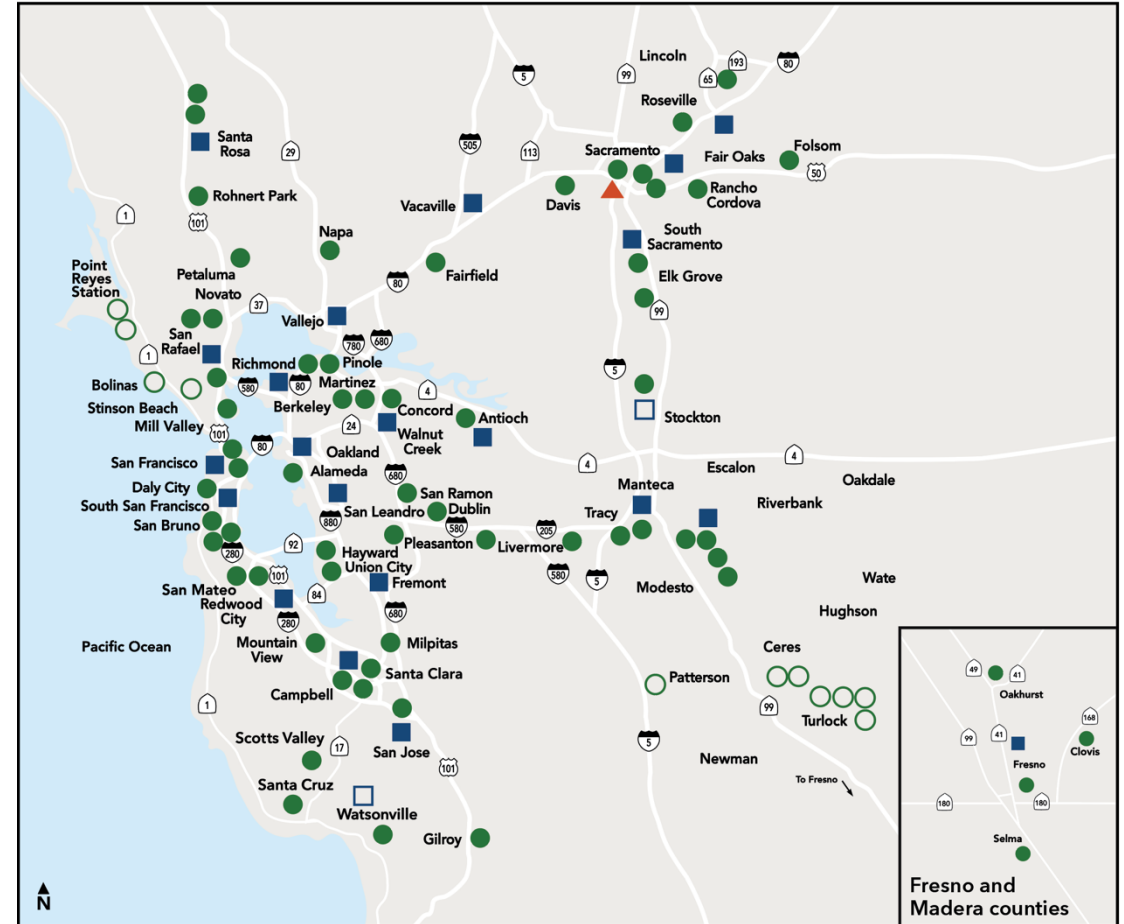


Artist's rendering of new Salinas Medical Offices

\*Pending regulatory approval.

# Service areas in Northern California

- Central Valley
- Diablo
- East Bay
- Fresno
- Greater San Francisco
- Greater Southern Alameda
- Marin/Sonoma
- Napa/Solano
- Redwood City
- Roseville
- Sacramento
- San Jose
- Santa Clara
- Santa Cruz
- South Sacramento

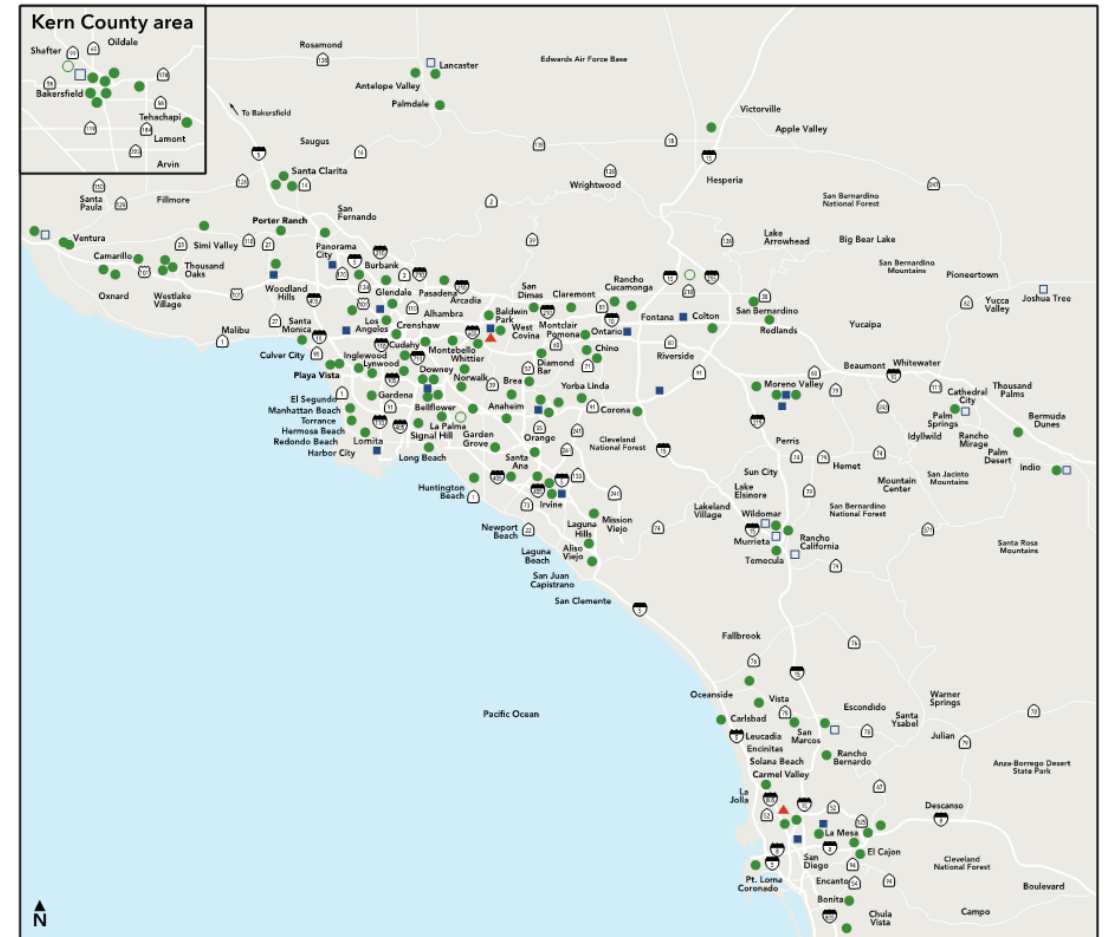


Maps not to scale

- Kaiser Permanente medical centers (hospital and medical offices)
- Affiliated plan hospitals
- Kaiser Permanente medical offices
- Affiliated medical offices
- ▲ Specialty facility – sports medicine

# Service areas in Southern California

- Baldwin Park
- Coachella Valley
- Downey
- Inland Empire
- Kern County
- Metropolitan Los Angeles
- Orange County
- San Diego County
- San Fernando Valley
- South Bay
- Western Ventura County



Maps not to scale

- Kaiser Permanente medical centers (hospital and medical offices)
- Affiliated plan hospitals
- Kaiser Permanente medical offices
- Affiliated medical offices
- ▲ Specialty facilities





# It's easy to get started



## Personalized onboarding

- A welcome call to answer your questions
- A member guide to get you started



## 3 easy steps to a healthy change

1. Choose your new doctor.
2. Transition your care and prescriptions seamlessly.
3. Get care on your schedule.



Learn how we make it [easy to get care](#) at every step.





# What to do if you get questions about KP?



**Share Open Enrollment flyer**



**Pre-Enrollment line**

- Call **1-800-324-9208** (TTY 711), Monday through Friday, 7 a.m. to 6 p.m. Pacific time.



**Scan our QR code to learn more**



- Book a 15-minute virtual appointment to speak with a representative one-on-one.

**REMINDER; Who will receive new Kaiser ID cards:**

- New members
- New retirees
- New Medicare members

<https://select.kp.org/university-of-california>



**Thank you**

