

Dear Retiree,

Thank you for your interest in our Kaiser Permanente Senior Advantage (HMO) plan. When it comes to your health, we believe it's all about enjoying life to the fullest. That's why our Medicare health plans are designed to help you stay healthy and active.

### **Discover quality care and services**

With Kaiser Permanente, you can:

- Choose a personal doctor you can trust from our wide selection of Kaiser Permanente doctors. In fact, all our available doctors welcome Kaiser Permanente health plan members.
- See your doctor, pick up your prescriptions, and get lab work done, usually all under one roof.
- Access a full range of specialists and online health tools, including emailing your doctor's office and refilling most prescriptions.

We want you to make an informed decision about the Medicare health plan you choose, so please review the materials in this kit.

### **Ready to enroll?**

Simply follow your group's instructions for completing and returning the enclosed enrollment form.

If you have questions about the benefits your group is offering, please contact your group benefits administrator.

### **Learn about our Star Ratings**

Please be sure to take a look at the enclosed **Medicare health plan Star Ratings** sheet. Our high Medicare Star Quality Ratings are just another reason you can feel good about choosing a Kaiser Permanente Medicare health plan.\*

If you have questions, call our licensed sales specialists toll free at **1-800-443-0815** (TTY **711** for the hearing/speech impaired), 7 days a week, 8 a.m. to 8 p.m.

Thank you again for spending the time to get to know Kaiser Permanente. We look forward to working with you as your partner in health.

Sincerely,

Agnes Strandberg  
Senior Vice President,  
Kaiser Permanente Medicare

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\*Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next. Centers for Medicare & Medicaid Services Health Plan Management System, Plan Ratings 2016. Kaiser Permanente contract #H0524. Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. You must reside in the Kaiser Permanente Medicare health plan service area in which you enroll. The pharmacy network and/or provider network may change at any time. You will receive notice when necessary.

Kaiser Permanente

# A Great Choice for Good Health



A full range  
of specialists



Convenient services  
that save time



Feel better with  
Star quality



KAISER PERMANENTE® **thrive**

Kaiser Permanente Senior Advantage (HMO)  
Kaiser Permanente Medicare Plus (Cost)

# Compare Our Value

## Kaiser Permanente Medicare Health Plans



### Choose your personal doctor

Choose from a wide selection of great doctors in our network who'll take the time to get to know you. You'll have the freedom to change doctors at any time for any reason. And all of our available doctors welcome Kaiser Permanente Medicare health plan members.



### Have access to a full range of specialists

Your doctor and specialists will work together as a team to get you the right care at the right time and help keep you healthy.



### Save time with convenient services

Your Kaiser Permanente doctor's office and many of our services like pharmacy, lab, and X-ray are often in one location. Our advice nurses can also answer your questions by phone. They're at your service, 24 hours a day, 7 days a week.



### Get more for your money

Our Medicare health plan offers many preventive services at no extra cost. And you'll appreciate the many convenient and time-saving features.

### Feel better with Star quality

Medicare health and prescription drug plans are rated for excellence by the Centers for Medicare & Medicaid Services. All of our Medicare health plans are highly rated,\* based on major factors including:

- Preventive Care
- Chronic Care
- Prescription Drug Services
- Customer Service
- Member Satisfaction



The highest rating is 5 out of 5 stars. To learn more, and to see how highly Kaiser Permanente Medicare health plans are rated, visit [kp.org/medicarestars](https://kp.org/medicarestars).



### Enjoy the ease of a single plan

With a Kaiser Permanente Medicare health plan, you'll get hospital, medical, and preventive care services. Many of our plans also include prescription drug coverage.

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### Manage your health anytime, anywhere

Kaiser Permanente's My Health Manager is our secure, personal online health record. It's designed to help our members manage their health. Using your computer, smartphone, or tablet, it's easy to:

- Email your doctor's office
- View most test results as soon as they're ready
- Make or change appointments
- Refill most prescriptions†

For a guided tour of My Health Manager, visit [kp.org/experience](http://kp.org/experience).

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### Stay on top of your health

We offer many services that can help detect and prevent illness, such as your yearly wellness visit, flu shots, cholesterol tests, and mammograms – all at no charge. You'll also get a wide choice of wellness programs, including health and fitness classes. We even specialize in helping you manage ongoing health issues.

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### Get the benefits of team care

Our connected network means all of your Kaiser Permanente care providers work together for you. Your doctors, specialists, and pharmacists are all linked by an advanced electronic medical and prescription drug record system. Having access to your most up-to-date health information means they can provide you with better care.

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### Travel well, worldwide

Wherever you go as a Kaiser Permanente Medicare health plan member, you're covered for emergency or urgent care from any provider.

**When you discover the quality care, services, and benefits that Kaiser Permanente's Medicare health plan provides, you'll see it's all designed around you. And we're committed to helping you stay healthy and thrive.**



Kaiser Foundation Health Plan, Inc., 393 E. Walnut St., Pasadena, CA 91188-8514 Kaiser Foundation Health Plan of Colorado 10350 E. Dakota Ave., Denver, CO 80247 Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305 Kaiser Foundation Health Plan, Inc., 711 Kapiolani Blvd., Tower Suite 400, Honolulu, HI 96813 Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., 2101 E. Jefferson St., Rockville, MD 20852 Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232

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\* Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next. Centers for Medicare & Medicaid Services Health Plan Management System, Plan Ratings 2016. Kaiser Permanente contracts #H0524, H0630, H1170, H1230, H2150, H9003.

†Some online services are not available in all regions.

In California, Hawaii, Oregon, Washington, Colorado, and Georgia, Kaiser Permanente is an HMO plan with a Medicare contract. In Virginia, Maryland, and the District of Columbia, Kaiser Permanente is a Cost plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. Benefits, premiums and/or copayments/coinsurance may change on January 1 of each year and at other times in accord with your group's contract with us. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. You must reside in the Kaiser Permanente Medicare health plan service area in which you enroll. The Formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

**Please recycle.**

60388235 November 2015

**2016 Medicare Star Ratings\***

The Medicare Program rates all health and prescription drug plans each year, based on a plan's quality and performance. Medicare Star Ratings help you know how good a job our plan is doing. You can use these Star Ratings to compare our plan's performance to other plans. The two main types of Star Ratings are:

1. An Overall Star Rating that combines all of our plan's scores.
2. Summary Star Rating that focuses on our medical or our prescription drug services.

Some of the areas Medicare reviews for these ratings include:

- How our members rate our plan's services and care;
- How well our doctors detect illnesses and keep members healthy;
- How well our plan helps our members use recommended and safe prescription medications.

For 2016, Kaiser Permanente received the following Overall Star Rating from Medicare.



We received the following Summary Star Rating for Kaiser Permanente's health/drug plan services:






Health Plan Services:



Drug Plan Services:



The number of stars shows how well our plan performs.

|   |                         |
|---|-------------------------|
|  | 5 stars - excellent     |
|  | 4 stars - above average |
|  | 3 stars - average       |
|  | 2 stars - below average |
|  | 1 star - poor           |

Learn more about our plan and how we are different from other plans at [www.medicare.gov](http://www.medicare.gov). You may also contact us 7 days a week from 8:00 a.m. to 8:00 p.m. Pacific time at 800-777-1238 (toll-free) or 711 (TTY).

Current members please call 800-443-0815 (toll-free) or 711 (TTY).

\*Star Ratings are based on 5 Stars. Star Ratings are assessed each year and may change from one year to the next.

 This plan got **Medicare's highest rating** (5 stars)