

**Frequently asked questions:**

Kaiser Permanente HMO (health maintenance organization) plans

**Q: I don't get sick that often. How can Kaiser Permanente help me?**

A: Health is much more than just not being sick. It's an attitude. A way of life. Whether it's through our health education classes or our online health tools, you can take advantage of a variety of resources to help you live a healthier life.

- Our approach to medicine is built around preventive care—so we work to detect potentially dangerous conditions before you get sick. We provide access to screenings, such as mammograms and cholesterol tests, which can detect problems early on. We work to make sure your children get the immunizations they need to grow strong and healthy through regular well-child visits.
- Our health education classes and programs can teach you how to make healthier lifestyle choices. We offer a variety of classes in most locations. Some classes may require a fee.
- Of course, we're also here for you when you're sick. You can also get advice by phone, learn to manage your chronic condition, and have peace of mind knowing we cover emergency care anywhere in the world.

**Q: How is Kaiser Permanente different from my other health plan options?**

A: We don't just treat illness—our goal is to help you get healthy and stay that way. Whether you need primary or specialty care, your personal physician partners with you to help you get the care you need.

**Q: What are some of the new and different services you offer to members?**

A: You can now sign up for online healthy lifestyle programs to help you lose weight, reduce stress, eat better, and quit smoking. You also get access to chiropractic care, acupuncture, and massage therapy at a 25% discount from a network of providers. And you can get preferred rates at fitness clubs. All this and more, just for being a Kaiser Permanente member.

**Please note:** The products and services described are provided by entities other than Kaiser Permanente and are neither offered nor guaranteed under your Kaiser Foundation Health Plan contract. Kaiser Permanente does not endorse or make any representations regarding the quality or medical efficacy of such products and services, nor the financial integrity of these entities. Kaiser Permanente disclaims any liability for these products and services. Any disputes may be subject to Kaiser Foundation Health Plan's grievance process. Should a problem arise with any of these products or services, you may call the Member Service Call Center, and we will direct you as appropriate.

Some Kaiser Permanente members may have coverage through their health plan for some of the same services available through American Specialty Health Networks (ASHN).

**Q: Do I get to choose my own doctor?**

A: Yes, the choice is yours. From your first day as a member, we encourage you to begin a relationship with a personal physician from one of our primary care departments. And you don't just get a personal physician—you get a whole team that includes nurses, specialists, and health educators who can help you find the resources to meet your health care goals.

**Q: Tell me about your quality of care.**

A: We're proud to provide high-quality care to our members. But don't just take our word for it. Kaiser Permanente has been recognized by independent organizations as the best in California for our quality of care and service.

Sources: National Committee for Quality Assurance, State of Healthcare Quality 2004, [www.ncqa.org](http://www.ncqa.org). California Cooperative Health Reporting Initiative Report on Quality, 2004. [www.cchri.org](http://www.cchri.org).

**Q: What kind of emergency coverage do you provide?**

A: We cover emergency care from Plan providers and non-Plan providers anywhere in the world.

If you have an emergency medical condition, call 911 or go to the nearest hospital. An emergency medical condition is (1) a medical or psychiatric condition that manifests itself by acute symptoms of sufficient severity (including severe pain) such that you could reasonably expect the absence of immediate medical attention to result in serious jeopardy to your health or serious impairment or dysfunction of your bodily functions or organs; or (2) when you are in active labor and there isn't enough time for safe transfer to a Plan hospital before delivery, or if transfer poses a threat to your or your unborn child's health and safety.

**Q: What if I need care quickly but it's not an emergency?**

A: We provide same-day appointments and night and weekend hours at most locations.

**Q: Can I get services over the Internet?**

A: Yes! As a member, you can log on to our Web site at [members.kaiserpermanente.org](http://members.kaiserpermanente.org) to take care of simple tasks like ordering prescription refills or requesting routine appointments. Our Web site features a wealth of information and educational resources, such as online health and drug encyclopedias, message boards, and programs to help you lead a healthier lifestyle.

**Please note:** To access secure features on the member section of our Web site, [members.kaiserpermanente.org](http://members.kaiserpermanente.org), all you need to do is register online as a Kaiser Permanente member and we'll mail your password to your home in three to seven days. Some services are not available in all areas.

**Q: Can you help me learn to stay healthy?**

A: In addition to our commitment to preventive care, you'll get the Kaiser *Permanente Healthwise Handbook*, a useful self-care guide to more than 200 common health problems. Our member newsletter, *Partners in Health*, and the Kaiser Permanente Healthphone system keep you up-to-date with wellness tips and medical news.