



2022 Open Enrollment

FIND YOUR HEALTHY PLACE

With care designed to help you thrive

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Presented to: Multnomah County
By: Kaiser Permanente

AGENDA

Welcome

Overview

- KP Value
- Connecting to care
- Onboarding
- Medical Dental Integration

What's new at Kaiser

- OMADA for Pre-Diabetes (Diabetes Prevention)
- Alternative Care Changes
- Mental Health Resources & Self Care Tools
- Out of Area Dependent Coverage

Questions

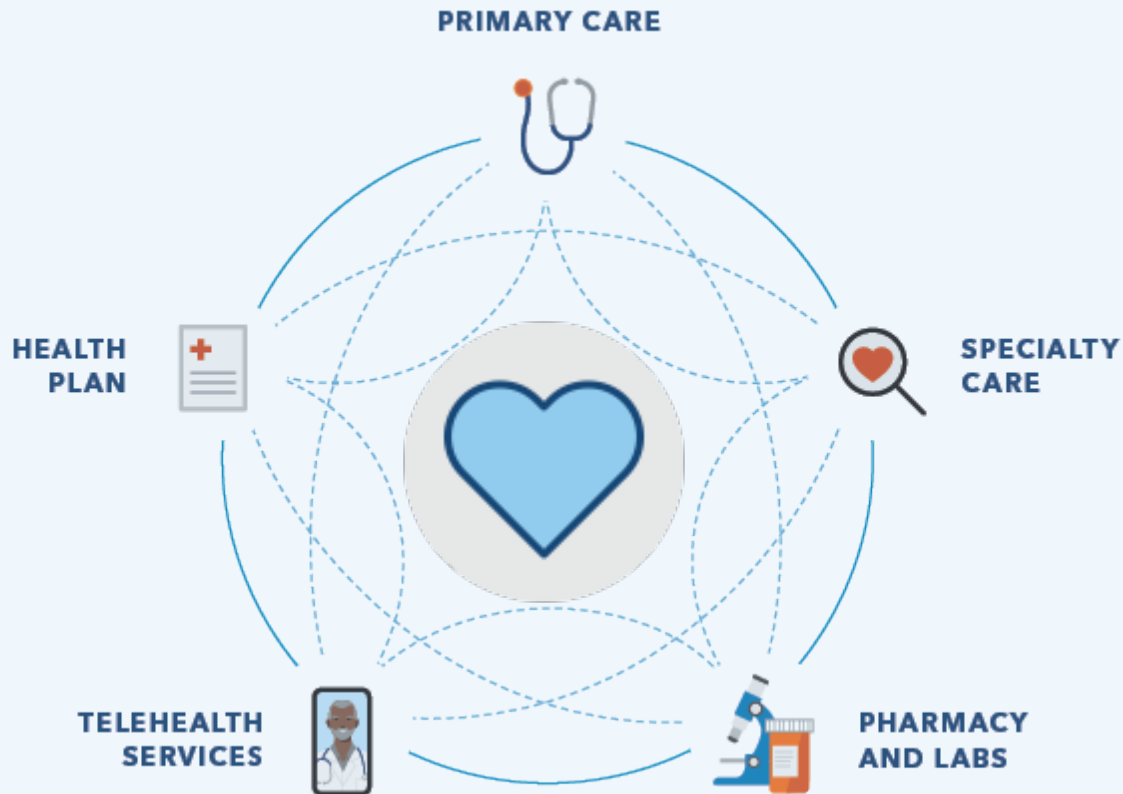
Adjourn

KP Value

- Connecting to care
- Onboarding
- Medical Dental Integration

It's can be easier to find your healthy place with connected care

Take a virtual tour at
kp.org/vr



We combine care and coverage:

- **Doctors**
- **Hospitals**
- **Health plan**

Care can feel easier and faster
and when it is centered around
you.

We also offer and coordinate dental services.
Check with your employer about availability.

Convenient ways to get what you need

You have flexible options to get care beyond the doctor's office — and you can manage your care anytime with the Kaiser Permanente app or at kp.org.¹



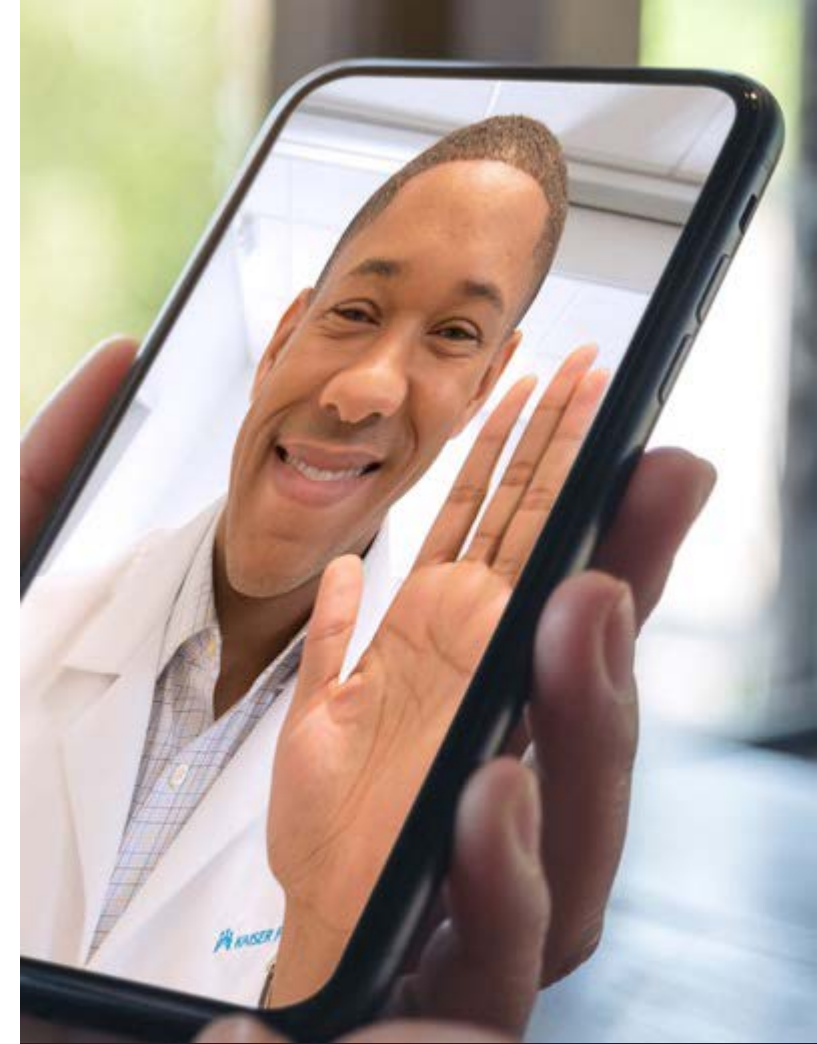
Getting care

- Talk with a Kaiser Permanente physician through video and phone 24/7 for urgent care needs, no appointment necessary.^{2,3}
- Email your care team with nonurgent questions.³
- Explore online wellness resources on kp.org.



Managing your health³

- Schedule or cancel routine appointments.
- Fill most prescriptions for home delivery or same-day pickup.
- Check your health records and pay bills.



Telehealth services aren't an add-on — they've helped us deliver personalized care for years.

1. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org. 2. When appropriate and available. To have a video visit, members must be registered on kp.org and have a camera-equipped computer or mobile device. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. 3. These features are available when you get care at Kaiser Permanente facilities.

Portland metro-area care options

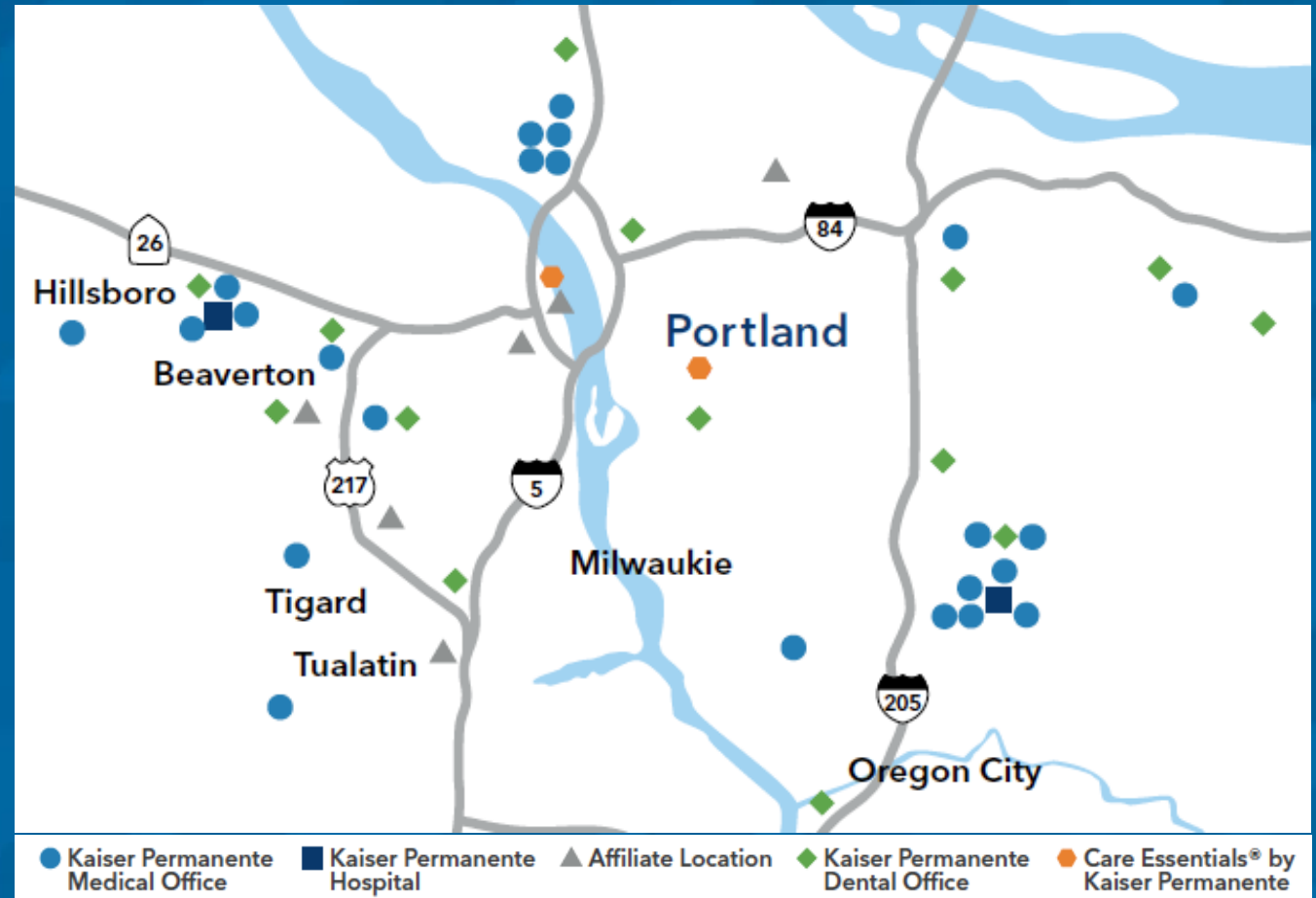
CLOSE WHEN YOU NEED US

Kaiser Permanente locations

- 19 medical offices
- 13 dental offices
- 2 Kaiser Permanente hospitals
- 2 Care Essentials clinics

Access to affiliate providers including:

- OHSU Doernbecher Children's Hospital
- The Portland Clinic
- Orchid Health - Wade Creek Clinic
- Canby HealthCare Clinic



MORE HEALTH. LESS HASSLE.



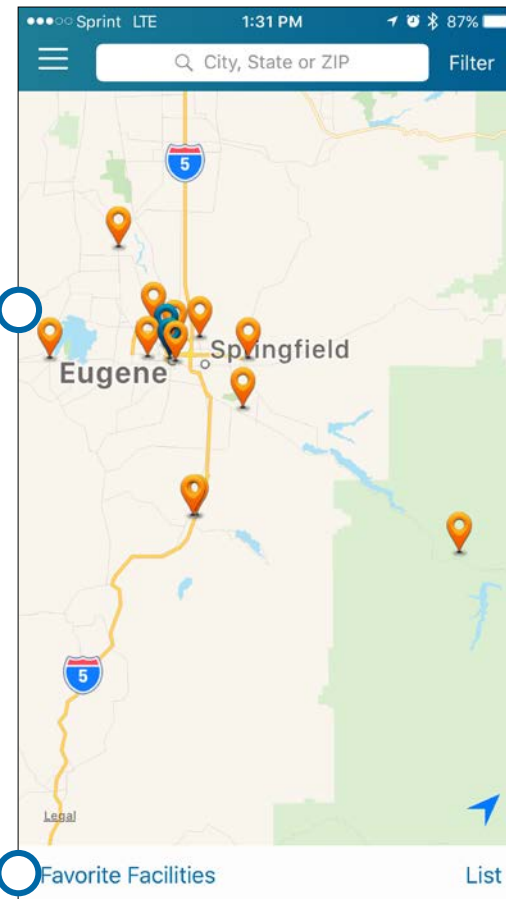
MORE HEALTH. LESS HASSLE.



Find a facility near you
and get directions en route.



Save or share facility info
with the tap of a finger.



Access your ID card
for yourself or your
family members.



A better experience from the start

We guide you through each step of joining Kaiser Permanente, so you can start getting the care you need from day one.



Personalized onboarding

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



3 easy steps to a healthy change

- Choose your new doctor
- Transition your care and prescriptions
- Get care on your schedule





MEDICAL + DENTAL

INTEGRATED CARE FOR A HEALTHIER, HAPPIER YOU

FIRST CLASS SERVICE

Experience a new way to take care of your total health.

- ✓ One ID card and one electronic record that capture your total health
- ✓ Enhanced collaboration between your medical and dental care teams
- ✓ Seamless integration with Kaiser Permanente pharmacies
- ✓ Save a trip by taking care of minor medical needs, like flu shots or vaccinations, during your dental appointments.*

Dental Visit Comfort Menu

- Pillow
- Earplugs
- Headphones/earbuds
- Squeeze ball
- Blanket
- Lip moisturizer
- Moist towelette
- Mouth prop

*Medical services are not available at all dental locations. You must be enrolled in a Kaiser Permanente medical plan to receive medical care.





WHAT DO YOU GET

Shared electronic health record

Total health focus

Evidence-based care

Convenience

Service

Quality

VIRTUAL DENTISTRY



Virtual Care reporting (Jan - Sept 2020)

Virtual Visits (Phone Encounters): **32,339**

Unique members: **23,308**

KP.org messages received: **1,526**

Connect to dental care, anytime, anywhere

- 24/7 telephone advice
- Telephone appointments
- Emails through kp.org or the Kaiser Permanente app for nonurgent issues*
- Orthodontic video visits (Retainer and Invisalign Checks)*

Future enhancements: virtual exams and eVisits

*Available for members with both KP medical and dental.

See what our members are saying.

"Love phone appointments. What a great way to maximize my time and worker time."

"The phone visit was perfect. I couldn't miss work."

"Within 3 hours I was able to have a phone appointment with my dentist then emergency visit to diagnose the tooth pain. Amazing during this COVID-19 pandemic."

What's New

- OMADA for Pre-Diabetes (Diabetes Prevention)
- Preventive Care Screening Reminders
- Alternative Care Changes
- Mental Health Resources & Self Care Tools
- Out of Area Dependent Coverage



Bringing Human Connection to Digital Care

Multnomah County



Clinical Eligibility Criteria



- 1 Age
- 2 BMI
- 3 At least one qualifying factor
- Disqualifications

Omada for DPP¹

18+

Overweight

BMI ≥ 25, or ≥ 23 if of Asian descent

- Prediabetes (including A1C 5.7-6.4%)
- Score ≥ 9 on the Omada/[CDC Prediabetes Screening Test](#)

Diabetes

1. Centers for Disease Control and Prevention. Diabetes Prevention Recognition Standards: Standards and Operating Procedures. <https://www.cdc.gov/diabetes/prevention/pdf/dprp-standards.pdf>. Published March 2018. Accessed September 25, 2018.

* In addition to the program-specific disqualifications listed here, individuals are precluded from participating in the program if they meet additional clinical exclusion criteria i.e. conditions which may make it unsafe for participation (full list of exclusion criteria available upon request).

The Clinical Eligibility Criteria may be amended or modified by Omada in its sole discretion as a health care provider in delivering its programs.

THE OMADA JOURNEY

Targeted Outreach & Enrollment

- High-performing assets inspire awareness and action
- Immediately personalized experience

Smart Tools & Technology

- The right combination of connected devices

Supportive Online Peer Groups

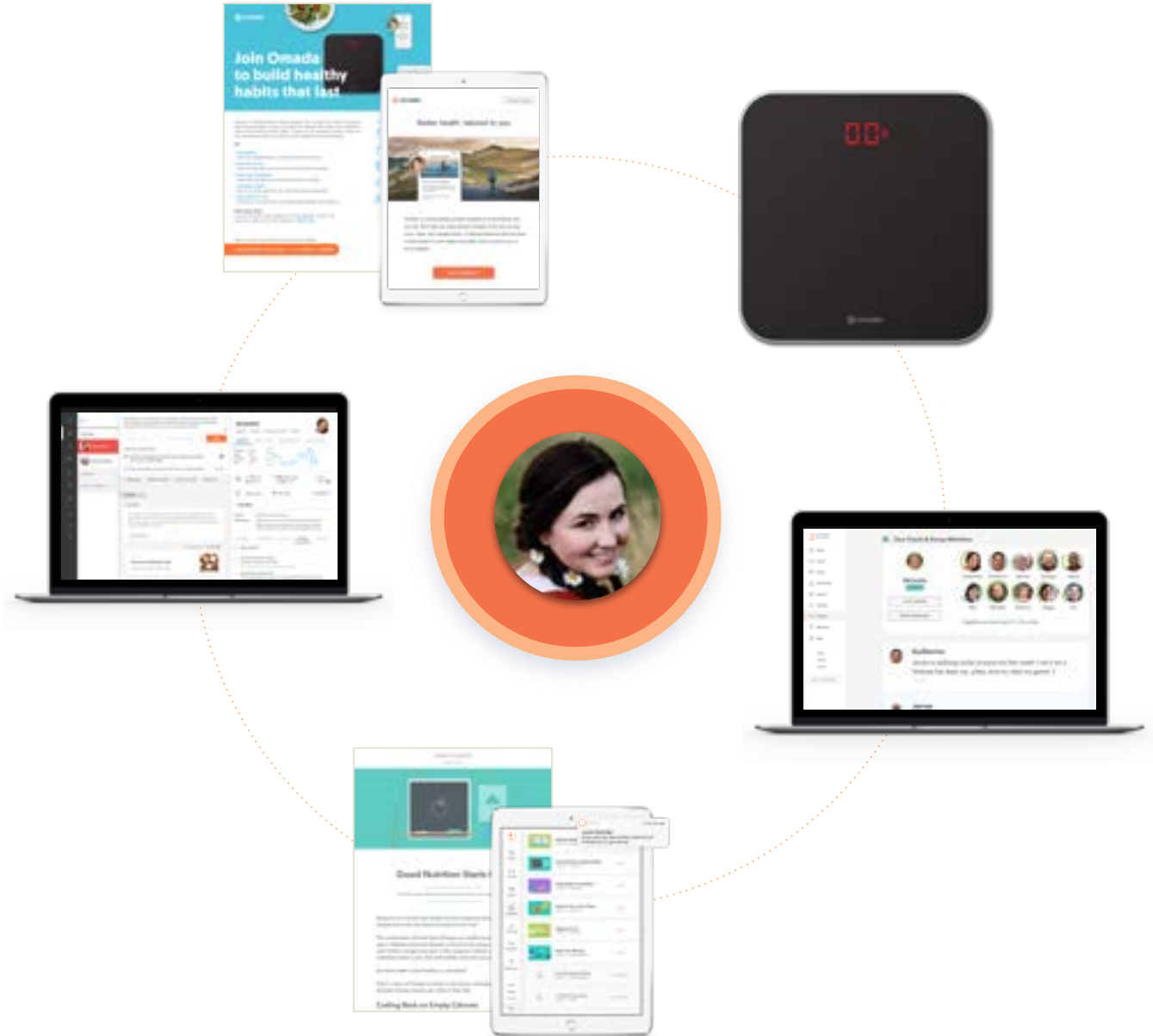
- Real-time encouragement, empathy, and accountability
- Deepen engagement with interest groups

Interactive Lessons

- Core insights around stress, remote monitoring, activity, food, and sleep
- Tailored curriculum to tackle condition challenges

Professional Health Coach

- Dedicated coach for the entirety of each program
- Data empowers coaches to amplify their impact
- Compassionate, highly trained, problem-solving approach



Preventive Care Screening Reminders

Adult Colorectal Screening

- Coverage for adults age 45 to 75 (**New – Previously recommended at age 50**)

Breast Cancer Screening (HRSA - Health Resources and Services Administration)

- Women ages 40 to 74 with average-risk for breast cancer
- Screening mammography at least every 2 years and as frequently as once a year

Breast Cancer Screening (USPSTF – U.S. Preventive Services Task Force)

- Women age 50 to 74
- Screening mammography every 2 years

Cervical Cancer Screening (USPSTF – U.S. Preventive Services Task Force)

- Women age 21 to 65
- Pap smear every 3 years for women 21 to 29.
- Pap smear every 3 years for women 30 to 65, or a high-risk HPV (hrHPV) test every 5 years, or a Pap smear in combination with a hrHPV test every 5 years.

Cervical Cancer Screening: Human Papillomavirus Testing (HRSA - Health Resources and Services Administration)

- Women age 30+
- HPV test with Pap test in women with prior normal Pap results, beginning at age 30 and occurring no more frequently than every 3 years.

Alternative Care – 2022 Changes

Benefit changes meet the new essential health benefits (EHB) requirements in Oregon.

- Naturopathic Care – Included in plans at the primary office visit cost share with no visit limitation. Copays now apply to the annual out of pocket maximum.
- Self-referred Chiropractic care \$15 copay, 20 visit limit – now an essential health benefit.
- Self-referred Acupuncture \$15 copay, 20 visit limit, now an essential health benefit.

To search for providers or to look up a specific provider, first visit the CHP website at www.chpgroup.com and click on the Find A Provider or Search Providers link.



Mental health services — care for the whole you

Your thoughts and feelings can affect your overall well-being. We're committed to helping you achieve and maintain optimal health for your mind, body, and spirit.

- Get support for a wide range of conditions, like anxiety, depression, substance use disorder, and autism spectrum disorders.
- Find care with psychiatrists, psychologists, and more.
- You can make a same-day appointment with a behavioral health consultant.
- Use a wide range of online self-care resources at any time to help you relieve stress, improve sleep, practice mindfulness, and more.

Learn more at kp.org/mentalhealth.



REACH YOUR HEALTH GOALS WITH WELLNESS SUPPORT



Wellness coaching

We've helped thousands of members reach their health goals. After 2 or more phone sessions with a coach:*

- **80%** became more physically active
- **80%** ate healthier
- **79%** reduced their stress
- **65%** quit tobacco
- **64%** achieved or maintained a healthy weight

*Kaiser Permanente internal data.



Member discount programs

We offer special discounts to members on health-related products and services. Discount programs vary by region and can include:

- Acupuncture
- Chiropractic care
- Gym memberships
- Massage therapy

Extras for your total health*

CLASSPASS

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 real-time online and in-person classes from top fitness studios
- **Online video workouts at no cost** — 4,000+ on-demand fitness classes



Calm uses meditation and mindfulness to help lower stress, reduce anxiety, and improve sleep quality. Available at no additional cost to adult members.

- A new 10-minute Daily Calm meditation every day
- Guided meditations for anxiety, stress, gratitude, and more
- Sleep Stories (soothing bedtime tales for grown-ups)



This personalized program has interactive activities to track current emotional states and ongoing life events to improve your awareness and change behaviors.

- Tailored programs for managing depression, stress, anxiety, and more
- Mindfulness and meditation activities
- Tools for setting goals, tracking emotional states, and monitoring progress

*Only available to Kaiser Permanente members with medical coverage. myStrength is a trademark of Livongo Health Inc., a wholly owned subsidiary of Teladoc Health, Inc. 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 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.

Member Discounts - Northwest

CHP Active & Healthy

As a Kaiser Permanente member, you can enjoy no-cost and discounted online tools, classes, programs, and activities that can help keep you happy and healthy.

To explore your options, please visit www.chpactiveandhealthy.com

Choose Healthy

Explore additional discount options and more at ChooseHealthy.

Discounts on alternative care services, products like Fitbit, Vitamix, Dell, and more.

Reduced rates on Gym Memberships

To explore your options, please visit www.kp.org/choosehealthy, sign-in, and select the ChooseHealthy link to register.

Care while traveling

- If you get hurt or sick while traveling, you're covered for emergency and urgent care anywhere in the world.
- Get urgent care at a MinuteClinic (in select CVS and Target stores) or Concentra urgent care center when you're traveling outside a Kaiser Permanente area.
- We can also help you before you leave town by checking to see if you need a vaccination, refilling eligible prescriptions, and more. Just call us or go online:



24/7 Away from Home Travel Line: **951-268-3900***
or [kp.org/travel](https://www.kp.org/travel)

*This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the United States. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.



Dependent Out of Area Benefit

Your dependent children have access to care beyond urgent and emergency care outside the Kaiser Permanente network. Your out-of-area benefit covers routine, continuing, and follow-up care for dependent children residing outside the service area.

Services: With this benefit, you will pay 20% of the charges for the service received.*

This benefit includes the following services:

- ✓ 10 office visits per year, including preventive care, primary care, specialty care, outpatient mental health and chemical dependency services, allergy injections, and outpatient physical therapy.
- ✓ 10 diagnostic X-rays and lab tests per year (covers diagnostic X-rays but excludes CT, MRI, PET, and other specialty scans).
- ✓ 10 prescription drug fills per year

*The cost share is subject to deductible on HSA-qualified high deductible health plans.

*Payments for these services count toward your plan's out-of-pocket maximum.

Dependent Out of Area Benefit

Payment: You have 2 payment options for services you receive using the out-of-area benefit for dependent children:

- ✓ The health care provider can bill Kaiser Permanente directly, and no claim needs to be submitted.
- ✓ You can pay out of pocket and submit a Non-Plan Care Information claim form for reimbursement. This form can be found at kp.org/disclosures.

Eligibility: The following requirements apply:

- ✓ The dependent child must meet eligibility requirements and be under the age limit specified in the Evidence of Coverage.
- ✓ The dependent child must be living outside the service area. Dependent children who reside in another Kaiser Foundation Health Plan service area may use their visiting member benefit.

Questions



THANK YOU

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