



2025 Open Enrollment

# Care for all that is you



Los Angeles Department of Water and Power



# A different kind of care

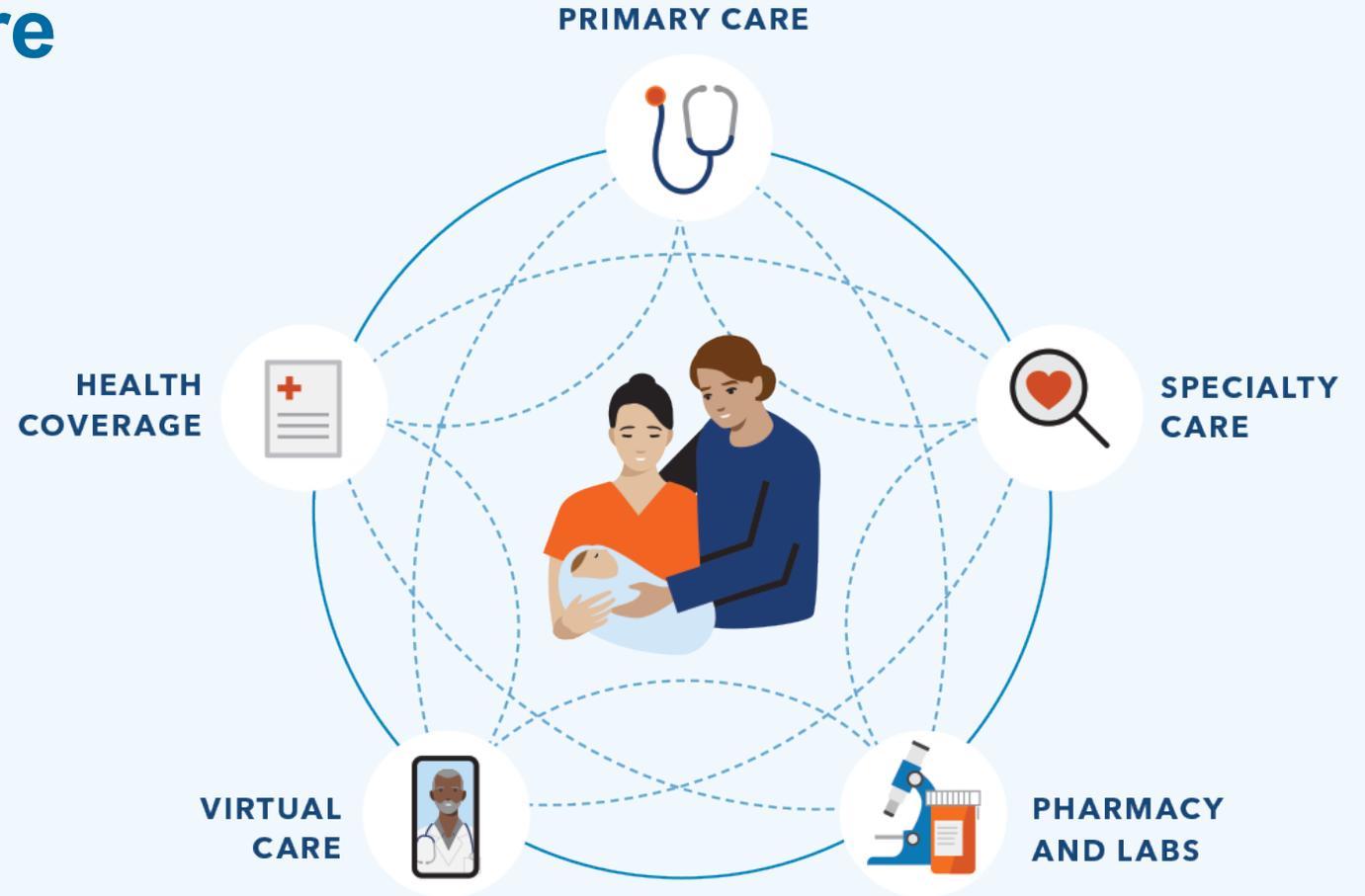
Your health care should make your life easier — with doctors, hospitals, and health plan benefits that are all connected and focused on providing you with exceptional care.

With Kaiser Permanente, you get:

- Personalized care from top specialists
- 24/7 access to care wherever you are
- Predictable costs and less paperwork



Watch our [intro video](#) to learn about care that puts you at the center.





# 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.

*(continues)*



# 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.



# 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.



# 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.**

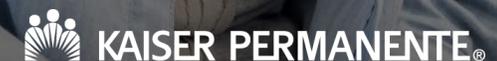
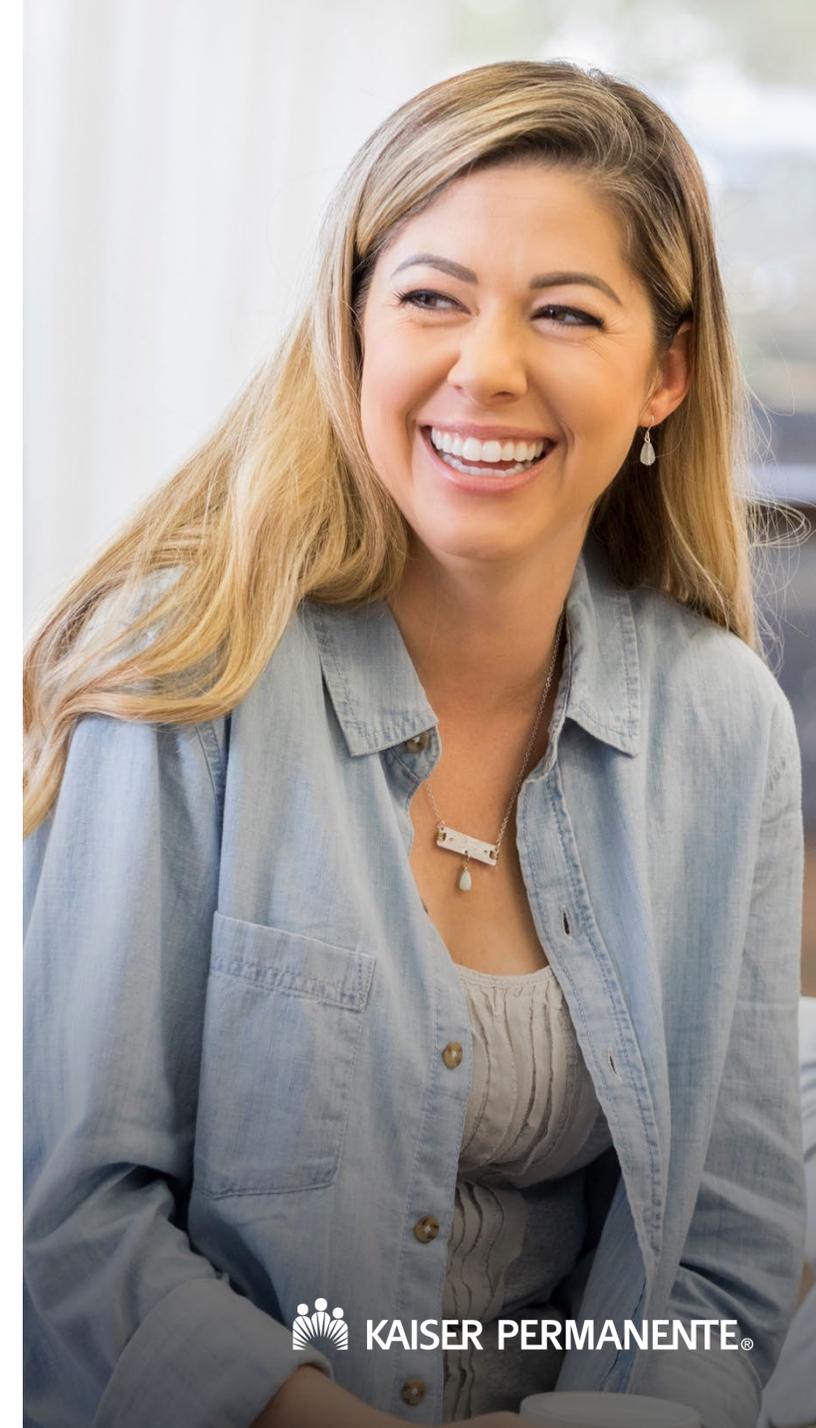
- Individual or group therapy
- Health classes<sup>1</sup>
- Medication
- Online resources
- Apps for mental wellness and self-care<sup>2</sup>

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.

1. Some classes may require a fee. 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.



# Kaiser Permanente Traditional HMO Plan

(07/01/25—06/30/26)

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

<b>Yearly deductible</b>	None
<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>	No charge
<b>Doctor's office visit</b>	No charge
<b>Lab tests and radiology</b>	No charge
<b>Outpatient surgery</b>	No charge
<b>Hospitalization</b>	No charge
<b>Emergency care</b>	No charge
<b>Prescribed medications</b>	<b>Generic medication:</b> \$5 for up to a 100-day supply <b>Brand-name medication:</b> \$5 for up to a 100-day supply <b>Specialty medication:</b> \$5 for up to a 30-day supply

\*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 everyday wellness

Take advantage of [classes, services, and programs](#) to help you achieve your health and fitness goals.<sup>1</sup>



Reduced rates on gym memberships



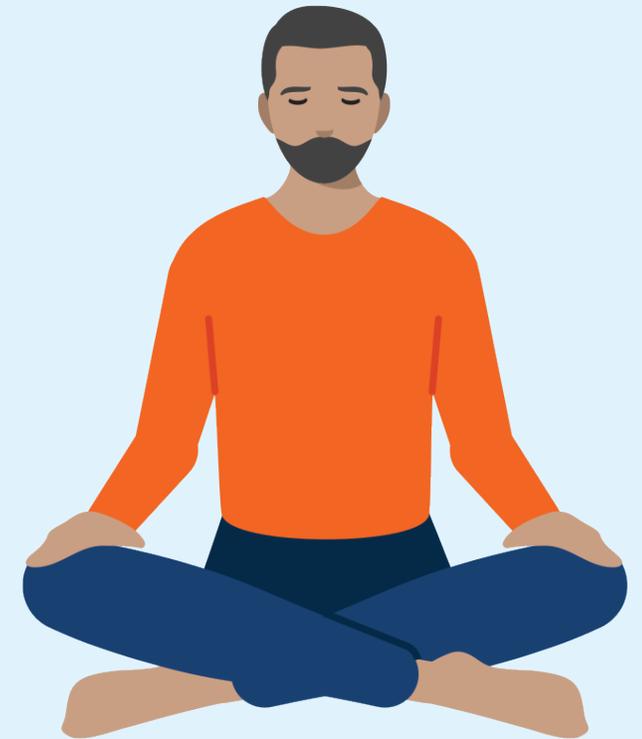
Wellness coaching by phone



Healthy lifestyle programs and classes<sup>2</sup>



Online fitness classes



**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.** Some classes may require a fee.

# Resources for self-care

You have access to apps to help reduce stress, improve sleep, and manage overall mental wellness.<sup>1,2</sup>

Learn more at [kp.org/selfcareapps](https://kp.org/selfcareapps).



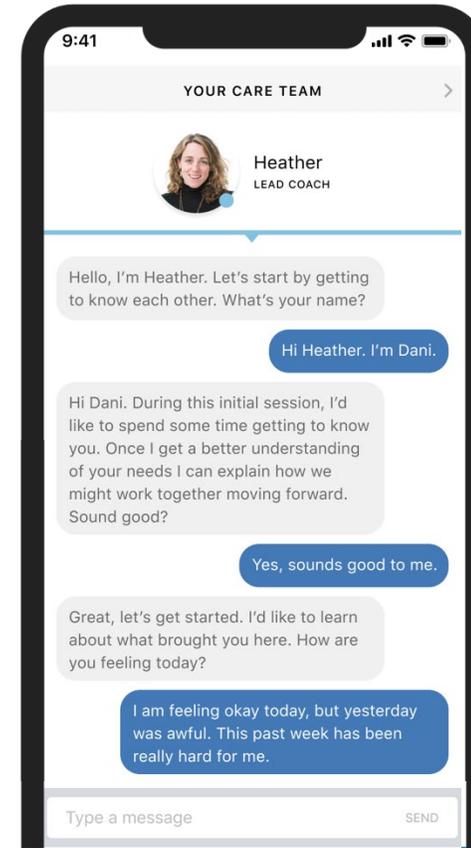
## Calm

The number one app for sleep, meditation, and relaxation.<sup>3</sup>



## Headspace

Text one-on-one with an emotional support coach anytime, anywhere.<sup>4</sup>



47%

of users say  
Headspace Care  
helps with anxiety<sup>5</sup>

1. 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. 2. 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. 3. Calm is the number one app for sleep, meditation, and relaxation. Learn more at [calm.com/blog/about](https://calm.com/blog/about). 4. 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. 5. Knuckle et al., "Association Between Care Utilization and Anxiety Outcomes in an On-Demand Mental Health System: Retrospective Observational Study," *JMIR Formative Research*, 2021.

# One Pass Select Affinity Fitness Program

**Kaiser Permanente is working with Optum to empower members to live their healthiest lives. Members can pay to access Optum's fitness network, including reduced rates on complementary care services through Optum.**



## **One Pass Select Affinity from Optum**

One Pass Select Affinity is a subscription-based fitness membership to help employees meet their health goals. On top of being one of the largest fitness networks in the industry, One Pass Select Affinity features extensive digital offerings, and home delivery services with most plans.



## **Affinity musculoskeletal program**

Optum's affinity musculoskeletal program is included for all members — No need to sign up for One Pass Select Affinity. Your employees enjoy 20% off a variety of therapies within Optum's provider network — giving them more choices for care and improved quality of life.

Sign up at [kp.org/exercise](https://kp.org/exercise) or call [1-877-265-2906](tel:1-877-265-2906).



# Perks for your total health

## ClassPass

### Workouts

Get moving with fitness options that fit your schedule and lifestyle, including Pilates, dance, boxing, cardio, strength training, and yoga.

- **Reduced rates on fitness classes** — Take in-person classes from top fitness studios
- **Online video workouts at no cost** — 4,000+ on-demand fitness classes

[kp.org/exercise](https://kp.org/exercise)



no cost to members



all devices



self-care and wellness resources



KAISER PERMANENTE®



# It's easy to get started



## Personalized onboarding

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

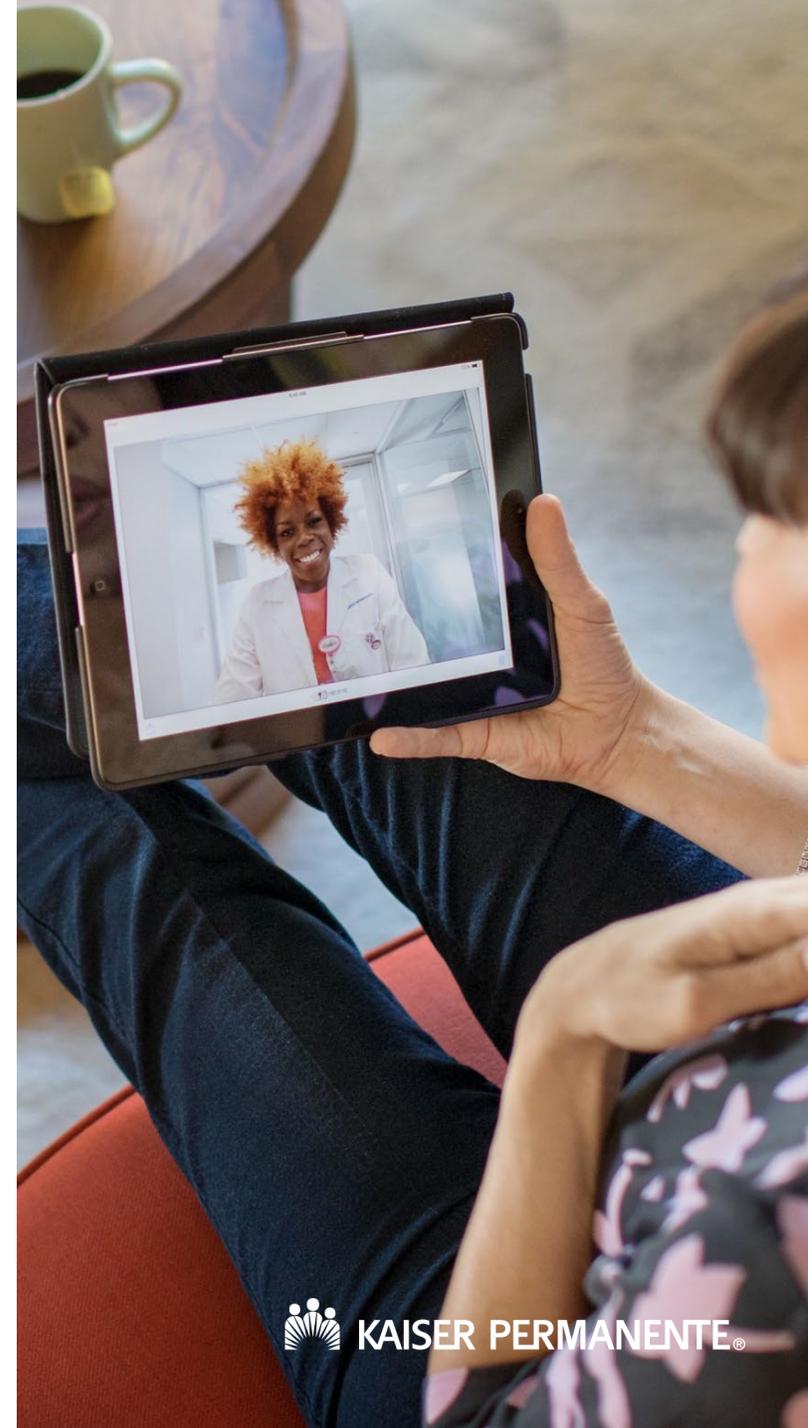


## 3 easy steps to a healthy change

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.





# Complete care to help you live a fuller, healthier life

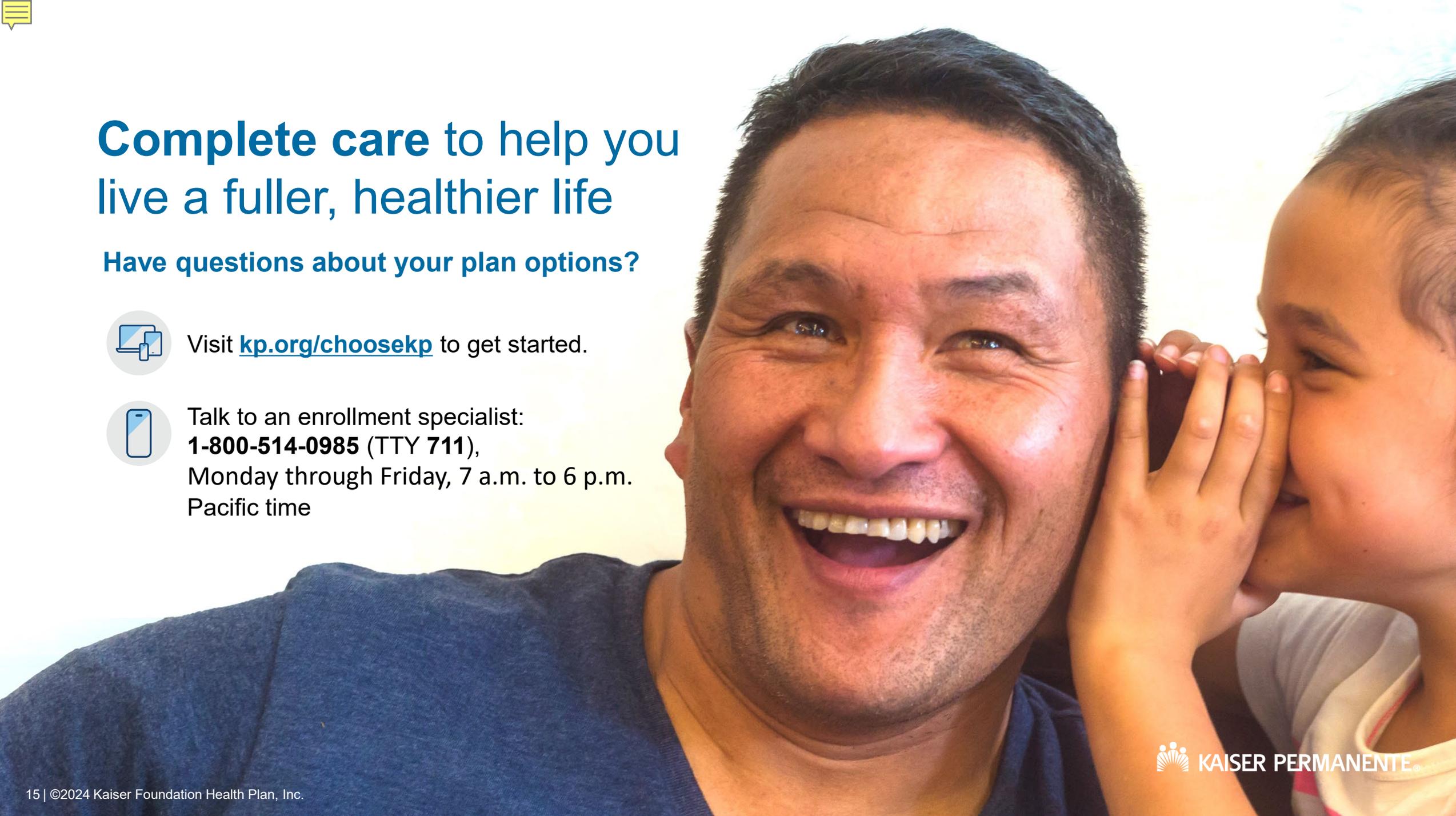
Have questions about your plan options?



Visit [kp.org/choosekp](https://kp.org/choosekp) to get started.



Talk to an enrollment specialist:  
**1-800-514-0985 (TTY 711)**,  
Monday through Friday, 7 a.m. to 6 p.m.  
Pacific time



**Thank you**

