Kaiser Permanente - Northwest - PSHB

www.kp.org/postal

Member Services: (800) 813-2000 (TTY: 711)

KAISER PERMANENTE®

2027

A Health Maintenance Organization (High Option, Standard Option, and Prosper)

This Plan's health coverage qualifies as minimum essential coverage and meets the minimum value standard for the benefits it provides. See PSHB Facts, page 10 for details. This Plan is accredited. See How This Plan Works, page 16.

Serving: Portland, Salem, and Eugene, Oregon, Vancouver and Longview, Washington

Enrollment in this Plan is limited. You must live or work in our geographic service area to enroll. See page 16 for requirements.

Only Postal Employees and Annuitants may enroll in this Plan.

Enrollment codes for this Plan:

UZA High Option – Self Only
UZC High Option – Self Plus One
UZB High Option – Self and Family

UZD Standard Option – Self Only
UZF Standard Option – Self Plus One
UZE Standard Option - Self and Family

YRA Prosper - Self Only
YRC Prosper - Self Plus One
YRB Prosper - Self and Family

IMPORTANT
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PSHB

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United States
Office of Personnel Management

Healthcare and Insurance
http://www.opm.gov/insure

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Important Notice

Important Notice for Medicare-eligible Active Employees from Kaiser Foundation Health Plan of the Northwest
About Our Prescription Drug Coverage and Medicare

The Office of Personnel Management (OPM) has determined that the PSHB Kaiser Foundation Health Plan of the Northwest's prescription drug coverage for active employees is, on average, expected to pay out as much as the standard Medicare prescription drug coverage will pay for all plan participants and meets the Centers for Medicare and Medicaid Services (CMS) requirements to be considered Creditable Coverage. This means active employees and their covered family members do not need to enroll in an open market Medicare Part D Plan and pay extra for prescription drug coverage. If you decide to enroll in Medicare Part D later, you will not have to pay a penalty for late enrollment as long as you keep your PSHB coverage as an active employee.

However, if you (as an active employee and your covered Medicare Part D-eligible family members) choose to enroll in open market Medicare Part D Plan, you can keep your PSHB coverage and your PSHB Plan will coordinate benefits with Medicare.

Please be advised

If you lose or drop your PSHB coverage and go 63 days or longer without prescription drug coverage that is at least as good as Medicare's prescription drug coverage, your monthly Medicare Part D premium will go up at least 1% per month for every month that you did not have that coverage. For example, if you go 19 months without Medicare Part D prescription drug coverage, your premium will always be at least 19% higher than what many other people pay. You will have to pay this higher premium as long as you have Medicare prescription drug coverage. In addition, you may have to wait until the next Annual Coordinated Election Period (October 15 through December 7) to enroll in Medicare Part D.

Medicare's Low-Income Benefits

For people with limited income and resources, extra help paying for a Medicare prescription drug plan is available. Information regarding this program is available through the Social Security Administration (SSA) online at www.socialsecurity.gov, or call the SSA at 800-772-1213 TTY 800-325-0778.

Additional Premium for Medicare's High-Income Members
Income-Related Monthly Adjustment Amount (IRMAA)

The Medicare Income-Related Monthly Adjustment Amount (IRMAA) is an amount you may pay in addition to your PSHB premium to enroll in and maintain Medicare prescription drug coverage. **This additional premium is assessed only to those with higher incomes and is adjusted based on the income reported on your IRS tax return**. You do not make any IRMAA payments to your PSHB Plan. Refer to the Part D-IRMAA section of the Medicare website: https ://www. medicare.gov/drug-coverage-part-d/costs-for-medicare-drug-coverage/monthly-premium-for-drug-plans to see if you would be subject to this additional premium.

You can get more information about open market Medicare prescription drug plans and the coverage offered in your area from these places:

- Visit www. medicare.gov for personalized help.
- Call 800-MEDICARE (800-633-4227), (TTY: 877-486-2048).

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Introduction

This brochure describes the benefits of Kaiser Permanente – Northwest under contract (CS-1047 PS) between Kaiser Foundation Health Plan of the Northwest, as a legal entity, and the United States Office of Personnel Management, as authorized by the Federal Employees Health Benefits (FEHB) law, as amended by the Postal Service Reform Act, which created the Postal Service Health Benefits (PSHB) Program. Customer service may be reached at 800-813-2000; TTY: 711; or through our website **kp.org**. If you are deaf, hearing impaired or speech impaired, you can contact our Customer Service at 800-813-2000. If you need ASL providers see our website at www. kp.org. The address for Kaiser Foundation Health Plan of the Northwest's administrative offices is:

Kaiser Foundation Health Plan of the Northwest
500 NE Multnomah Street, Suite 100
Portland, Oregon 97232-2099

This brochure is the official statement of benefits. No verbal statement can modify or otherwise affect the benefits, limitations, and exclusions of this brochure. It is your responsibility to be informed about your health benefits.

If you are enrolled in this Plan, you are entitled to the benefits described in this brochure. If you are enrolled in Self Plus One or Self and Family coverage, each eligible family member is also entitled to these benefits. Family coverage, each eligible family member is also entitled to these benefits. If you are a Postal Service annuitant and you are eligible for Medicare Part D, or a covered Medicare Part D-eligible family member of a Postal Service annuitant, your prescription drug benefits are provided under our Medicare Part D Prescription Drug Plan (PDP) Employer Group Waiver Plan (EGWP) or our Medicare Advantage Prescription Drug (MAPD) EGWP if you choose to enroll in our Senior Advantage Plan for Postal Service Members. You do not have a right to benefits that were available before January 1, 2027, under the FEHB Program unless those benefits are also shown in this brochure.

OPM negotiates benefits and rates for each Plan annually. Benefits are effective January 1, 2027, and changes are summarized in Section 2. Rates are shown at the end of this brochure.

Plain Language

All (PSHB) brochures are written in plain language to make them easy to understand. Here are some examples:

- Except for necessary technical terms, we use common words. For instance, "you" means the enrollee and each covered family member, "we" means Kaiser Foundation Health Plan of the Northwest.
- We limit acronyms to ones you know. OPM is the United States Office of Personnel Management. The FEHB Program is the Federal Employees Health Benefits Program administered by OPM and established under 5 U.S.C. chapter 89. The PSHB Program is the Postal Service Health Benefits Program established within the FEHB Program under 5 U.S.C. section 8903c. PSHB Plan means a health benefits Plan offered under the PSHB Program. PSHB means Postal Service Health Benefits. If we use others, we tell you what they mean.
- Our brochure and other PSHB Plans' brochures have the same format and similar descriptions to help you compare Plans.

Stop Health Care Fraud!

Fraud increases the cost of healthcare for everyone and increases your Postal Service Health Benefits Program premium.

OPM's Office of the Inspector General investigates all allegations of fraud, waste, and abuse in the PSHB Program regardless of the agency that employs you or from which you retired.

Protect Yourself From Fraud – Here are some things that you can do to prevent fraud:

- Do not give your Plan identification (ID) number over the phone or to people you do not know, except for your healthcare providers, authorized health benefits plan, or OPM representative.
- Let only the appropriate medical professionals review your medical record or recommend services.

- Avoid using health care providers who say that an item or service is not usually covered, but they know how to bill us to get it paid.
- Carefully review explanations of benefits (EOBs) statements that you receive from us.
- Periodically review your claim history for accuracy to ensure we have not been billed for services you did not receive.
- Do not ask your doctor to make false entries on certificates, bills, or records in order to get us to pay for an item or service.
- If you suspect that a provider has charged you for services you did not receive, billed you twice for the same service, or misrepresented any information, do the following:
  - Call the provider and ask for an explanation. There may be an error.
  - If the provider does not resolve the matter, call us at 800-813-2000 (TTY: 711) and explain the situation.
  - If we do not resolve the issue:

CALL - THE HEALTHCARE FRAUD HOTLINE
877-499-7295
OR go to www. opm.gov/our-inspector-general/hotline-to-report-fraud-waste-or-abuse/complaint-form/

The online reporting form is the desired method of reporting fraud in order to ensure accuracy, and a quicker response time.

You can also write to:
United States Office of Personnel Management
Office of the Inspector General Fraud Hotline
1900 E Street NW Room 6400
Washington, DC 20415-1100

Do not maintain family members on your policy:

- Your former spouse after a divorce decree or annulment is final (even if a court order stipulates otherwise)
- Your child age 26 or over (unless they are disabled and incapable of self-support prior to age 26)

We may request that an enrollee verify the eligibility of any or all family members listed as covered under the enrollee's PSHB enrollment.

- If you have any questions about the eligibility of a family member, check with your personnel office if you are employed, with your retirement office (such as OPM) if you are retired, or with the National Finance Center if you are enrolled under Temporary Continuation of Coverage (TCC).
- Fraud or intentional misrepresentation of material fact is prohibited under the Plan. You can be prosecuted for fraud and your agency may take action against you. Examples of fraud include falsifying a claim to obtain PSHB benefits, trying to or obtaining service or coverage for yourself or for someone else who is not eligible for coverage, or enrolling in the Plan when you are no longer eligible.
- If your enrollment continues after you are no longer eligible for coverage, (i.e. you have separated from Federal service) and premiums are not paid, you will be responsible for all benefits paid during the period in which premiums were not paid. You may be billed by your provider for services received. You may be prosecuted for fraud for knowingly using health insurance benefits for which you have not paid premiums. It is your responsibility to know when you or a family member is no longer eligible to use your health insurance coverage.

Discrimination is Against the Law

We comply with applicable Federal nondiscrimination laws and do not discriminate on the basis of race, color, national origin, age, disability, religion, sex, pregnancy, or genetic information. We do not exclude people or treat them differently because of race, color, national origin, age, disability, religion, sex, pregnancy, or genetic information.

The health benefits described in this brochure are consistent with applicable laws prohibiting discrimination. All coverage decisions will be based on nondiscriminatory standards and criteria. An individual's protected trait or traits will not be used to deny health benefits for items, supplies, or services that are otherwise covered and determined to be medically necessary.

Preventing Medical Mistakes

Medical mistakes continue to be a significant cause of preventable deaths within the United States. While death is the most tragic outcome, medical mistakes cause other problems such as permanent disabilities, extended hospital stays, longer recoveries, and even additional treatments. Medical mistakes and their consequences also add significantly to the overall cost of healthcare. Hospitals and healthcare providers are being held accountable for the quality of care and reduction in medical mistakes by their accrediting bodies. You can also improve the quality and safety of your own healthcare and that of your family members by learning more about and understanding your risks. Take these simple steps:

1. Ask questions if you have doubts or concerns.

- Ask questions and make sure you understand the answers.
- Choose a doctor with whom you feel comfortable talking.
- Take a relative or friend with you to help you take notes, ask questions and understand answers.

2. Keep and bring a list of all the medications you take.

- Bring the actual medication or give your doctor and pharmacist a list of all the medications and dosages that you take, including non-prescription (over-the-counter) medications and nutritional supplements.
- Tell your doctor and pharmacist about any drug, food, and other allergies you have, such as to latex.
- Ask about any risks or side effects of the medication and what to avoid while taking it. Be sure to write down what your doctor or pharmacist says.
- Make sure your medication is what the doctor ordered. Ask the pharmacist about your medication if it looks different than you expected.
- Read the label and patient package insert when you get your medication, including all warnings and instructions.
- Know how to use your medication. Especially note the times and conditions when your medication should and should not be taken.
- Contact your doctor or pharmacist if you have any questions.
- Understanding both the generic and brand names for all your medication(s) is important. This helps ensure you do not receive double dosing from taking both a generic and a brand of the same medication. It also helps you avoid taking a medication to which you are allergic.

3. Get the results of any test or procedure.

- Ask when and how you will get the results of tests or procedures. Will it be in person, by phone, mail, through the Plan or Provider's portal?
- Don’t assume the results are fine if you do not get them when expected. Contact your healthcare provider and ask for your results.
- Ask what the results mean for your care.

4. Talk to your doctor about which hospital or clinic is best for your health needs.

- Ask your doctor about which hospital or clinic has the best care and results for your condition if you have more than one hospital or clinic to choose from to get the healthcare you need.
- Be sure you understand the instructions you get about follow-up care when you leave the hospital or clinic.

5. Make sure you understand what will happen if you need surgery.

- Make sure you, your doctor, and your surgeon all agree on exactly what will be done during the operation.
- Ask your doctor, “Who will manage my care when I am in the hospital?”
- Ask your surgeon:

- "Exactly what will you be doing?"
- "About how long will it take?"
- "What will happen after surgery?"
- "How can I expect to feel during recovery?"

- Tell the surgeon, anesthesiologist, and nurses about any allergies, bad reactions to anesthesia, and any medications or nutritional supplements you are taking.

Patient Safety Links

For more information on patient safety, please visit:

- www. jointcommission.org/speakup.aspx. The Joint Commission's Speak Up™ patient safety program.
- www. jointcommission.org/topics/patient_safety.aspx. The Joint Commission helps healthcare organizations to improve the quality and safety of the care they deliver.
- www. ahrq.gov/patients-consumers. The Agency for Healthcare Research and Quality makes available a wide-ranging list of topics not only to inform consumers about patient safety but to help choose quality healthcare providers and improve the quality of care you receive.
- https://psnet.ahrq.gov/issue/national-patient-safety-foundation The National Patient Safety Foundation has information on how to ensure safer healthcare for you and your family.
- www. bemedwise.org The National Council on Patient Information and Education is dedicated to improving communication about the safe, appropriate use of medication.
- www. leapfroggroup.org. The Leapfrog Group is active in promoting safe practices in hospital care.
- www. ahqa.org. The American Health Quality Association represents organizations and healthcare professionals working to improve patient safety.

Preventable Healthcare Acquired Conditions ("Never Events")

When you enter a Plan hospital for a covered service, you do not expect to leave with additional injuries, infections, or other serious conditions that occur during the course of your stay. Although some of these complications may not be avoidable, patients do suffer from injuries or illnesses that could have been prevented if doctors or the hospital had taken proper precautions. Errors in medical care that are clearly identifiable, preventable and serious in their consequences for patients, can indicate a significant problem in the safety and credibility of a healthcare facility. These conditions and errors are sometimes called "Never Events" or "Serious Reportable Events." (See Section 10, *Definitions of Terms We Use in This Brochure*).

We have a benefit payment policy that encourages Plan hospitals to reduce the likelihood of hospital-acquired conditions such as certain infections, severe bedsores, and fractures, and to reduce medical errors that should never happen. When such an event occurs, neither you nor your PSHB Plan will incur costs to correct the medical error. If you are charged a cost share for a never event that occurs while you are receiving an inpatient covered service, or for treatment to correct a never event that occurred at a Plan provider, please notify us.

PSHB Facts

Coverage information

No pre-existing condition limitation	We will not refuse to cover the treatment of a condition you had before you enrolled in this Plan solely because you had the condition before you enrolled.
Minimum essential coverage (MEC)	Coverage under this Plan qualifies as minimum essential coverage. Please visit the Internal Revenue Service (IRS) website at: www.irs.gov/uac/Questions-and-Answers-on-the-Individual-Shared-Responsibility-Provision for more information on the individual requirement for MEC.
Minimum value standard	Our health coverage meets the minimum value standard of 60% established by the ACA. This means that we provide benefits to cover at least 60% of the total allowed costs of essential health benefits. The 60% standard is an actuarial value; your specific out-of-pocket costs are determined as explained in this brochure.
Where you can get information about enrolling in the PSHB Program	See https://health-benefits.opm.gov/PSHB/ for enrollment information as well as: • Information on the PSHB Program and Plans available to you • A health plan comparison tool Note: Contact the USPS for information on how to enroll in a PSHB Program Plan through the PSHB System. Also, your employing or retirement office can answer your questions, give you other Plans' brochures and other materials you need to make an informed decision about your PSHB coverage. These materials tell you: • When you may change your enrollment • How you can cover your family members • What happens when you transfer to another Federal agency, go on leave without pay, enter military service, or retire • What happens when your enrollment ends • When the next Open Season for enrollment begins We do not determine who is eligible for coverage. You will be responsible for making changes to your enrollment status through the PSHB System. In some cases, your employing or retirement office may need to submit documentation. For information on your premium deductions, you must also contact your employing or retirement office. Once enrolled in your PSHB Program Plan, you should make any enrollment changes in the PSHB System located at https://health-benefits.opm.gov. If you are unable to access your PSHB account online contact your employing office at 877-477-3273 or retirement office at 888-767-6738. If you have questions about your benefit coverage contact us directly.
Enrollment types available for you and your family	Self Only coverage is only for the enrollee. Self Plus One coverage is for the enrollee and one eligible family member. Self and Family coverage is for the enrollee, and one or more eligible family members. Family members include your spouse and your children under age 26, including any foster children authorized for coverage by your employing agency or retirement office. Under certain circumstances, you may also continue coverage for a disabled child 26 years of age or older who is incapable of self-support.

If you have a Self Only enrollment, you may change to a Self Plus One or Self and Family enrollment if you marry, give birth, or add a child to your family. You may change your enrollment 31 days before to 60 days after that event. The Self Plus One or Self and Family enrollment begins on the first day of the pay period in which the child is born or becomes an eligible family member.

You enroll in a PSHB Program Plan and make enrollment changes in the PSHB System located at https://health-benefits.opm.gov/PSHB/. If you are unable to access your PSHB account online contact your employing office at 877-477-3273 or retirement office at 888-767-6738. When you change to Self Plus One or Self and Family because you marry, the change is effective on the first day of the pay period that begins after your employing office receives your enrollment request. Benefits will not be available to your spouse until you are married. We may request that an enrollee verify the eligibility of any or all family members listed as covered under the enrollee's PSHB enrollment.

Use the PSHB System if you want to change from Self Only to Self Plus One or Self and Family, and to add or remove a family member.

Your employing or retirement office will **not** notify you when a family member is no longer eligible to receive benefits. Please report changes in family member status, including your marriage, divorce, annulment, or when your child reaches age 26 through the PSHB System. We will send written notice to you 60 days before we proactively disenroll your child on midnight of their 26th birthday unless your child is eligible for continued coverage because they are incapable of self-support due to a physical or mental disability that began before age 26.

If you or one of your family members is enrolled in one PSHB Plan, you or they cannot be enrolled in or covered as a family member by another enrollee in another PSHB or FEHB Plan.

If you have a qualifying life event (QLE) - such as marriage, divorce, or the birth of a child - outside of the Federal Benefits Open Season, you may be eligible to enroll in the PSHB Program, change your enrollment, or cancel coverage using the PSHB System. For a complete list of QLEs, visit the PSHB website at www.opm.gov/healthcare-insurance/life-events. If you need assistance, please contact your employing agency, personnel/payroll office, or retirement office.

Family Member Coverage

Family members covered under your Self and Family enrollment are your spouse (including your spouse by a valid common-law marriage from a state that recognizes common-law marriages) and children as described in the chart below. A Self Plus One enrollment covers you and your spouse, or one other eligible family member, as described below.

Natural children, adopted children, and stepchildren
Coverage: Natural children, adopted children, and stepchildren are covered until their 26th birthday.

Foster children
Coverage: Foster children are eligible for coverage until their 26th birthday if you provide documentation of your regular and substantial support of the child and sign a certification stating that your foster child meets all the requirements. Contact your human resources office or retirement system for additional information.

Children incapable of self-support
Coverage: Children who are incapable of self-support because of a mental or physical disability that began before age 26 are eligible to continue coverage. Contact your human resources office or retirement system for additional information.

Married children
Coverage: Married children (but NOT their spouse or their own children) are covered until their 26th birthday.

Children with or eligible for employer-provided health insurance
Coverage: Children who are eligible for or have their own employer-provided health insurance are covered until their 26th birthday.

Newborns of covered children are insured only for routine nursery care during the covered portion of the mother's maternity stay.

You can find additional information at www.opm.gov/healthcare-insurance.

Children's Equity Act

OPM implements the Federal Employees Health Benefits Children's Equity Act of 2000. This law mandates that you be enrolled for Self Plus One or Self and Family coverage in the PSHB Program if you are an employee subject to a court or administrative order requiring you to provide health benefits for your child(ren).

If this law applies to you, you must enroll in Self Plus One or Self and Family coverage in a health plan that provides full benefits in the area where your children live or provide documentation to your employing office that you have obtained other health benefits coverage for your children. If you do not do so, your employing office will enroll you involuntarily as follows:

- If you have no PSHB coverage, your employing office will enroll you for Self Plus One or Self and Family coverage, as appropriate, in the lowest-cost nationwide plan option as determined by OPM
- If you have a Self Only enrollment in a fee-for-service Plan or in an HMO that serves the area where your children live, your employing office will change your enrollment to Self Plus One or Self and Family, as appropriate, in the same option of the same Plan; or
- If you are enrolled in an HMO that does not serve the area where the children live, your employing office will change your enrollment to Self Plus One or Self and Family, as appropriate, in the lowest-cost nationwide Plan option as determined by OPM

As long as the court/administrative order is in effect, and you have at least one child identified in the order who is still eligible under the PSHB Program, you cannot cancel your enrollment, change to Self Only, or change to a Plan that does not serve the area in which your children live, unless you provide documentation that you have other coverage for the children.

If the court/administrative order is still in effect when you retire, and you have at least one child still eligible for PSHB coverage, you must continue your PSHB coverage into retirement (if eligible) and cannot cancel your coverage, change to Self Only, or change to a Plan that does not serve the area in which your children live as long as the court/administrative order is in effect. Similarly, you cannot change to Self Plus One if the court/administrative order identifies more than one child. Contact your employing office for further information.

For annuitants who are required to be enrolled in Medicare Part B as a condition to continue PSHB coverage in retirement: If you enroll in Medicare Part B and continue PSHB coverage in retirement, the child equity law applies to you and you cannot cancel your coverage, change to Self Only, or change to a Plan that does not serve the area in which your child(ren) live as long as the court/administrative order is in effect. You cannot be compelled to enroll or remain enrolled in Medicare Part B to maintain your PSHB enrollment as a condition to satisfy a court/administrative order. However, if you do not enroll (or remain enrolled) in Medicare Part B as required to continue your PSHB coverage in retirement (notwithstanding an existing court/administrative order), you will not be able to continue your PSHB coverage in retirement.

Medicare Prescription Drug Plan (PDP) Employer Group Waiver Plan (EGWP)

Our PDP EGWP is only available to Postal Service annuitants who are Medicare Part D-eligible, enrolled in this plan and their covered Medicare Part D-eligible family members. Our PDP EGWP is not an open market Medicare Part D Plan. If you are an active Postal Service employee, or covered family member, and become eligible to enroll in Medicare Part D, you are not eligible to enroll in our PDP EGWP. Please, contact CMS for assistance at www.Medicare.gov or call (800)-MEDICARE, (800) 633-4227, TTY (877) 486-2048 or call Member Services at 800-813-2000.

When benefits and premiums start

The benefits in this brochure are effective January 1. If you joined this Plan during Open Season, your coverage and premiums begin on January 1. If you joined at any other time during the year, your employing or retirement office will tell you the effective date of coverage.

If your enrollment continues after you are no longer eligible for coverage (i.e. you have separated from Postal service) and premiums are not paid, you will be responsible for all benefits paid during the period in which premiums were not paid. You may be billed for services received directly from your provider. You may be prosecuted for fraud for knowingly using health insurance benefits for which you have not paid premiums. It is your responsibility to know when you or a family member are no longer eligible to use your health insurance coverage.

When you retire

When you retire, you can usually stay in the PSHB Program. Generally, you must have been enrolled in the FEHB and/or PSHB Program for the last five years of your Postal service. If you do not meet this requirement, you may be eligible for other forms of coverage, such as Temporary Continuation of Coverage (TCC).

When you lose benefits

When PSHB coverage ends

You will receive an additional 31 days of coverage, for no additional premium, when:

- Your enrollment ends, unless you cancel your enrollment; or
- You are a family member no longer eligible for coverage.

Any person covered under the 31-day extension of coverage who is confined in a hospital or other institution for care or treatment on the 31st day of the temporary extension is entitled to continuation of the benefits of the Plan during the continuance of the confinement but not beyond the 60th day after the end of the 31-day temporary extension.

If you are eligible for coverage under spouse equity, you are only eligible to enroll in the FEHB Program. If you are not eligible for coverage under spouse equity and you are otherwise eligible for Temporary Continuation of Coverage (TCC), then you could enroll in TCC under the PSHB Program.

Upon divorce

If you are an enrollee and your divorce or annulment is final, your ex-spouse cannot remain covered as a family member under your Self Plus One or Self and Family enrollment. You **must** enter the date of the divorce or annulment and remove your ex-spouse in the PSHB system. We may ask for a copy of the divorce decree as proof. If you need to change your enrollment type, you must use the PSHB System. A change will not automatically be made.

If you were married to an enrollee and your divorce or annulment is final, you may not remain covered as a family member under your former spouse's enrollment. This is the case even when the court has ordered your former spouse to provide health coverage for you. However, you may be eligible for your own coverage under the spouse equity law or Temporary Continuation of Coverage (TCC). Former spouses eligible for coverage under the spouse equity law are not eligible to enroll in the PSHB Program. However, former spouses eligible for coverage under the spouse equity law may enroll in the FEHB Program. (Former Spouses seeking but not yet adjudicated as eligible for Spouse Equity may be entitled to TCC under a PSHB Plan in the interim).

Former spouses not meeting the spouse equity requirements may be eligible for TCC under the PSHB Program provided you otherwise meet the eligibility requirements for TCC. If you are recently divorced or are anticipating a divorce, contact your ex-spouse's employing or retirement office to get information about your coverage choices. You can also visit OPM's website at https://www.opm.gov/healthcare-insurance/life-events/memy-family/im-separated-or-im-getting-divorced/#url=Health. We may request that you verify the eligibility of any or all family members listed as covered under the enrollee's PSHB enrollment.

Medicare PDP EGWP

When a Postal Service annuitant who is Medicare Part D-eligible or their covered Medicare-eligible family member opts out of or disenrolls from our PDP EGWP, they will not have our prescription drug coverage under this Plan. If you do not maintain creditable coverage, re-enrollment in our PDP EGWP may be subject to a late enrollment penalty. Contact us for additional information at 800-813-2000.

Temporary Continuation of Coverage (TCC)

If you leave Federal service, or if you lose coverage because you no longer qualify as a family member, you may be eligible for Temporary Continuation of Coverage (TCC). For example, you can receive TCC if you are not able to continue your PSHB enrollment after you retire, if you lose your Federal job, or if you are a covered child and you turn 26.

You may not elect TCC if you are fired from your Federal job due to gross misconduct.

Enrolling in TCC. Get the RI 79-27, which describes TCC, from your employing or retirement office.

Alternatively, you can buy coverage through the Health Insurance Marketplace where, depending on your income, you could be eligible for tax credit that lowers your monthly premiums. Visit www.HealthCare.gov to compare plans and see what your premium, deductible, and out-of-pocket costs would be before you make a decision to enroll. Finally, if you qualify for coverage under another group health plan (such as your spouse's plan), you may be able to enroll in that plan, as long as you apply within 30 days of losing PSHB Program coverage.

Converting to individual coverage

You may convert to a non-PSHB individual policy if:

- Your coverage under TCC or the spouse equity law ends (If you canceled your coverage or did not pay your premium, you cannot convert);
- You decided not to receive coverage under TCC or the spouse equity law; or
- You are not eligible for coverage under TCC or the spouse equity law.

If you leave Federal service, your employing office will notify you of your right to convert. You must contact us in writing within 31 days after you receive this notice. However, if you are a family member who is losing coverage, the employing or retirement office will not notify you. You must contact us in writing within 31 days after you are no longer eligible for coverage.

Your benefits and rates will differ from those under the PSHB Program; however, you will not have to answer questions about your health, a waiting period will not be imposed, and your coverage will not be limited due to pre-existing conditions. When you contact us we will assist you in obtaining information about health benefits coverage inside or outside the Affordable Care Act's Health Insurance Marketplace in your state. For assistance in finding coverage, please contact us at 800-813-2000 or visit our website at www.kp.org/postal.

Health Insurance Marketplace

If you would like to purchase health insurance through the ACA's Health Insurance Marketplace, please visit www.HealthCare.gov. This is a website provided by the U.S. Department of Health and Human Services that provides up-to-date information on the Marketplace.

Section 1. How This Plan Works

This Plan is a health maintenance organization (HMO). OPM requires that PSHB Plans be accredited to validate that plan operations and/or care management meet nationally recognized standards. Kaiser Foundation Health Plan of the Northwest holds the following accreditations: National Committee for Quality Assurance (NCQA). To learn more about this Plan's accreditation, please visit the following website: www. ncqa.org. We require you to see specific physicians, hospitals, and other providers that contract with us. These Plan providers coordinate your healthcare services. We are solely responsible for the selection of these providers in your area. Contact us for a copy of our most recent provider directory. We give you a choice of enrollment in a High Option, Standard Option, or Prosper.

HMOs emphasize preventive care such as routine office visits, physical exams, well-child and well-baby care, and immunizations, in addition to treatment for illness and injury. Our providers follow generally accepted medical practice when prescribing any course of treatment.

When you receive services from Plan providers, you will not have to submit claim forms or pay bills. You pay only the copayments, coinsurance, and deductibles described in this brochure. When you receive emergency services or the dependent out-of-area benefit from non-Plan providers, you may have to submit claim forms.

You should join an HMO because you prefer the Plan's benefits, not because a particular provider is available. You cannot change Plans because a provider leaves our Plan. We cannot guarantee that any one physician, hospital, or other provider will be available and/or remain under contract with us.

General features of our High and Standard Options

How we pay providers

We contract with individual physicians, medical groups, and hospitals to provide the benefits in this brochure. These Plan providers accept a negotiated payment from us, and you will only be responsible for your cost-sharing (copayments, coinsurance, deductible, and non-covered services and supplies).

The Northwest Permanente Medical Group provides patient care services through a group capitation arrangement with Kaiser Foundation Health Plan of the Northwest - PSHB. Northwest Permanente physicians provide approximately 98 percent of primary care services and more than 80 percent of specialty services to members. The Medical Group receives a lump sum incentive payment within a narrow range at the end of the year based on financial performance of the Health Plan and the Medical Group against budget. Compensation for physicians is designed to be competitive in order to recruit and retain quality physicians. Physicians in the Medical Group do not receive financial incentives linked to individual utilization patterns. Instead, approximately ninety percent or more of compensation received by individual physicians is salary; and the remaining amount of variable compensation is based on clinical quality, patient satisfaction, and financial performance of the Medical Group and the Health Plan.

Your rights and responsibilities

OPM requires that all PSHB Plans provide certain information to their PSHB members. You may get information about us, our networks, providers, and our facilities. OPM's PSHB website (www. opm.gov/healthcare-insurance) lists the specific types of information that we must make available to you. Some of the required information is listed below.

- We are a health plan maintenance organization that has provided healthcare services in Northwest Oregon and Southwest Washington since 1945.
- This medical benefit plan is provided by Kaiser Foundation Health Plan of the Northwest - PSHB. Medical and hospital services are provided through our integrated healthcare delivery organization known as Kaiser Permanente. Kaiser Permanente is composed of Kaiser Foundation Health Plan of the Northwest - PSHB (a nonprofit corporation), Kaiser Foundation Hospitals (a nonprofit corporation), and Northwest Permanente P.C., Physicians and Surgeons (a for-profit professional corporation).

You are also entitled to a wide range of consumer protections and have specific responsibilities as a member of this Plan. You can view the complete list of these rights and responsibilities by visiting our website, at www. kp.org/postal. You can also contact us to request that we mail a copy to you.

If you want more information about us, call 800-813-2000 (TTY: 711) or write to Kaiser Foundation Health Plan of the Northwest, Member Services, 500 NE Multnomah, Suite 100, Portland, OR 97232. You may also visit our website at www. kp.org/postal.

By law, you have the right to access your protected health information (PHI). For more information regarding access to PHI, visit our Kaiser Permanente Northwest PSHB website at www. kp.org/postal to obtain our Notice of Privacy Practices. You can also contact us to request that we mail you a copy of that Notice.

Language interpretation services

Language interpretation services are available to assist non-English speaking members. Please call our Language interpretation services line at 800-324-8010 (TTY: 800-735-2900).

Your medical and claims records are confidential

We will keep your medical and claims records confidential. Please note that we may disclose your medical and claims information (including your prescription drug utilization) to any of your treating physicians or dispensing pharmacies.

Service Area

To enroll in this Plan, you must live or work in our service area. This is where our providers practice. Our service area is:

- Oregon counties: Clackamas, Columbia, Lane, Marion, Multnomah, Polk, Washington, Yamhill
- Oregon ZIP codes:
  - Benton County: 97321, 97330, 97331, 97333, 97339, 97370, 97456
  - Hood River County: 97014, 97031, 97041, 97044
  - Linn County: 97321, 97322, 97335, 97355, 97358, 97360, 97374, 97383, 97389, 97446
- Washington counties: Clark, Cowlitz
- Washington ZIP codes:
  - Wahkiakum County: 98612, 98647
  - Skamania County: 98605, 98610, 98639, 98648, 98651, 98671

Ordinarily, you must receive your care from physicians, hospitals, and other providers who contract with us. However, we are part of the Kaiser Permanente Medical Care Program, and when you are visiting a Kaiser Permanente medical office or affiliated Plan provider outside our service area, you can receive visiting member care from designated providers in the area. See Section 5(h), Wellness and Other Special Features, for more details. We also pay for certain follow-up services or continuing care services while you are traveling outside the service area, as described in Section 5(h); and for emergency care obtained from any non-Plan provider, as described in Section 5(d), Emergency Services/Accidents. We will not pay for any other healthcare services out of our service area unless the services have prior Plan approval.

If you or a covered family member move outside of our service area, you can enroll in another Plan. If your family members live out of the area (for example, if your child goes to college in another state), you should consider enrolling in a fee-for-service Plan or an HMO that has agreements with affiliates in other areas. If your dependent goes to college outside any Kaiser Permanente service area, they may qualify for the Dependent children out-of-area coverage. See Section 5 (h), Wellness and Other Special Features. If you or a family member move, you do not have to wait until Open Season to change Plans. Contact your employing or retirement office.

Section 2. New for 2027

Do not rely only on these change descriptions; this Section is not an official statement of benefits. For that, go to Section 5 Benefits. Also, we edited and clarified language throughout the brochure; any language change not shown here is a clarification that does not change benefits.

Changes to High Option, Standard Option, and Prosper

- **Premium.** Your share of the premium rate may increase or decrease depending on your Plan option and enrollment type. For details, see *2027 Rate Information,* page 140.
- **Doula services**. We added doula services at no cost under the maternity care benefit. See Section 5(a) Maternity Care - Doula, page 44.
- **Non-emergency medical transportation**. We added, at no cost share, coverage for non-emergency medical transportation (NEMT) trips using stretcher/gurney or wheelchair vans. The NEMT rides are unlimited and require prior authorization. See Section 5(c) *Ambulance - non-emergency medical transportation*, page 75.
- **Prosthetic and Orthotic Devices.** We added coverage for Prosthetic and Orthotic Devices, including devices used for running, biking, swimming, and strength training at the current 20% coinsurance for High Option, and 20% after the deductible for Standard Option and Prosper. See Section 5(a) *Prosthetic and Orthotic Devices*, page 56.
- **Cervical Cancer Screening**. We added, without cost sharing, additional follow-up testing to the initial cervical cancer screening at no cost. See Section 5(a) *Preventive care, adult,* page 36.
- **Sex-Trait Modification**. We removed the exception process for coverage of excluded Sex-Trait Modification services for members age 19 and over who are mid-treatment within a surgical and/or hormonal regimen for diagnosed gender dysphoria.
- **Emergency Room**. We increased the cost sharing for outpatient emergency care services in a hospital setting, including emergency care received inside and outside the service area. See Section 5(d) *Emergency/Accidents - Emergency*, page 76.

Changes to High Option and Standard Option

- **Inpatient hospital.** We increased the cost sharing for inpatient hospital stays, including mental health and substance abuse disorder admissions. See Sections 5(c) and 5(e) *Hospital and Ambulatory Services- Inpatient Hospital, pages 72 and 83.*
- **Outpatient Hospital.** We increased the cost sharing for outpatient surgery in an outpatient hospital setting or Ambulatory surgical center, per procedure. See Section 5(c) *Outpatient Hospital*, page 73.

Changes to High Option only

- **Maternity.** We added a maternity care cost share of $350 per delivery, per admission. See Section 5 and 5(c) *Inpatient Hospital -maternity/delivery*, page 31 and page 72.

Changes to Senior Advantage High Option, Standard Option, and Prosper

- **Senior Advantage Prescription Drug Coverage (Part D) Out-of-Pocket (OOP) Maximum.** We increased the Part D prescription drug OOP maximum to $2,400. See your Kaiser Permanente Senior Advantage for Postal Members Evidence of Coverage for more information.
- **PDP EGWP Prescription Drugs Benefit (Part D) Out-of-Pocket (OOP) Maximum**. We increased the Part D prescription drugs out-of-pocket (OOP) maximum from $2,100 to $2,400. See Section 5(f)(a), *PDP EGWP Prescription Drug Benefits*, page 93.
- **Senior Advantage Prescription Drug Dispensing Limit**. We increased the dispensing limit for prescription drugs from a 90-day supply to a 100-day supply for most medications through our retail pharmacies or our mail order pharmacy programs. See your Kaiser Permanente Senior Advantage for Postal Members Evidence of Coverage for more information.
- **PDP EGWP Prescription Drugs Benefit – Prescription Drug Dispensing Limit**. We increased the dispensing limit for prescription drugs from a 90-day supply to a 100-day supply for most medications dispensed through our retail pharmacies or our mail order pharmacy programs. See Section 5(f)(a), *PDP EGWP Prescription Drug Benefits*, page 93.

- **Senior Advantage Non-emergency medical transportation**. We added, at no cost share, coverage for non-emergency medical transportation (NEMT) trips using stretcher/gurney or wheelchair when medically necessary, authorized and ordered by a Plan physician. See your Kaiser Permanente Senior Advantage for Postal Members Evidence of Coverage for more information.
- **Senior Advantage Rewards & Incentives**. We added a Rewards & Incentives program for Senior Advantage members based on the completion of select activities to incentivize and close critical care gaps that support healthcare outcomes. Senior Advantage members are eligible for the following rewards:
  - Completion of a Hemoglobin A1c blood test: $25 once per year
  - Completion of a blood pressure reading: $15 per read, maximum twice per year

Section 3. How You Get Care

Identification cards

We will send you an identification (ID) card when you enroll. You should carry your ID card with you at all times. You must show it whenever you receive services from a Plan provider or fill a prescription at a Plan pharmacy. Providers may request photo identification together with your ID card to verify identity. Until you receive your ID card, use your copy of the PSHB System enrollment confirmation.

If you do not receive your ID card within 30 days after the effective date of your enrollment, or if you need replacement cards, call our Member Services Department at 800-813-2000 (TTY: 711) or write to us at: Membership Administration, Kaiser Permanente, 500 NE Multnomah St., Suite 100, Portland, OR 97232. After registering on our website at www.kp.org/postal, you may also request replacement cards electronically.

Where you get covered care

You get care from "Plan providers" and "Plan facilities". You will only pay cost-sharing as described in Section 4. *Your Cost for Covered Services.*

- **Balance Billing protection**

PSHB Carriers must have clauses in their in-network (participating) provider agreements. These clauses provide that, for a service that is a covered benefit in the plan brochure or for services determined not medically necessary, the in-network provider agrees to hold the covered individual harmless (and may not bill) for the difference between the billed charge and the in-network contracted amount. If an in-network provider bills you for covered services over your normal cost share (deductible, copay, co-insurance) contact your Carrier to enforce the terms of its provider contract.

- **Plan providers**

Plan providers are physicians and other healthcare professionals in our service area that we employ or contract with to provide covered services to our members. We contract with Northwest Permanente, P.C. (Medical Group) and community physicians and physician groups to provide or arrange covered services for our members. Medical care is provided through physicians, nurse practitioners, physician assistants, and other skilled medical personnel. Specialists in most major specialties are available as part of the medical teams for consultation and treatment. Services by Plan providers are covered when acting within the scope of their license or certification under applicable state law. We credential Plan providers according to national standards.

Benefits are provided under this Plan for the services of covered providers, in accordance with Section 2706(a) of the Public Health Service Act. Coverage of practitioners is not determined by your state's designation as a medically underserved area.

We list covered providers in our network provider directory, which we update periodically, and available on our website. Directories are available at the time of enrollment or upon request by calling our Member Services Department at 800-813-2000 (TTY: 711).

Benefits described in this brochure are available to all members meeting medical necessity guidelines regardless of race, color, national origin, age, disability, religion, sex, pregnancy or genetic information.

This Plan provides Care Coordinators for complex conditions and can be reached at 800-813-2000 (TTY: 711) for assistance.

- **Plan facilities**

Plan facilities are hospitals, medical offices, and other facilities in our service area that we own or contract with to provide covered services to our members. Kaiser Permanente offers comprehensive healthcare at Plan facilities conveniently located throughout the Portland and Salem areas in Oregon and the Vancouver and Longview-Kelso areas in Washington.

We list Plan facilities in our Medical Directory, with their locations and phone numbers. Directories are updated on a regular basis and are available at the time of enrollment or upon request by calling our Member Services Department at 800-813-2000 (TTY: 711). The list is also on our website at www.kp.org/postal.

You must receive your health services at Plan facilities, except if you have an emergency, prior authorization, or out-of-area urgent care. If you are visiting another Kaiser Permanente or allied plan service area, you may receive healthcare services at those Kaiser Permanente facilities. See Section 5(h), *Wellness and Other Special Features*, for more details. Under the circumstances specified in this brochure, you may receive follow-up or continuing care while you travel anywhere.

What you must do to get covered care

It depends on the type of care you need. First, you and each covered family member should choose a primary care provider. This decision is important since your primary care provider provides or arranges for most of your healthcare.

To choose or change your primary care provider, you can either select one from our Medical Directory, from our website, www.kp.org/postal, or you can call our Member Services Department at 800-813-2000 (TTY: 711).

- **Primary care**

We encourage you to choose a primary care provider when you enroll. Your primary care provider can be a physician, nurse practitioner, or physician assistant and you may select a primary care provider from any of our available Plan providers who practice in these specialties: internal medicine, family medicine, pediatrics, general practice or obstetrics and gynecology. Your primary care provider will provide most of your healthcare, or give you a referral to see a specialist.

Please notify us of the primary care provider you choose. If you need help choosing a primary care provider, call us. You may change your primary care provider at any time. You are free to see other Plan physicians if your primary care provider is not available, and to receive care at other Kaiser Permanente facilities.

- **Specialty care**

Specialty care is care you receive from providers other than a primary care provider. When your primary care provider believes you may need specialty care, they will request authorization from the Plan to refer you to a specialist for an initial consultation and/or for a certain number of visits. If the Plan approves the referral, you may seek the initial consultation from the specialist to whom you were referred. You must then return to your primary care provider after the consultation, unless your referral authorizes a certain number of additional visits without the need to obtain another referral. The primary care provider must provide or obtain authorization for a specialist to provide all follow-up care. Do not go to the specialist for return visits unless your primary care provider gives you a referral. However, you may see Plan obstetrician/gynecologists, optometrists, mental health and substance abuse providers, chiropractors, occupational health providers, social worker services and receive cancer counseling without a referral.

Here are some other things you should know about specialty care:

- If you need to see a specialist frequently because of a chronic, complex, or serious medical condition, your primary care provider, in consultation with you and your attending specialist, may develop a treatment plan that allows you to see your specialist for a certain number of visits without additional referrals. Your primary care provider will use our criteria when creating your treatment plan (the physician may have to get an authorization or approval beforehand).
- If you are seeing a specialist when you enroll in our Plan, talk to your primary care provider. Your primary care provider will decide what treatment you need. If they decide to refer you to a specialist, ask if you can see your current specialist. If your current specialist does not participate with us, you must receive treatment from a specialist who does. Generally, we will not pay for you to see a specialist who does not participate with our Plan.

- If you are seeing a specialist and your specialist leaves the Plan, call your primary care provider, who will arrange for you to see another specialist. You may be able to receive approved services from your current specialist until we can make arrangements for you to see a Plan specialist.
- You may continue seeing your specialist for up to 90 days if you are undergoing treatment for a chronic or disabling condition and you lose access to your specialist because:
  - we drop out of the PSHB Program and you enroll in another PSHB Plan (or become covered as a family member under a FEHB enrollment); or
  - we terminate our contract with your specialist for other than cause; or
  - we reduce our service area and you enroll in another PSHB Plan;

Contact us at 800-813-2000, or if we drop out of the PSHB Program, contact your new Plan.

If you are in the second or third trimester of pregnancy and you lose access to your specialist based on the above circumstances, you can continue to see your specialist until the end of your postpartum care, even if it is beyond the 90 days.

Note: If you lose access to your specialist because you changed your carrier or plan option enrollment, contact your new Plan.

- **Hospital care**

Your Plan primary care provider or specialist will make necessary hospital arrangements and supervise your care. This includes admission to a skilled nursing or other type of facility.

- **If you are hospitalized when your enrollment begins**

We pay for covered services from the effective date of your enrollment. However, if you are in the hospital when your enrollment in our Plan begins, call our customer service department immediately at 800-813-2000 (TTY: 711). If you are new to the PSHB Program, we will arrange for you to receive care and provide benefits for your covered services while you are in the hospital beginning on the effective date of your coverage.

If you changed from another PSHB Plan to us, your former Plan will pay for the hospital stay until:

- you are discharged, not merely moved to an alternative care center;
- the day your benefits from your former Plan run out; or
- the 92nd day after you become a member of this Plan, whichever happens first.

These provisions apply only to the benefits of the hospitalized person. If your Plan terminates participation in the PSHB Program in whole or in part, or if OPM orders an enrollment change, this continuation of coverage provision does not apply. In such cases, the hospitalized family member's benefits under the new Plan begin on the effective date of enrollment.

Maternity care

You do not need precertification of a maternity admission for a routine delivery. However, if your medical condition requires you to stay more than 48 hours after a vaginal delivery or 96 hours after a cesarean section, then your physician or the hospital must contact us for precertification of additional days. Further, if your baby stays after you are discharged, your physician or the hospital must contact us for precertification of additional days for your baby.

Note: When a newborn requires definitive treatment during or after the mother's hospital stay, the newborn is considered a patient in their own right. If the newborn is eligible for coverage, regular medical or surgical benefits apply rather than maternity benefits.

You need prior Plan approval for certain services

Your primary care provider arranges most referrals to specialists. For certain services your Plan provider must obtain approval from us. Before we approve a referral, we may consider if the service or item is medically necessary and meets other coverage requirements. We call this review and approval process "prior authorization." Once the referral is approved, we will notify you that we have authorized your referral.

Your Plan provider must obtain prior authorization for:

- Alternative treatments
- Ambulance transport (non-emergency)
- Applied Behavior Analysis (ABA)
- Bariatric surgery
- Certain prescription medications as identified on our formulary
- Cosmetic, reconstructive, and plastic surgery
- Drug formulary exceptions
- Durable medical equipment (DME) and orthopedic and prosthetic devices
- Home health services and hospice care
- Inpatient hospital care services, surgery, and procedures
- Open MRI
- Organ/tissue transplants
- Outpatient surgery and procedures
- Physical, occupational, speech, massage, and rehabilitative therapy services
- Routine foot care services
- Services or items from a non-Plan Provider or at non-Plan facilities
- Skilled nursing care
- Temporomandibular joint (TMJ)/TMD treatment services

To confirm if a referral has been approved for a service or item that requires prior authorization, please call our Member Services Department at 800-813-2000 (TTY: 711).

Your Plan provider submits the request for the services above with supporting documentation. You should call your Plan provider's office if you have not been notified of the outcome of the review within 5 working days. If your request is not approved, you have the right to ask us in writing to reconsider our initial decision (see Section 8, *The Disputed Claims Process*).

Prior authorization determinations are made based on the information available at the time the service or item is requested. We will not cover the service or item unless you are a Plan member on the date you receive the service or item.

Additional prior authorization is not required when, during an authorized surgical procedure, an additional or related health care procedure that was not included in the prior authorization request is determined to be medically necessary.

- **Non-urgent care claims**

For non-urgent care claims, we will tell the physician and/or hospital the number of approved inpatient days, or the care that we approve for other services that must have prior authorization. We will make our decision within 15 days of receipt of the pre-service claim. If matters beyond our control require an extension of time, we may take up to an additional 15 days for review and we will notify you of the need for an extension of time before the end of the original 15-day period. Our notice will include the circumstances underlying the request for the extension and the date when a decision is expected.

If we need an extension because we have not received necessary information from you, our notice will describe the specific information required and we will allow you up to 60 days from the receipt of the notice to provide the information.

- **Urgent care claims**

If you have an urgent care claim (i.e., when waiting for the regular time limit for your medical care or treatment could seriously jeopardize your life, health, or ability to regain maximum function, or in the opinion of a physician with knowledge of your medical condition, would subject you to severe pain that cannot be adequately managed without this care or treatment), we will expedite our review and notify you of our decision within 72 hours. If you request that we review your claim as an urgent care claim, we will review the documentation you provide and decide whether or not it is an urgent care claim by applying the judgment of a prudent layperson that possesses an average knowledge of health and medicine.

If you fail to provide sufficient information, we will contact you within 24 hours after we receive the claim to let you know what information we need to complete our review of the claim. You will then have up to 48 hours to provide information. We will make our decision on the claim within 48 hours of (1) the time we received the additional information or (2) the end of the time frame, whichever is earlier.

We may provide our decision orally within these time frames, but we will follow up with written or electronic notification within three days of oral notification.

You may request that your urgent care claim on appeal be reviewed simultaneously by us and OPM. Please let us know that you would like a simultaneous review of your urgent care claim by OPM either in writing at the time you appeal our initial decision, or by calling us at 503-813-4480. You may also call OPM's Postal Service Insurance Operations (PSIO) at (202) 936-0002 between 8 a.m. and 5 p.m. Eastern Time to ask for the simultaneous review. We will cooperate with OPM so they can quickly review your claim on appeal. In addition, if you did not indicate that your claim was a claim for urgent care, call us at 503-813-4480. If it is determined that your claim is an urgent care claim, we will expedite our review (if we have not yet responded to your claim).

- **Concurrent care claims**

A concurrent care claim involves care provided over time or over a number of treatments. We will treat any reduction or termination of our pre-approved course of treatment before the end of the approved period of time or number of treatments as an appealable decision. This does not include reduction or termination due to benefit changes or if your enrollment ends. If we believe a reduction or termination is warranted, we will allow you sufficient time to appeal and obtain a decision from us before the reduction or termination takes effect.

If you request an extension of an ongoing course of treatment at least 24 hours prior to the expiration of the approved time period and this is also an urgent care claim, we will make a decision within 24 hours after we receive the claim.

- **Emergency services/ accidents and post-stabilization care**

Emergency services do not require prior authorization. However, if you are admitted to a non-Plan facility, you or your family member must notify the Plan within 48 hours, or as soon as reasonably possible, or your claims may be denied.

You must obtain prior authorization from us for post-stabilization care you receive from non-Plan providers.

See Section 5(d), *Emergency Services/Accidents* for more information.

- **If your treatment needs to be extended**

If you request an extension of an ongoing course of treatment at least 24 hours prior to the expiration of the approved time period and this is also an urgent care claim, we will make a decision within 24 hours after we receive the claim.

What happens when you do not follow the precertification rules

You must receive your health services at Plan facilities, except if you have an emergency, authorized referral, or out-of-area urgent care. Your primary care provider will provide most of your healthcare, or give you a referral to see a specialist. If you do not obtain a referral from us for services or items that require a referral, we will not pay any amount for those services or items and you may be liable for the full price of those services or items. This also includes any residual amounts, such as deductibles, copayments or coinsurance that are not covered or not paid by any other insurance plan you use to pay for those services or items.

Circumstances beyond our control

Under extraordinary circumstances, such as natural disasters, we may have to delay your services or we may be unable to provide them. In that case, we will make all reasonable efforts to provide you with the necessary care.

If you disagree with our pre-service claim decision

If you have a **pre-service claim** and you do not agree with our prior approval decision, you may request a review in accord with the procedures detailed below. If your claim is in reference to a contraceptive, call our Member Services Department at 800-813-2000 (TTY: 711).

If you have already received the service, supply, or treatment, then you have a **post-service claim** and must follow the entire disputed claims process detailed in Section 8.

- **To reconsider a non-urgent care claim**

Within 6 months of our initial decision, you may ask us in writing to reconsider our initial decision. Follow Step 1 of the disputed claims process detailed in Section 8 of this brochure.

In the case of a pre-service claim and subject to a request for additional information, we have 30 days from the date we receive your written request for reconsideration to do one of the following:

1. Precertify your hospital stay or, if applicable, arrange for the healthcare provider to give you the care or grant your request for prior approval for a service, drug, or supply.
2. Ask you or your provider for more information.

You or your provider must send the information so that we receive it within 60 days of our request. We will then decide within 30 more days.

If we do not receive the information within 60 days, we will decide within 30 days of the date the information was due. We will base our decision on the information we already have. We will write to you with our decision.

3. Write to you and maintain our denial.

- **To reconsider an urgent care claim**

In the case of an appeal of a pre-service urgent care claim, within 6 months of our initial decision, you may ask us in writing to reconsider our initial decision. Follow Step 1 of the disputed claims process detailed in Section 8 of this brochure.

Unless we request additional information, we will notify you of our decision within 72 hours after receipt of your reconsideration request. We will expedite the review process, which allows oral or written request for appeals and the exchange of information by phone, electronic mail, facsimile, or other expeditious methods.

- **To file an appeal with OPM**

After we reconsider your **pre-service claim**. if you do not agree with our decision, you may ask OPM to review it by following Step 3 of the disputed claims process detailed in Section 8 of this brochure.

Note: If you are enrolled in our Medicare PDP EGWP and do not agree with our benefit coverage decision you have the right to appeal. See Section. 8(a) for information about the PDP EGWP appeal process.

Section 4. Your Cost for Covered Services

This is what you will pay out-of-pocket for covered care:

Cost-sharing

Cost-sharing is the general term used to refer to your out-of-pocket costs (e.g., deductible, coinsurance, and copayments) for the covered care you receive.

Copayments

A copayment is a fixed amount of money you pay to the provider, facility, pharmacy, etc., when you receive certain services. The amount of copayment will depend upon whether you are enrolled in the High Option, Standard Option, or Prosper the type of provider, and the service or supply that you receive.

You pay a primary care provider copayment when you visit any primary care provider as described in Section 3, *How You Get Care*, or when you visit an Ob/Gyn for routine care. You pay a specialist copayment when you receive care from a specialist as described in Section 3.

For example, for diagnostic and treatment services as described in Section 5(a):

- Under the High Option, you pay a $20 copayment when you receive diagnostic and treatment services from a primary care provider and a $30 copayment when you receive these services from a specialty care provider.
- Under the Standard Option, you pay a $25 copayment when you receive diagnostic and treatment services from a primary care provider and a $35 copayment when you receive these services from a specialty care provider.
- Under Prosper, you pay a $10 copayment when you receive diagnostic and treatment services from a primary care provider and a $20 copayment when you receive these services from a specialty care provider.

Coinsurance

Coinsurance is the percentage of our allowance that you must pay for certain services you receive. Coinsurance does not begin until you have met your calendar year deductible.

Example: In our Plan, you pay 50% of our allowance for infertility services and 20% of our allowance for most durable medical equipment.

Deductible

A deductible is a fixed expense you must incur for certain covered services and supplies before we start paying benefits for them.

- The High Option has no deductible.
- The calendar year deductible for the Standard Option is $150 per person. Under a Self Plus One or Self and family enrollment, the deductible is considered satisfied and benefits are payable for all family members when the combined covered expenses applied to the calendar year deductible for family members reach $300 under the Standard Option.
- The calendar year deductible for Prosper is $300 per person. Under a Self Plus One or Self and family enrollment, the deductible is considered satisfied and benefits are payable for all family members when the combined covered expenses applied to the calendar year deductible for family members reach $600 under Prosper.

Note: If you change PSHB Plans during Open Season, the effective date of your new PSHB Plan is January 1 of the next year, and a new deductible starts on January 1. If you change plans at another time during the year, you must begin a new deductible under your new Plan.

If you change options in this Plan during the year, we will credit the amount of covered expenses already applied toward the deductible of your old option to the deductible of your new option.

Your catastrophic protection out-of-pocket maximum

After your (deductible, copayments and coinsurance) reaches the out-of-pocket maximum you do not have to pay any more for covered services, with the exception of certain cost sharing for the services below which do not count toward your catastrophic protection out-of-pocket maximum.

Your out-of-pocket maximum for services rendered during the 2027 calendar year is:

High Option

$5,000 per person, up to $10,000 per family enrollment

Standard Option

$6,000 per person, up to $12,000 per family enrollment

Prosper

$7,000 per person, up to $14,000 per family enrollment

For members enrolled in our Plan's associated MA-PD or PDP EGWP, we are required to accumulate all members' actual out-of-pocket costs for Medicare-covered drugs, services and supplies toward the PSHB catastrophic maximum(s), unless specifically excluded as indicated in Section 5(f)(a).

If you are enrolled in our Medicare Prescription Drug Plan (PDP) Employer Group Waiver Plan (EGWP), the prescription true drug out-of-pocket (TrOOP) is $2,400. After this is met, we pay 100% of all eligible covered prescription drug benefits.

Carryover

If you changed to this PSHB Plan during Open Season from a Plan with a catastrophic protection benefit the effective date of the change is January 1 and covered expenses that apply to this Plan's catastrophic protection benefit starts on January 1.

Note: If you change PSHB Plans during Open Season the effective date of your new PSHB Plan is January 1 of the next year, and a new catastrophic protection accumulation starts on January 1. If you change Plans at another time during the year, you must begin a new catastrophic protection accumulation under your new Plan.

Note: If you change options in this Plan during the year, we will credit the amount of covered expenses already accumulated toward the catastrophic out-of-pocket limit of your old option to the catastrophic protection limit of your new option.

When Government facilities bill us

Facilities of the Department of Veterans Affairs, the Department of Defense and the Indian Health Services are entitled to seek reimbursement from us for certain services and supplies they provide to you or a family member. They may not seek more than their governing laws allow. You may be responsible to pay for certain services and charges. Contact the government facility directly for more information.

Important Notice About Surprise Billing – Know Your Rights

The No Surprises Act (NSA) is a federal law that provides you with protections against "surprise billing" and "balance billing" for out-of-network emergency services; out-of-network non-emergency services provided with respect to a visit to a participating health care facility; and out-of-network air ambulance services. We use "Plan providers" and "Plan facilities" to refer to "in-network" services.

A surprise bill is an unexpected bill you receive for:

1. emergency care – when you have little or no say in the facility or provider from whom you receive care, or for
2. non-emergency services furnished by non-Plan providers with respect to patient visits to Plan health care facilities, or for
3. air ambulance services furnished by non-Plan providers of air ambulance services.

Balance billing happens when you receive a bill from the nonparticipating provider, facility, or air ambulance service for the difference between the nonparticipating provider's charge and the amount payable by your health plan.

Your health plan must comply with the NSA protections that hold you harmless from surprise bills.

Section 5. High Option, Standard Option, and Prosper Benefits

See Section 2 for how our benefits changed this year. The Summary of Benefits is a benefits summary of each option. Make sure that you review the benefits that are available under the option in which you are enrolled.

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Section 5. High Option, Standard Option, and Prosper Benefits Overview

This Plan offers a High Option, Standard Option, and Prosper. All benefit packages are described in Section 5. Make sure that you review the benefits that are available under the option in which you are enrolled.

The High Option, Standard Option, and Prosper Section 5 is divided into subsections. Please read *Important things you should keep in mind* at the beginning of the subsections. Also read the general exclusions in Section 6, they apply to the benefits in the following subsections. To obtain claim forms, claims filing advice, or more information about High Option, Standard Option, and Prosper benefits, contact us at 800-813-2000 (TTY: 711) or on our website at www. kp.org/postal.

Since 1945, Kaiser Foundation Health Plan of the Northwest has offered quality integrated medical, dental, vision, and wellness care to the Federal employees. Our delivery system offers convenient and comprehensive care, at many locations all under one roof. See your primary care provider, pediatrician, Ob/Gyn or specialist, fill prescriptions, have mammograms, complete lab work, get X-rays and more at many of our medical centers and medical offices. Our sophisticated health technology gives you the opportunity 24 hours a day, 7 days a week to schedule appointments, send secure messages to your provider's office, refill prescriptions, or research medical conditions. We also offer many services to help you achieve your health goals, including classes, free phone consultations about health living options, online tools and Health Resource Centers. Kaiser Permanente is dedicated to your total health – mind, body and spirit.

High Option

Our PSHB High Option provides the most comprehensive benefits. Highlights of PSHB High Option Benefits include:

- No copayment for adult routine physical exams, well-child office visits, or prenatal office visits
- $20 copayment per primary care visit
- $30 copayment per specialty care visit
- $200 copayment for emergency care as an outpatient at a hospital
- $350 copayment per inpatient hospital admission, and $350 for maternity care
- For up to a 30-day supply, $15 copayment per prescription for generic drugs; $40 copayment per prescription for preferred brand-name drugs; $80 copayment per prescription for non-preferred brand-name drugs, and $150 per prescription or refill for specialty drugs
- No deductible

Standard Option

With the Standard Option your copayments and coinsurance may be higher than for the High Option, but the bi-weekly premium is lower. Highlights of PSHB Standard Option Benefits include:

- No copayment for adult routine physical exams, well-child office visits, or prenatal office visits
- $25 copayment per primary care visit
- $35 copayment per specialty care visit
- $250 copayment after the deductible for emergency care as an outpatient at a hospital
- $400 copayment per inpatient hospital admission after the deductible, except nothing for maternity care (no deductible)
- For up to a 30-day supply, $15 copayment per prescription for generic drugs; $50 copayment per prescription for preferred brand-name drugs; $90 copayment per prescription for non-preferred brand-name drugs, and $200 per prescription or refill for specialty drugs
- Calendar year deductible of $150 per person and $300 per family

Prosper

With Prosper your deductible may be higher than for the Standard Option, but the bi-weekly premium is lower. Highlights of Prosper benefits include:

- No copayment for adult routine physical exams, well-child office visits, or prenatal office visits
- $10 copayment per primary care visit
- $20 copayment per specialty care visit
- $300 copayment after the deductible for emergency care as an outpatient at a hospital
- $500 copayment per inpatient hospital admission after the deductible, except $250 copayment for maternity care after the deductible
- For up to a 30-day supply, $10 copayment per prescription for generic drugs; $50 copayment per prescription for preferred brand-name drugs; 40% coinsurance up to $350 maximum per prescription for non-preferred brand-name drugs; and 40% coinsurance up to $500 maximum per prescription or refill for specialty drugs
- Calendar year deductible of $300 per person and $600 per family

Section 5(a). Medical Services and Supplies Provided by Physicians and Other Healthcare Professionals

Important things you should keep in mind about these benefits:

- Our integrated system and the care teams we have developed provide care in a collaborative model. That model pervades all of the care provided and in many ways our care is, in its entirety, a collaborative care model. These collaborative systems for care delivery are included across care teams such as primary care, chronic conditions management, hospital-based care, post discharge care, healthy living resources, and specialty care including mental health and substance use disorder services. This is facilitated by our integration of care and coverage, our shared electronic health record, and our whole-person approach to care. Our clinicians work together with patients using our shared decision-making model to develop treatment plans. All care is documented in our electronic health record and all clinicians have access to a patient's chart, facilitating a seamless patient experience and better health outcomes.
- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care. Consult with your physician to determine what is appropriate for you. Services may be covered provided that established Plan physician criteria are met.
- The Standard Option calendar year deductible is $150 per person ($300 per family enrollment) and for Prosper the calendar year deductible is $300 per person ($600 per family enrollment). The calendar year deductible applies to some benefits in this Section. We added "after the deductible" when the calendar year deductible applies.
- There is no deductible for the High Option.
- Be sure to read Section 4, *Your Cost for Covered Services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- The coverage and cost-sharing listed below are for services provided by physicians and other health care professionals for your medical care. See Section 5(c) for cost-sharing associated with the facility (i.e., hospital, surgical center, etc.).

Benefit Description	You pay		
Note: The calendar year deductible applies to some benefits in this Section. We say "after the deductible" when the calendar year deductible applies.			
Diagnostic and treatment services	**High Option**	**Standard Option**	**Prosper**
Professional services of physicians and other healthcare professionals • In a physician's office • Office medical consultations • Second surgical opinion • Advance care planning	$20 per primary care office visit (nothing for children through age 17) $30 per specialty care office visit *Note*: You pay 10% of our allowance for drugs administered in connection with your care.	$25 per primary care office visit (nothing for children through age 17) $35 per specialty care office visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$10 per primary care office visit $20 per specialty care office visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
Not covered:	*All charges*	*All charges*	*All charges*

Diagnostic and treatment services - continued on next page

Benefit Description	You pay		
Diagnostic and treatment services (cont.)	**High Option**	**Standard Option**	**Prosper**
• *Drugs administered in a clinical setting, such as androgen blockers, estrogen, progesterone, and testosterone, to align an individual's physical appearance with an identity that differs from his or her sex* • *Drugs administered in a clinical setting for the purposes of delaying the onset or progression of normally timed puberty (including GNRH agonists)*	*All charges*	*All charges*	*All charges*
Professional services of physicians and other healthcare professionals • At home	$20 per primary care visit (nothing for children through age 17) $30 per specialty care visit	$25 per primary care visit (nothing for children through age 17) $35 per specialty care visit	$10 per primary care visit $20 per specialty care visit
Professional services of physicians and other healthcare professionals • During a hospital stay • In a skilled nursing facility	Nothing for inpatient professional services	Nothing for inpatient professional services	Nothing for inpatient professional services
Professional services of physicians and other healthcare professionals • Injections provided in the Nurse Treatment Area	$10 per office visit *Note:* You pay 10% of our allowance for drugs administered in connection with your care.	*$15 per office visit* *Note: You pay 20% of our allowance after the deductible for drugs administered in connection with your care.*	$10 per office visit *Note*: You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
Telehealth services	**High Option**	**Standard Option**	**Prosper**
Professional services of physicians and other healthcare professionals delivered through telehealth, such as: • Interactive video visits • Phone visits • Email Note: Visits may be limited by provider type, location and benefit specific limitations, such as visit limits.	Nothing	Nothing	Nothing

Benefit Description	You pay		
Lab, X-ray and other diagnostic tests	**High Option**	**Standard Option**	**Prosper**
Tests, such as: • Blood test • Urinalysis • Non-routine Pap test • Pathology Note: See Section 5(c) for hospital charges.	$10 per department visit *Note*: You pay 10% of our allowance for drugs administered in connection with your care.	$25 per department visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$20 after the deductible per department visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.

Lab, X-ray and other diagnostic tests - continued on next page

Benefit Description	You pay		
Lab, X-ray and other diagnostic tests (cont.)	**High Option**	**Standard Option**	**Prosper**
• X-ray • Ultrasound • Electrocardiogram and EEG • Nuclear medicine Note: See Section 5(c) for hospital charges.	$15 per department visit *Note*: You pay 10% of our allowance for drugs administered in connection with your care.	$30 per department visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$20 after the deductible per department visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
• Non-routine diagnostic and supplemental breast imaging	Nothing	Nothing	Nothing
• CT/CAT scan • MRI • PET scan Note: See Section 5(c) for hospital charges.	$100 per department visit *Note:* You pay 10% of our allowance for drugs administered in connection with your care.	$150 per department visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$100 after the deductible per department visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
Preventive care, adult	**High Option**	**Standard Option**	**Prosper**
Annual routine physical	Nothing	Nothing	Nothing
The following preventive services are covered at the time interval recommended at each of the links below: • U.S. Preventive Services Task Force (USPSTF) A and B recommended screenings such as cancer, osteoporosis, depression, diabetes, high blood pressure, total blood cholesterol, HIV, and colorectal cancer. For a complete list of screenings, visit the U.S. Preventive Services Task Force (USPSTF) website at https ://www.uspreventiveservicestaskforce.org/uspstf/recommendation-topics/uspstf-a-and-b-recommendations • Individual counseling on prevention and reducing health risks	Nothing	Nothing	Nothing

Preventive care, adult - continued on next page

Benefit Description	You pay		
Preventive care, adult (cont.)	**High Option**	**Standard Option**	**Prosper**
• Preventive care benefits for women such as Pap smears, gonorrhea prophylactic medication to protect newborns, annual counseling for sexually transmitted infections, contraceptive methods, screening for interpersonal, intimate partner, and domestic violence, and well-women visits. Well-women visits also include prepregnancy, prenatal, postpartum, and interpregnancy visits. For a complete list of preventive care benefits for women, please visit the Health and Human Services (HHS) website at www. hrsa.gov/womens-guidelines • Routine use of adult immunizations recommended by the Advisory Committee on Immunization Practices (ACIP) and adopted by the Centers for Disease Control and Prevention (CDC) are covered. A recommendation is considered to be for routine use if it is listed on the Immunization Schedules of the Centers for Disease Control and Prevention. For the current immunization schedule, visithttps ://www.cdc.gov/vaccines/imz-schedules/index.html • Services such as routine prostate specific antigen (PSA) test, anemia and urinary tract infection • We cover other preventive services required by federal healthcare reform legislation (the Affordable Care Act and implementing regulations) and additional services that we include in our preventive services benefit. For a complete list of Kaiser Permanente preventive services visit our website at www. kp.org/prevention • To build your personalized list of preventive services go to www. health.gov/myhealthfinder	Nothing	Nothing	Nothing
• Routine mammogram	Nothing	Nothing	Nothing
• Travel-related injectable immunizations, boosters, and medications	Nothing	Nothing	Nothing
Notes: • You may pay cost-sharing for any procedure, injection, diagnostic service, laboratory or X-ray service that is provided in conjunction with a routine physical exam and not included in the preventive recommended listing of services.	Applies to this benefit	Applies to this benefit	Applies to this benefit

Preventive care, adult - continued on next page

Benefit Description	You pay		
Preventive care, adult (cont.)	**High Option**	**Standard Option**	**Prosper**
• You should consult with your physician to determine what is appropriate for you.	Applies to this benefit	Applies to this benefit	Applies to this benefit
Obesity counseling, screening, and referral for those persons at or above the USPSTF obesity prevention risk factor level, to intensive nutrition and behavioral weight-loss therapy, counseling, or family-centered programs under the USPSTF A and B recommendations are covered as part of prevention and treatment of obesity as follows: • Intensive nutrition and behavioral weight-loss counseling therapy. Kaiser Permanente's unique integrated model of care and coverage enables us to provide whole-person care that meets the unique needs of each individual patient, without coverage limitations or strict eligibility criteria. Our approach to weight management with our patients includes lifestyle modification programs when clinically appropriate. All Kaiser Permanente regions offer lifestyle programs that align with USPSTF recommendations for program duration, including providing the required 26 or more contact hours over 3 to 12 months, to support members in their weight management journey. Additionally, our physicians work with patients to determine the appropriate length of program participation to meet their unique needs. We offer several aspects of an Intensive Behavioral Treatment program to our adolescent and pediatric members, including: medical nutritional therapy by registered dieticians, behavioral therapy by a pediatric psychologist, and supervised physical activity by a pediatric physical therapist. Members are offered individual or group-based training. • Family-centered programs when medically identified to support obesity prevention and management by an in-network provider. Family-centered programs include The Healthy Eating, Active Living (HEAL) program offered by Kaiser Permanente to help children and teens aged 3-17 years old and their families make lasting healthy lifestyle choices to help maintain a healthy weight. HEAL offers 6–12-month programs on healthy lifestyle changes, healthy cooking courses, and recommended physical activity. The HEAL program is available to any patient with a BMI>85%.	Nothing	Nothing	Nothing

Preventive care, adult - continued on next page

Benefit Description	You pay		
Preventive care, adult (cont.)	**High Option**	**Standard Option**	**Prosper**
Kaiser Permanente physicians work with our members using a shared decision-making model to develop individualized treatment plans to address clinical condition(s) and personal goals, and provide access to other weight management experts when needed, including dieticians and behavioral health coaches. Kaiser Permanente also offers healthy weight, nutrition, and exercise programs and resources to instill healthy lifestyle behaviors and promote good health. Program offerings may include: • In-person and virtual classes • Wellness coaching by phone • Healthy lifestyle programs • Fitness programs • Intensive Behavioral Therapy (IBT) for Cardiovascular Risk Factors While we do not have a formal IBT program, we do have the components of Intensive Behavioral Therapy available to our patients; these components are offered within our integrated model and all care team members have access to our electronic medical record to coordinate and oversee care plans. Our programs focus on assessing readiness to change and supporting effective and sustained behavior change. Patients with cardiovascular risk factors (e.g. smoking, elevated blood pressure, high cholesterol, obesity, diabetes, and physical inactivity) receive targeted recommendations from wellness coaches, health educators, and other clinicians as appropriate to identify behavioral and lifestyle modifications for better health outcomes. Additionally, patients diagnosed with cardiovascular conditions and/or other co-morbidities are automatically enrolled in the relevant disease management program within our system and will receive personalized support to manage their condition. Visit kp.org/classes for more information, or see Section 5(h), *Wellness and Other Special Features,* for nutritional and behavioral lifestyle support details. • Visit www. kp.org/postal to review additional information on Kaiser Permanente's requirements for weight loss medications and weight loss programs.	Nothing	Nothing	Nothing

Preventive care, adult - continued on next page

Benefit Description	You pay		
Preventive care, adult (cont.)	**High Option**	**Standard Option**	**Prosper**
Notes: • See Section 5(h) *Wellness and Other Special Features* and *Non-PSHB Benefits Available to Plan Members* for details on our nutritional and physical activity support for members. • When Bariatric or Metabolic surgical treatment or intervention is indicated for severe obesity, see section 5(b). • When anti-obesity medication is prescribed. See Section 5(f) or 5(f)(a), if applicable.	Nothing	Nothing	Nothing
Not covered: • *Physical exams and immunizations required for:* - *Obtaining or continuing employment* - *Insurance or licensing* - *Attending schools, sports or camp, athletic exams* - *Participating in employee programs* - *Court ordered parole or probation*	*All charges*	*All charges*	*All charges*
Preventive care, children	**High Option**	**Standard Option**	**Prosper**
Annual routine physical	Nothing	Nothing	Nothing
• Well-child visits, examinations, and other preventive services as described in the Bright Future Guidelines provided by the American Academy of Pediatrics. For a complete list of the American Academy of Pediatrics Bright Futures Guidelines visit www. brightfutures.aap.org. For preventive immunizations see guidance below. • Routine use of children's immunizations recommended by the Advisory Committee on Immunization Practices (ACIP) schedule and adopted by the Centers for Disease Control and Prevention (CDC) are covered. A recommendation is considered to be for routine use if it is listed on the Immunization Schedules of the Centers for Disease Control and Prevention. For the current immunization schedule, visithttps ://www.cdc.gov/vaccines/imz-schedules/index.html • You may also find a complete list of U.S. Preventive Task Force (USPSTF) A and Be recommendations online at https ://www.uspreventiveservicestaskforce.org/uspstf/recommendation-topics/uspstf-a-and-b-recommendations	Nothing	Nothing	Nothing

Preventive care, children - continued on next page

Benefit Description	You pay		
Preventive care, children (cont.)	**High Option**	**Standard Option**	**Prosper**
• We cover other preventive services required by federal healthcare reform legislation (the Affordable Care Act and implementing regulations) and additional services that we include in our preventive services benefit. For a complete list of Kaiser Permanente preventive services visit our website at www. kp.org/prevention • To build your personalized list of preventive services go to https://health.gov/myhealthfinder	Nothing	Nothing	Nothing
• Travel-related injectable immunizations • Newborn home nurse visit program	Nothing	Nothing	Nothing
Note: You may pay cost-sharing for any procedure, injection, diagnostic service, laboratory or X-ray service that is provided in conjunction with a routine physical exam and not included in the preventive recommended listing of services.	Applies to this benefit	Applies to this benefit	Applies to this benefit
Obesity counseling, screening, and referral for those persons at or above the USPSTF obesity prevention risk factor level, to intensive nutrition and behavioral weight-loss therapy, counseling, or family-centered programs under the USPSTF A and B recommendations are covered as part of prevention and treatment of obesity as follows: • Intensive nutrition and behavioral weight-loss counseling therapy Kaiser Permanente's unique integrated model of care and coverage enables us to provide whole-person care that meets the unique needs of each individual patient, without coverage limitations or strict eligibility criteria. Our approach to weight management with our patients includes lifestyle modification programs when clinically appropriate. All Kaiser Permanente regions offer lifestyle programs that align with USPSTF recommendations for program duration, including providing the required 26 or more contact hours over 3 to 12 months, to support members in their weight management journey. Additionally, our physicians work with patients to determine the appropriate length of program participation to meet their unique needs.	Nothing	Nothing	Nothing

Preventive care, children - continued on next page

Benefit Description	You pay		
Preventive care, children (cont.)	**High Option**	**Standard Option**	**Prosper**
We offer several aspects of an Intensive Behavioral Treatment program to our adolescent and pediatric members, including: medical nutritional therapy by registered dieticians, behavioral therapy by a pediatric psychologist, and supervised physical activity by a pediatric physical therapist. Members are offered individual or group-based training. Our Adolescent Lifestyle Medicine program is recognized as an intensive, longitudinal intervention designed to support sustainable health behavior change in youth. The program spans six months or more, with monthly physician visits that include a 60-minute initial consultation followed by 30-minute follow-ups throughout the course of the program. Our Teen Mindfulness virtual workshop is another valuable offering for members between the ages of 12 and 17 years old. This workshop consists of 6 weekly sessions where members can expect to learn about the mind/body connection, emotions, and thoughts, and build their strengths. This workshop is open to all our interested pediatric members, and there are no specific BMI criteria for participating in the workshops. • Family-centered programs when medically identified to support obesity prevention and management by an in-network provider. Family-centered programs include The Healthy Eating, Active Living (HEAL) program offered by Kaiser Permanente to help children and teens aged 3-17 years old and their families make lasting healthy lifestyle choices to help maintain a healthy weight. HEAL offers 6–12-month programs on healthy lifestyle changes, healthy cooking courses, and recommended physical activity. The HEAL program is available to any patient with a BMI>85%.	Nothing	Nothing	Nothing

Preventive care, children - continued on next page

Benefit Description	You pay		
Preventive care, children (cont.)	**High Option**	**Standard Option**	**Prosper**
Kaiser Permanente physicians work with our members using a shared decision-making model to develop individualized treatment plans to address clinical condition(s) and personal goals, and provide access to other weight management experts when needed, including dieticians and behavioral health coaches. Kaiser Permanente also offers healthy weight, nutrition, and exercise programs and resources to instill healthy lifestyle behaviors and promote good health. Program offerings may include: • In-person and virtual classes • Wellness coaching by phone • Healthy lifestyle programs • Fitness programs • Intensive Behavioral Therapy (IBT) for Cardiovascular Risk Factors While we do not have a formal IBT program, we do have the components of Intensive Behavioral Therapy available to our patients; these components are offered within our integrated model and all care team members have access to our electronic medical record to coordinate and oversee care plans. Our programs focus on assessing readiness to change and supporting effective and sustained behavior change. Patients with cardiovascular risk factors (e.g. smoking, elevated blood pressure, high cholesterol, obesity, diabetes, and physical inactivity) receive targeted recommendations from wellness coaches, health educators, and other clinicians as appropriate to identify behavioral and lifestyle modifications for better health outcomes. Additionally, patients diagnosed with cardiovascular conditions and/or other co-morbidities are automatically enrolled in the relevant disease management program within our system and will receive personalized support to manage their condition. Visit kp.org/classes for more information, or see Section 5(h), *Wellness and Other Special Features,* for nutritional and behavioral lifestyle support details. • Visit www. kp.org/postal to review additional information on Kaiser Permanente's requirements for weight loss medications and weight loss programs.	Nothing	Nothing	Nothing

Preventive care, children - continued on next page

Benefit Description	You pay		
Preventive care, children (cont.)	**High Option**	**Standard Option**	**Prosper**
Notes • See Section 5(h) *Wellness and Other Special Features* and *Non-PSHB Benefits Available to Plan Members* for details on our nutritional and physical activity support for members. • When Bariatric or Metabolic surgical treatment or intervention is indicated for severe obesity, see Section 5(b). • When anti-obesity medication is prescribed. See Section 5(f) or 5(f)(a).	Nothing	Nothing	Nothing
Not *covered:* • *Physical exams and immunizations required for:* - *Obtaining or continuing employment* - *Insurance or licensing* - *Participating in employee programs* - *Attending school or camp* - *Court ordered parole or probation* • *All other hearing testing, except as may be covered in Section 5(a), Diagnostic and treatment services and Section 5(a), Hearing services.*	*All charges*	*All charges*	*All charges*
Maternity care	**High Option**	**Standard Option**	**Prosper**
Complete maternity (obstetrical) care, such as: • Screening for gestational diabetes • Prenatal and postpartum care • Delivery • Screening and counseling for prenatal and postpartum depression • Services and supplies for maternal diabetes management (conception through six weeks postpartum) • Birthing centers • Doula Services Note:	Nothing *Note*: You pay 10% of our allowance for drugs administered in connection with your care.	Nothing *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	Nothing *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.

Maternity care - continued on next page

Benefit Description	You pay		
Maternity care (cont.)	**High Option**	**Standard Option**	**Prosper**
Early intervention is a hallmark of Kaiser Permanente's prenatal care program. Prenatal care screenings can help detect or prevent many adverse health outcomes and identify members with high-risk pregnancies. In Kaiser Permanente's patient-centered model of care, the care plan for patients with high-risk pregnancies is determined based on the patient's unique needs and condition. This may include ultrasounds, fetal monitoring, and/or additional in-person prenatal visits, and supportive touchpoints with nurses or other care coordinators.	Nothing *Note*: You pay 10% of our allowance for drugs administered in connection with your care.	Nothing *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	Nothing *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
• Delivery	Nothing for inpatient professional delivery services	Nothing for inpatient professional delivery services	Nothing for inpatient professional delivery services
• Breastfeeding and lactation support, supplies, and counseling for each birth Note: We cover milk pumps and supplies under Durable Medical Equipment (DME).	Nothing	Nothing	Nothing
Notes: • Routine maternity care is covered after confirmation of pregnancy. • Your Plan provider does not have to obtain prior approval from us for your vaginal delivery. See Section 3, You need prior Plan approval for certain services, for prior approval guidelines. • As part of your coverage, you have access to in-network licensed and/or Certified Nurse Midwives (CNM), Certified Professional Midwives (CPM) and Certified Midwives (CM) within our covered service area, in person and virtual doula coverage, and board-certified lactation specialists during the prenatal and post-partum period. • For doula information and to find services in our service area, visit our website at Doula Services: Pregnancy, Birth & Postpartum | Kaiser Permanente. • You may remain in the hospital up to 48 hours after a vaginal delivery and 96 hours after a cesarean delivery. Your physician will extend your inpatient stay if medically necessary.	Applies to this benefit	Applies to this benefit	Applies to this benefit

Maternity care - continued on next page

Benefit Description	You pay		
Maternity care (cont.)	**High Option**	**Standard Option**	**Prosper**
• We cover routine nursery care of the newborn child during the covered portion of the mother's maternity stay. We will cover other care of an infant who requires non-routine treatment only if we cover the infant under a Self Plus One or Self and Family enrollment. • When a newborn requires definitive treatment during or after the mother's hospital stay, the newborn is considered a patient in their own right. If the newborn is eligible for coverage, regular medical or surgical benefits apply rather than maternity benefits. In addition, circumcision is covered at the same rate as for regular medical or surgical benefits. • We pay hospitalization and surgeon services for non-maternity care the same as for illness and injury. • You pay cost-sharing for other services, including: - Diagnostic and treatment services for illness or injury received during a non-routine maternity care as described in this section. - Lab, X-ray and other diagnostic tests (including ultrasounds), Durable medical equipment as described in this section. - Surgical services (including circumcision of an infant if performed after the mother's discharge from the hospital) as described in Section 5(b). Outpatient hospital or ambulatory surgical center. - Hospitalization (including room and board and delivery) as described in Section 5(c). Inpatient hospital.	Applies to this benefit	Applies to this benefit	Applies to this benefit
Not covered: *The following doula services are excluded:* • *Clinical or medical services (such as taking blood pressure or temperature, fetal heart tone checks, vaginal examination, or postpartum clinical care)* • *Assistance with activities of daily living* • *Alternative or complementary modalities (such as aromatherapy, childbirth education, massage therapy, or placenta encapsulation)* • *Yoga*	*All charges*	All charges	All charges

Maternity care - continued on next page

Benefit Description	You pay		
Maternity care (cont.)	**High Option**	**Standard Option**	**Prosper**
• *Birthing ceremonies* • *Over-the-counter supplies or drugs* • *Home birth* • *Belly binding (traditional or ceremonial)* • *Massage (maternal or infant)* • *Photography* • *Placenta encapsulation* • *Vaginal steams* • *Group classes on baby wearing*	*All charges*	All charges	All charges
Family planning	**High Option**	**Standard Option**	**Prosper**
Contraceptive counseling on an annual basis	Nothing	Nothing	Nothing
A range of voluntary family planning services, without cost sharing, that includes at least one form of contraception in each of the categories in the HRSA-supported guidelines. This list includes: • Pregnancy testing • Voluntary female sterilization • Surgically implanted contraceptives • Injectable contraceptive drugs (such as Depo Provera) • Intrauterine devices (IUDs) • Family planning counseling • Contraceptives counseling Notes: • See Section 5(b), *Surgical and Anesthesia Services* • See additional Family Planning and Prescription drug coverage in Section 5(f) or 5(f)(a), if applicable. • Your Plan offers some type of voluntary female sterilization surgery coverage at no cost to members. The contraceptive benefit includes at least one option in each of the HRSA-supported categories of contraception (as well as the screening, education, counseling, and follow-up care). Any type of voluntary female sterilization surgery that is not already available without cost sharing can be accessed through the contraceptive exceptions process described below.	Nothing	Nothing	Nothing

Family planning - continued on next page

Benefit Description	You pay		
Family planning (cont.)	**High Option**	**Standard Option**	**Prosper**
• Kaiser Permanente physicians prescribe the appropriate level of medically necessary contraceptive medications to PSHB members. To ensure physicians can make appropriate exceptions, they have the authority to prescribe brand-name or non-formulary contraceptive drugs for members without administrative review if their opinion is that a particular drug is medically necessary and would be more beneficial for an individual member. Members pay their regular prescription drug copayment for medically necessary brand-name drugs. Information on contraceptive coverage is available to PSHB members on kp.org/feds and kp.org/health-wellness. • Kaiser Permanente does not have any coverage exceptions for surgical contraception methods. If surgical contraception procedures are performed for the purpose of contraception, they are covered without cost-sharing. As an integrated care delivery system, our providers are contracted with us. They can assess the need for surgical contraception based on ACA requirements and medical necessity. Therefore, we do not have exception forms for our members to complete or a review process to follow. Our coverage is based on required guidelines and clinical necessity. • If you have difficulty accessing contraceptive coverage or other reproductive healthcare, you can contact contraception@opm.gov. For more information about contraception, you can visit the OPM website regarding Contraceptive Coverage at www. opm.gov/healthcare-insurance/healthcare/contraception-coverage/ or email contraception@opm.gov.	Nothing	Nothing	Nothing
Voluntary male sterilization	Nothing	Nothing	Nothing
Not covered: • *Reversal of voluntary surgical sterilization*	*All charges*	*All charges*	*All charges*

Benefit Description	You pay		
Infertility services	**High Option**	**Standard Option**	**Prosper**
Infertility is the inability of an individual to conceive or produce conception during a period of 1 year, if the female is age 35 or younger, or during a period of 6 months if the female is over the age of 35, or having a medical or other demonstrated condition that is recognized by a Plan physician as a cause of infertility. Diagnosis and treatment of infertility, such as: • Artificial Insemination: - Intravaginal insemination (IVI) - Intracervical insemination (ICI) - Intrauterine insemination (IUI) • Semen analysis • Hysterosalpingogram • Hormone evaluation Notes: • A Plan physician will determine the appropriate treatment and number of attempts for infertility treatment. • For coverage of fertility drugs, see Section 5 (f), Prescription Drug Benefits for coverage of fertility drugs.	50% of our allowance	50% of our allowance after the deductible	50% of our allowance after the deductible.
Standard fertility preservation for iatrogenic infertility, such as: • Retrieval of sperm and eggs • Cryopreservation • Storage for preserved specimens for 1 year after a covered preservation procedure even if your enrollment ends Notes: The following services are covered as part of the retrieval of sperm and eggs: • Lab, X-ray, and other diagnostic tests, as described in *Section 5(a)* • Surgical services as described in *Section 5(b)* • Outpatient hospital or ambulatory surgical center as described in *Section 5(c)* • Prescription drugs as described in *Section 5 (f) or 5(f)(a), if applicable*	50% of our allowance	50% of our allowance after the deductible	50% of our allowance after the deductible
Not covered: *These exclusions apply to fertile as well as infertile individuals or couples:*	*All charges*	*All charges*	*All charges*

Infertility services - continued on next page

Benefit Description	You pay		
Infertility services (cont.)	**High Option**	**Standard Option**	**Prosper**
• *Assisted reproductive technology (ART) procedures, including related services and supplies, such as:* - *in vitro fertilization (IVF)* - *embryo transfer, gamete intra-fallopian transfer (GIFT) and zygote intra-fallopian transfer (ZIFT)* • *Any charges associated with donor eggs, donor sperm or donor embryos* • *Any charges associated with cryopreservation, unless listed as covered above for iatrogenic infertility* • *Any charges associated with thawing and storage of frozen sperm, eggs, and embryos, unless listed as covered above for iatrogenic infertility* • *Ovum transplants* • *Infertility services when either member of the family has been voluntarily, surgically sterilized* • *Services to reverse voluntary, surgically induced infertility* • *Services related to surrogate arrangements*	*All charges*	*All charges*	*All charges*
Allergy care	**High Option**	**Standard Option**	**Prosper**
• Testing and treatment	$30 per specialty care office visit *Note*: You pay 10% of our allowance for drugs administered in connection with your care.	$35 per specialty care office visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$20 per specialty care office visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
• Injections	$10 per office visit *Note*: You pay 10% of our allowance for drugs administered in connection with your care.	$15 per office visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$10 per office visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
• Serum	You pay 10% of our allowance for drugs administered in connection with your care.	You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
Not covered:	*All charges*	*All charges*	*All charges*

Allergy care - continued on next page

Benefit Description	You pay		
Allergy care (cont.)	**High Option**	**Standard Option**	**Prosper**
• *Provocative food testing* • *Sublingual allergy desensitization*	*All charges*	*All charges*	*All charges*
Treatment therapies	**High Option**	**Standard Option**	**Prosper**
• Chemotherapy and radiation therapy Note: High dose chemotherapy in association with autologous bone marrow transplants is limited to those transplants listed under Section 5(b), *Organ/Tissue transplants*. • Dialysis - hemodialysis and peritoneal dialysis	$30 per specialty care office visit *Note:* You pay 10% of our allowance for drugs administered in connection with your care.	$35 per specialty care office visit after the deductible *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$20 per specialty care office visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
• Ultraviolet light treatments	$5 per treatment	$5 per treatment	$5 per treatment
• Cardiac rehabilitation following a qualifying event/condition • Respiratory and inhalation therapy	• $30 per specialty care office visit *Note:* You pay 10% of our allowance for drugs administered in connection with your care.	$35 per specialty care office visit after the deductible *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$20 per specialty care office visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
• Intravenous (IV)/Infusion Therapy—Home IV and antibiotic therapy	Nothing at home $20 per primary care office visit (nothing for children through age 17) $30 per specialty care office visit Note: You pay 10% of our allowance for drugs administered in connection with your care.	Nothing at home $25 per primary care office visit (nothing for children through age 17) $35 per specialty care office visit Note: You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	Nothing at home $10 per primary care office visit $20 per specialty care office visit Note: You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
Notes: • Growth hormone is covered under the prescription drug benefit. See Section 5(f) of 5(f)(a), if applicable. • See Section 5(e), *Professional services*, for coverage of Applied Behavior Analysis (ABA).	Applies to this benefit	Applies to this benefit	Applies to this benefit
Not covered: • *Cognitive therapy*	*All charges*	*All charges*	*All charges*

Benefit Description	You pay		
Physical and occupational therapies	**High Option**	**Standard Option**	**Prosper**
• Up to 20 habilitative and up to 20 rehabilitative therapy visits per calendar year for each therapy. No visit limits for habilitative and rehabilitative services for the treatment of mental health conditions. - Physical therapy by qualified physical therapists to attain or restore bodily function when you have a total or partial loss of bodily function due to illness or injury. - Occupational therapy by occupational therapists is limited to services that assist you in attaining or resuming self-care and improved functioning in other activities of daily living when you have a total or partial loss of bodily function due to illness or injury.	$30 per specialty care outpatient visit *Note*: You pay 10% of our allowance for drugs administered in connection with your care.	$35 per specialty care outpatient visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$20 per specialty care outpatient visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
Not covered: • *Long-term therapy* • *Exercise programs* • *Maintenance therapy* • *Cognitive rehabilitation programs* • *Vocational rehabilitation programs* • *Therapies done primarily for educational purposes* • *Services provided by local, state, and federal government agencies, including schools*	*All charges*	*All charges*	*All charges*
Speech therapy	**High Option**	**Standard Option**	**Prosper**
Up to 20 habilitative and up to 20 rehabilitative visits per calendar year. No visit limits for habilitative and rehabilitative speech therapy for the treatment of mental health conditions. Note: See Section 5(c), *Hospital services*, for hospital charges.	$30 per specialty care outpatient office visit *Note*: You pay 10% of our allowance for drugs administered in connection with your care.	$35 per specialty care outpatient office visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$20 per specialty care outpatient office visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
Not covered: • *Therapies done primarily for educational purposes* • *Therapy for tongue thrust in the absence of swallowing problems* • *Training or therapy to improve articulation in the absence of injury, illness, or medical condition affecting articulation* • *Voice therapy for occupation or performing arts*	*All charges*	*All charges*	*All charges*

Speech therapy - continued on next page

Benefit Description	You pay		
Speech therapy (cont.)	**High Option**	**Standard Option**	**Prosper**
• *Services provided by local, state, and federal government agencies including schools*	*All charges*	*All charges*	*All charges*
Hearing services (testing, treatment, and supplies)	**High Option**	**Standard Option**	**Prosper**
For treatment related to illness or injury, including evaluation and diagnostic hearing tests performed by an M.D., D.O., or audiologist or other provider in a physician's office Note: For coverage of hearing screenings, see Section 5(a), *Preventive care, adult and Preventive care, children*, and, for any other hearing testing, see Section 5(a), *Diagnostic and treatment services.*	$20 per primary care office visit (nothing for children through age 17) $30 per specialty care office visit *Note:* You pay 10% of our allowance for drugs administered in connection with your care.	$25 per primary care office visit (nothing for children through age 17) $35 per specialty care office visit *Note:* You pay 20% of our allowance after deductible for drugs administered in connection with your care.	$10 per primary care office visit (nothing for children through age 17) $20 per specialty care office visit *Note:* You pay 20% of our allowance after deductible for drugs administered in connection with your care.
Hearing aids and related services for eligible members through age 25, including testing, fitting, and examinations Notes: • A single hearing aid providing hearing to both ears (binaural hearing aid) is considered two hearing aids for purposes of this benefit. • For coverage of audible prescription reading and speech generating devices, see Section 5 (a), *Durable medical equipment.* • Ear molds and replacement ear molds are covered as medically necessary up to four times per year through ages eight years or younger and once per year ages eight through 25. • Replacement parts and batteries, repair of hearing aids, and replacement of lost or broken hearing aids are covered.	20% of our allowance (Limited to one hearing aid per ear every 36 months)	20% of our allowance (Limited to one hearing aid per ear every 36 months)	20% of our allowance (Limited to one hearing aid per ear every 36 months)
Not covered: • *All other hearing testing, except as may be covered in Section 5(a), Diagnostic and treatment services and Section 5(a), Preventive care, children* • *Hearing aids, including testing and examinations for them, for members age 26 and over* • *Non-prescription hearing aids or hearing aid components*	*All charges*	*All charges*	*All charges*

Benefit Description	You pay		
Vision services (testing, treatment, and supplies)	**High Option**	**Standard Option**	**Prosper**
• Diagnosis and treatment of diseases of the eye	$30 per specialty care office visit *Note:* You pay 10% of our allowance for drugs administered in connection with your care.	$35 per specialty care office visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$20 per specialty care office visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
• Routine eye exam with a Plan optometrist to determine the need for vision correction and provide a prescription for eyeglasses	$20 per primary care office visit *Note:* You pay 10% of our allowance for drugs administered in connection with your care.	$25 per primary care office visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$10 per primary care office visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
For members age 19 and over, eyeglasses (frames and lenses), contact lenses, including medically necessary contact lenses, or industrial safety glasses.	*All charges* in excess of $150 every two calendar years *All charges* in excess of $60 for single vision or $90 for multifocal eyeglasses or contact lenses every 12 months when a significant change in correction occurs.	*All charges* in excess of $150 every two calendar years *All charges* in excess of $60 for single vision or $90 for multifocal eyeglasses or contact lenses every 12 months when a significant change in correction occurs	*All charges*
For members through age 18: • One pair of eyeglasses (frames and lenses, including industrial safety eyeglasses) every calendar year or up to a 12-month supply of disposable contact lenses every calendar year • Medically necessary contact lenses, including the evaluation, fitting and followup, every calendar year • Up to one low vision aid every calendar year Notes: • Coverage for eyeglasses and contact lenses are limited to a specified collection • Medically necessary contact lenses are limited to the following conditions: keratoconus, pathological myopia, aphakia, anisometropia, aniseikonia, aniridia, corneal disorders, post-traumatic disorders or irregular astigmatism.	Nothing	Nothing	Nothing

Vision services (testing, treatment, and supplies) - continued on next page

Benefit Description	You pay		
Vision services (testing, treatment, and supplies) (cont.)	**High Option**	**Standard Option**	**Prosper**
Eyeglasses and contact lens(es) after cataract surgery with intraocular lens implant: • One pair of eyeglasses (regular lenses and designated frames); or • One conventional contact lens or a 6-month supply of disposable contact lenses for each eye on which you had the surgery; or • Contact lenses and/or one pair of designated frames and regular lenses if both must be worn at the same time to provide a significant improvement in visual acuity or binocular vision not obtainable with regular lenses or contact lens(es) alone	Nothing	Nothing	Nothing
Not covered: • *Repair or replacement of eyewear and accessories due to loss or damage* • *Eye surgery solely for the purpose of correcting refractive defects of the eye* • *Non-refractive eyeglasses* • *Non-corrective contact lenses, including fitting and follow-up* • *Vision therapy, including orthoptics, visual training, and eye exercises* • *Low-vision aids for members age 19 and over*	*All charges*	*All charges*	*All charges*
Foot care	**High Option**	**Standard Option**	**Prosper**
Routine foot care when you are under active treatment for a metabolic or peripheral vascular disease, such as diabetes.	$30 per specialty care office visit *Note*: You pay 10% of our allowance for drugs administered in connection with your care.	$35 per specialty care office visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$20 per specialty care office visit Note: You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
Not covered: • *Cutting, trimming or removal of corns, calluses, or the free edge of toenails, and similar routine treatment of conditions of the foot, except as stated above* • *Treatment of weak, strained or flat feet or bunions or spurs; and of any instability, imbalance, or subluxation of the foot (except for surgical treatment)*	*All charges*	*All charges*	*All charges*

Benefit Description	You pay		
Orthopedic and prosthetic devices	**High Option**	**Standard Option**	**Prosper**
External prosthetic and orthotic devices, such as: • Artificial limbs and eyes • Prosthetic sleeve or sock • Externally worn breast prostheses and surgical bras, including necessary replacements following a mastectomy • Corrective orthopedic appliances for non-dental treatment of temporomandibular joint (TMJ) pain dysfunction syndrome. • Maxillofacial prosthetic devices to restore or manage head and facial structures that are defective	20% of our allowance	20% of our allowance after the deductible	20% of our allowance after the deductible
Internal prosthetic devices, such as: • Artificial joints • Pacemakers • Surgically implanted breast implant following mastectomy Note: See Section 5(b), Surgery benefits, for coverage of the surgery to insert the device and Section 5(c), Hospital benefits, for inpatient hospital benefits.	Nothing	Nothing	Nothing
Notes: • Orthopedic and prosthetic equipment or services must be prescribed by a Plan physician; obtained through sources designated by the Plan; consistent with our Plan DME formulary guidelines; and primarily and customarily used to serve a medical or therapeutic purpose in the treatment of an illness or injury. • We cover only standard items that are adequate to meet the member's medical needs, including devices used for physical activities such as running, biking, swimming, and strength training. • We cover the repair, adjustment, and replacement of medically necessary devices. • For coverage of hearing aids, see Section 5 (a), Hearing services.	Applies to this benefit	Applies to this benefit	Applies to this benefit
Not covered: • *Orthopedic and prosthetic devices and corrective shoes, except as listed above* • *Foot orthotics and podiatric use devices such as arch supports, heel pads and heel cups* • *Lumbosacral supports*	*All charges*	*All charges*	*All charges*

Orthopedic and prosthetic devices - continued on next page

Benefit Description	You pay		
Orthopedic and prosthetic devices (cont.)	**High Option**	**Standard Option**	**Prosper**
• *Corsets, trusses, elastic stockings, support hose, and other supportive devices* • *Comfort, convenience, or luxury equipment or features* • *Prosthetic devices, equipment, and supplies related to the treatment of sexual dysfunction* • *Devices used primarily for cosmetic purposes that are not necessary to control or eliminate infection, pain, or restore functions such as speech, swallowing, or chewing* • *Dentures*	*All charges*	*All charges*	*All charges*
Durable medical equipment (DME)	**High Option**	**Standard Option**	**Prosper**
We cover rental or purchase of prescribed durable medical equipment, at our option, including repair and adjustment. Covered items include: • Oxygen and oxygen dispensing equipment • Hospital beds • Wheelchairs • Crutches • Walkers • Speech generating devices • Continuous blood glucose monitors • Insulin pumps • Infant apnea monitors • Commodes • Respirators • Infusion devices • Diabetic foot care appliances • Wigs following chemotherapy or radiation therapy, limited to one synthetic wig per year	20% of our allowance	20% of our allowance after the deductible	20% of our allowance after the deductible
• Blood glucose monitors and associated supplies such as lancets and test strips • Peak flow meters	20% of our allowance	20% of our allowance	20% of our allowance
One breastfeeding pump per delivery, including any equipment and supplies that are required for pump functionality *Note: We cover breastfeeding pumps and supplies under Durable Medical Equipment (DME)*	Nothing for retail-grade pump and breastfeeding supplies 20% of our allowance for hospital-grade pump	Nothing for retail-grade pump and breastfeeding supplies 20% of our allowance for hospital-grade pump	Nothing for retail-grade pump and breastfeeding supplies 20% of our allowance for hospital-grade pump
• Enteral pump and supplies	Nothing	Nothing	Nothing

Durable medical equipment (DME) - continued on next page

Benefit Description	You pay		
Durable medical equipment (DME) (cont.)	**High Option**	**Standard Option**	**Prosper**
• Enteral supplements and formula where medically necessary for the treatment of severe intestinal malabsorption and a physician has issued a written order for the formula and the formula comprises the sole source, or an essential source, of nutrition. • Ultraviolet light therapy equipment	Nothing	Nothing	Nothing
Notes: • We only provide DME in the Plan's service area. • Durable medical equipment is equipment that is prescribed by a Plan physician; obtained through sources designated by the Plan; consistent with our Plan DME formulary guidelines; intended for repeated use; primarily and customarily used to serve a medical or therapeutic purpose in the treatment of an illness or injury; designed for prolonged use; and appropriate for use in the home. • We cover only those standard items that are adequate to meet the medical needs of the member. • DME-related supplies for the treatment of diabetes are covered under your prescription drug benefit. See Section 5(f) or 5(f)(a), if applicable.	Applies to this benefit	Applies to this benefit	Applies to this benefit
Not covered: • *Audible prescription reading devices* • *Comfort, convenience, or luxury equipment or features* • *Non-medical items such as sauna baths or elevators* • *Exercise and hygiene equipment* • *Repairs, adjustments, or replacements due to misuse, theft or loss*	*All charges*	*All charges*	All charges
Home health services	**High Option**	**Standard Option**	**Prosper**
• Home healthcare ordered by a Plan physician and provided by a registered nurse (R.N.), licensed practical nurse (L.P.N.), licensed vocational nurse (L.V.N.), physical or occupational therapists, speech and language pathologists, or home health aide • Services include oxygen therapy, intravenous therapy, and medications	Nothing	Nothing after the deductible	Nothing after the deductible

Home health services - continued on next page

Benefit Description	You pay		
Home health services (cont.)	**High Option**	**Standard Option**	**Prosper**
Notes: • We only provide these services in the Plan's service areas. • The services are covered only if you are homebound and a Plan physician determines that it is feasible to maintain effective supervision of your care in your home.	Nothing	Nothing after the deductible	Nothing after the deductible
Not covered: • *Nursing care requested by, or for the convenience of, the patient or the patient's family* • *Home care primarily for personal assistance that does not include a medical component and is not diagnostic, therapeutic, or rehabilitative* • *Custodial care* • *Private duty nursing* • *Personal care and hygiene items* • *Care that a Plan provider determines may be appropriately provided in a Plan facility, hospital, skilled nursing facility, or other facility we designate and we provide, or offer to provide*	*All charges*	*All charges*	*All charges*
Chiropractic and Alternative Treatments	**High Option**	**Standard Option**	**Prosper**
We cover self-referred acupuncture, chiropractic, and naturopathy services and up to 12 visits for massage therapy, limited to: • Diagnosis and treatment • Plain film X-rays associated with diagnosis and treatment Notes: • You may only self-refer to a participating Heraya Health chiropractor, acupuncturist, naturopathic physician or massage therapist. The participating providers must provide, arrange, or prescribe your care. • Members who self-refer pay a lesser cost share per office visit than those who are referred by a doctor of medicine or licensed or certified acupuncture practitioner. Members are responsible for all charges over $1,000 per calendar year.	$20 per office visit for chiropractic, naturopathic and acupuncture; $25 per visit for massage therapy *All charges* over $1,000 for chiropractic, naturopathic, acupuncture and massage therapy combined per calendar year.	$25 per office visit for chiropractic, naturopathic, acupuncture and massage therapy *All charges* over $1,000 for chiropractic, naturopathic, acupuncture and massage therapy combined per calendar year.	$20 per office visit for chiropractic, naturopathic and acupuncture; $25 per visit for massage therapy *All charges* over $1,000 for chiropractic, naturopathic, acupuncture and massage therapy combined per calendar year.

Chiropractic and Alternative Treatments - continued on next page

Benefit Description	You pay		
Chiropractic and Alternative Treatments (cont.)	**High Option**	**Standard Option**	**Prosper**
• Participating providers are listed in the Heraya Health Participating Provider Directory. For a copy of the most recent directory, go to www. herayahealth.com or call Member Services at 800-813-2000 (TTY: 711), Monday - Friday, 8:00 a.m. - 6:00 p.m. • Documented improvement must be evident after the initial course of treatment.	$20 per office visit for chiropractic, naturopathic and acupuncture; $25 per visit for massage therapy *All charges* over $1,000 for chiropractic, naturopathic, acupuncture and massage therapy combined per calendar year.	$25 per office visit for chiropractic, naturopathic, acupuncture and massage therapy *All charges* over $1,000 for chiropractic, naturopathic, acupuncture and massage therapy combined per calendar year.	$20 per office visit for chiropractic, naturopathic and acupuncture; $25 per visit for massage therapy *All charges* over $1,000 for chiropractic, naturopathic, acupuncture and massage therapy combined per calendar year.
Not covered: • *Hypnotherapy, behavior training, sleep therapy, and weight programs* • *Thermography* • *Any radiological exam other than plain film studies, such as magnetic resonance imaging, CT scans, bone scans, nuclear radiology* • *Treatment for non-neuromusculoskeletal disorders, including adjunctive therapy* • *Chiropractic appliances, except as covered in Section 5(a), Durable medical equipment and Prosthetics and orthotic devices*	*All charges*	*All charges*	*All charges*
Acupuncture - by a doctor of medicine or licensed or certified acupuncture practitioner. Up to 12 visits for acupuncture services per calendar year, limited to: • Diagnosis and treatment of chronic pain • Nausea for pregnancy and associated with chemotherapy Notes: • Alternative treatments require prior authorization. See Section 3, You need prior Plan approval for certain services, for more information. • Participating acupuncturists are listed in the Heraya Health Participating Provider Directory. For a copy of the most recent Heraya Health directory, call Member Services at 800-813-2000 (TTY: 711), Monday - Friday, 8:00 a.m. - 6:00 p.m.	$30 per specialty care office visit *Note*: You pay 10% of our allowance for drugs administered in connection with your care.	$35 per specialty care office visit *Note*: You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$20 per specialty care visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.

Chiropractic and Alternative Treatments - continued on next page

Benefit Description	You pay		
Chiropractic and Alternative Treatments (cont.)	**High Option**	**Standard Option**	**Prosper**
• Short-term acupuncture is covered only as part of an integrated pain management program and only when standard medical therapies have been attempted. • Documented improvement must be evident after the initial course of treatment.	$30 per specialty care office visit *Note*: You pay 10% of our allowance for drugs administered in connection with your care.	$35 per specialty care office visit *Note*: You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$20 per specialty care visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
Not covered: • *All other forms of alternative treatment, such as naturopathic services, hypnotherapy, behavior training, sleep therapy, weight programs, and adjunctive therapy, including moxibustion* • *Thermography* • *Any radiological exam including plain film studies such as magnetic resonance imaging, CT scans, bone scans, nuclear radiology* • *Herbal and nutritional supplements*	*All charges*	*All charges*	*All charges*
Educational classes and programs	**High Option**	**Standard Option**	**Prosper**
Health education classes, including: • Diabetes self-management • Post-coronary • Nutritional counseling	$20 per primary care office visit (nothing for children through age 17) $30 per specialty care office visit	$25 per primary care office visit (nothing for children through age 17) $35 per specialty care office visit	$10 per primary care office visit $20 per specialty care office visit
• Tobacco Cessation programs, including individual/group/telephone counseling, over-the-counter (OTC) and prescription drugs approved by the FDA to treat tobacco dependence.	Nothing	Nothing	Nothing
Notes: • Kaiser Permanente's approach to diabetes prevention is intertwined with our overall care delivery model; our diabetes prevention services meet or exceed the elements of the CDC-recognized Diabetes Prevention Program (DPP), including support for lifestyle changes such as weight loss, healthy diet, increasing physical activity levels, and A1c testing.	Applies to this benefit	Applies to this benefit	Applies to this benefit

Educational classes and programs - continued on next page

Benefit Description	You pay		
Educational classes and programs (cont.)	**High Option**	**Standard Option**	**Prosper**
• Our teams work to ensure that all members with pre-diabetes and other comorbidities that put them at risk for developing diabetes receive high-quality and comprehensive preventative care, regardless of whether or not they meet the CDC's DPP eligibility criteria. Members at risk of developing diabetes receive care through multiple pathways, including in-person and virtual visits with clinicians on their care team, health education classes, and online self-management tools. In addition to the CDC certified DPP, our primary care physicians and health education services offer diabetes prevention support that is available to our members beyond the 1-year limit of the DPP. The flexibility of our diabetes prevention programs and services facilitates continued patient engagement and optimized health outcomes. • Please call our Health Education department at 503-286-6816 (Portland) or 866-301-3866 (outside Portland) for information on classes near you. • See Section 5(f) or 5(f)(a), *Prescription Drug Benefits*, if applicable, for important information about coverage of tobacco cessation and other drugs. • Kaiser Permanente offers a variety of tobacco cessation resources including individual and group visits with wellness coaches, health educators and dieticians to help instill healthy lifestyle behaviors and promote good health. We also prescribe both over-the-counter and prescription medicines to members when indicated. We also provide patients with a comprehensive suite of educational materials via our kp.org website and app.	Applies to this benefit	Applies to this benefit	Applies to this benefit

Section 5(b). Surgical and Anesthesia Services Provided by Physicians and Other Healthcare Professionals

Important things you should keep in mind about these benefits:

- Our integrated system and the care teams we have developed provide care in a collaborative model. That model pervades all of the care provided and in many ways our care is, in its entirety, a collaborative care model. These collaborative systems for care delivery are included across care teams such as primary care, chronic conditions management, hospital-based care, post discharge care, healthy living resources, and specialty care including mental health and substance use disorder services. This is facilitated by our integration of care and coverage, our shared electronic health record, and our whole-person approach to care. Our clinicians work together with patients using our shared decision-making model to develop treatment plans. All care is documented in our electronic health record and all clinicians have access to a patient's chart, facilitating a seamless patient experience and better health outcomes.
- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and we cover them only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care.
- The Standard Option calendar year deductible is $150 per person ($300 per family enrollment) and for Prosper the calendar year deductible is $300 per person ($600 per family enrollment). The calendar year deductible applies to some benefits in this Section. We added "after the deductible" when the calendar year deductible applies.
- There is no deductible for the High Option.
- Be sure to read Section 4, *Your Cost for Covered Services*, for valuable information about how cost -sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- The cost-sharing listed below applies to services billed by a physician or other healthcare professional for your surgical care. See Section 5(a) for cost-sharing you pay for services performed during an office visit and 5(c) for cost-sharing you pay for services in an inpatient hospital, outpatient hospital or ambulatory surgical center facility.
- **YOUR PROVIDER MUST GET PRIOR APPROVAL FOR SOME SURGICAL PROCEDURES.** Please refer to the precertification information shown in Section 3 to be sure which services require precertification and identify which surgeries require precertification.

Benefit Description	You pay		
Note: The calendar year deductible applies to some benefits in this Section. We say "after the deductible" when the calendar year deductible applies.			
Surgical procedures	**High Option**	**Standard Option**	**Prosper**
A comprehensive range of services, such as: • Operative procedures • Treatment of fractures, including casting • Routine pre- and post-operative care by the surgeon • Correction of amblyopia and strabismus • Endoscopy procedures • Biopsy procedures • Removal of tumors and cysts • Correction of congenital anomalies (see *Reconstructive surgery*)	Nothing	Nothing	Nothing

Surgical procedures - continued on next page

Benefit Description	You pay		
Surgical procedures (cont.)	**High Option**	**Standard Option**	**Prosper**
• Insertion of internal prosthetic devices. See Section 5(a), *Orthopedic and prosthetic devices,* for coverage information • Treatment of burns • Other implanted time-release drugs, except for contraceptive drugs and devices • Iatrogenic infertility procedures related to the retrieval of sperm and eggs and embryo transfer Notes: • In addition to the office visit copayment, we charge the prescription drug copayment for the drug or device. • For female surgical family planning procedures see *Family Planning* Section 5(a) • For male surgical family planning procedures see *Family Planning* Section 5(a)	Nothing	Nothing	Nothing
• Insertion of surgically implanted time-release contraceptive drugs and intrauterine devices (IUDs) Note: We cover the cost of these drugs and devices under the prescription drug benefit (see Section 5(f) or 5(f)(a), if applicable.	Nothing	Nothing	Nothing
Surgical treatment of severe obesity (bariatric surgery). Notes: • Visit www. kp.org/postal to get a list of criteria you must meet to qualify for bariatric surgery. • See Section 3, You need prior Plan approval for certain services, for more information. • You will need to obtain an approved referral from your Plan provider to our bariatric surgery program. You must sign and comply with the "Severe Obesity Evaluation and Management Program Contract for Participation." Final approval for surgical treatment will be required from the Northwest Permanente Medical Group's designated physician.	Nothing	Nothing	Nothing
Not covered: • *Reversal of voluntary sterilization* • *Routine treatment of conditions of the foot (see Section 5 (a) Foot care)*	*All charges*	*All charges*	*All charges*

Surgical procedures - continued on next page

Benefit Description	You pay		
Surgical procedures (cont.)	**High Option**	**Standard Option**	**Prosper**
• *Services for the promotion, prevention, or other treatment of hair loss or hair growth* • *Cosmetic surgery, any surgery procedure (or any portion of the procedure) performed primarily to improve physical appearance through change in bodily form*	*All charges*	*All charges*	*All charges*
Reconstructive surgery	**High Option**	**Standard Option**	**Prosper**
• Surgery to correct a functional defect • Surgery to correct a condition caused by injury or illness if: - the condition produced a major effect on the member's appearance; and - the condition can reasonably be expected to be corrected by such surgery • Surgery to correct a condition that existed at or from birth and is a significant deviation from the common form or norm. Examples of congenital anomalies are protruding ear deformities, cleft lip, cleft palate, birthmarks, and webbed fingers and toes Note: We cover orthodontia services as a result of cleft lip and/or cleft palate • All stages of breast reconstruction surgery following a mastectomy, such as: - surgery and reconstruction on the other breast to produce a symmetrical appearance - treatment of any physical complications, such as lymphedemas - breast prostheses and surgical bras and replacements (see Section 5(a)Prosthetic devices) Note: If you need a mastectomy, you may choose to have the procedure performed on an inpatient basis and remain in the hospital up to 48 hours after the procedure.	Nothing	Nothing	Nothing
Not covered: • *Cosmetic surgery—any surgical procedure (or any portion of a procedure) performed primarily to improve physical appearance through change in bodily form, except repair of accidental injury (see Section 5(d) Accidental Injury)* • Surgery for Sex-Trait Modification to treat gender dysphoria	*All charges*	*All charges*	*All charges*

Benefit Description	You pay		
Oral and maxillofacial surgery	**High Option**	**Standard Option**	**Prosper**
Oral surgical procedures, limited to: • Reduction of fractures of the jaws or facial bones • Surgical correction of cleft lip, cleft palate, or severe functional malocclusion • Removal of stones from salivary ducts • Excision of leukoplakia or malignancies • Excision of cysts and incision of abscesses when done as independent procedures • Medical and surgical treatment of temporomandibular joint (TMJ) disorder (non-dental); and • Other surgical procedures that do not involve the teeth or their supporting structures	Nothing	Nothing	Nothing
Not covered: • *Oral implants and transplants* • *Procedures that involve the teeth or their supporting structures (such as the periodontal membrane, gingiva, and alveolar bone)* • *Correction of any malocclusion not listed above* • *Dental services associated with medical treatment such as surgery and radiation treatment, except for services related to accidental injury of teeth (See Section 5(g))*	*All charges*	*All charges*	*All charges*
Organ/tissue transplants	**High Option**	**Standard Option**	**Prosper**
These **solid organ and tissue transplants** are subject to medical necessity and experimental/ investigational review by the Plan. Refer to Section 3, *How You Get Care* for prior authorization procedures. Solid organ and tissue transplants are limited to: • Autologous pancreas islet cell transplant (as an adjunct to total or near total pancreatectomy) only for patients with chronic pancreatitis. • Cornea • Heart • Heart-lung • Intestinal transplants - Isolated small intestine - Small intestine with the liver - Small intestine with multiple organs, such as the liver, stomach, and pancreas	Nothing	Nothing	Nothing

Organ/tissue transplants - continued on next page

Benefit Description	You pay		
Organ/tissue transplants (cont.)	**High Option**	**Standard Option**	**Prosper**
• Kidney • Kidney-pancreas • Liver • Lung: Single/bilateral/lobar • Pancreas	Nothing	Nothing	Nothing
These **tandem blood or marrow stem cell transplants for covered transplants** are subject to medical necessity review by the Plan. Refer to Section 3 for prior authorization procedures. • Autologous tandem transplants for: - AL Amyloidosis - Hematopoietic stem cell transplant (HSCT) - Multiple myeloma (de novo and treated) - Recurrent germ cell tumors (including testicular cancer)	Nothing	Nothing	Nothing
Blood or marrow stem cell transplants The Plan extends coverage for the diagnoses as indicated below. • Allogeneic transplants for: - Acute lymphocytic or non-lymphocytic (i.e., myelogenous [myeloid]) leukemia - Hodgkin's lymphoma (relapsed) - Non-Hodgkin's lymphoma (relapsed) - Advanced neuroblastoma - Chronic lymphocytic leukemia/small lymphocytic lymphoma (CLL/SLL) - Hematopoietic stem cell transplant (HSCT) - Hemoglobinopathies (e.g., thalassemias, Sickle cell disease) - Infantile malignant osteopetrosis - Kostmann's syndrome - Leukocyte adhesion deficiencies - Marrow Failure and Related Disorders (i. e., Fanconi's, Pure Red Cell Aplasia) - Mucolipidosis (e.g., Gaucher's disease, metachromatic leukodystrophy, adrenoleukodystrophy) - Mucopolysaccharidosis (e.g., Hunter's syndrome, Hurler's syndrome, Sanfilippo's syndrome, Maroteaux Lamy syndrome variants)	Nothing	Nothing	Nothing

Organ/tissue transplants - continued on next page

Benefit Description	You pay		
Organ/tissue transplants (cont.)	**High Option**	**Standard Option**	**Prosper**
- Myelodysplasia/Myelodysplastic syndromes - Myeloproliferative disorders - Paroxysmal Nocturnal Hemoglobinuria - Severe combined immunodeficiency - Severe Aplastic Anemia - Sickle cell anemia - X-linked lymphoproliferative syndrome • Autologous transplants for: - Hodgkin's lymphoma (relapsed) - Non-Hodgkin's lymphoma (relapsed) - Amyloidosis - Ewing sarcoma - Immune deficiency diseases other than SCID (e.g., Wiskott-Aldrich syndrome, Kostmann's Syndrome, Leukocyte Adhesion Deficiencies) not amenable to more conservative treatments - Medulloblastoma - Multiple myeloma - Neuroblastoma - Phagocytic/Hemophagocytic deficiency diseases - Pineoblastoma - Testicular, mediastinal, retroperitoneal, and ovarian germ cell tumors - Waldenstrom's macroglobulin	Nothing	Nothing	Nothing
Limited benefits The following autologous blood or bone marrow stem cell transplants may be provided in a National Cancer Institute (NCI) or National Institutes of Health (NIH)-approved clinical trial at a Plan-designated Center of Excellence. These limited benefits are not subject to medical necessity. • Acute lymphocytic or non-lymphocytic (i.e., myelogenous) leukemia • Beta Thalassemia Major • Breast cancer • Childhood rhabdomyosarcoma • Chronic Inflammatory Demyelinating Polyneuropathy (CIDP) • Chronic lymphocytic leukemia	Nothing	Nothing	Nothing

Organ/tissue transplants - continued on next page

Benefit Description	You pay		
Organ/tissue transplants (cont.)	**High Option**	**Standard Option**	**Prosper**
• Chronic lymphocytic lymphoma/small lymphocytic lymphoma (CLL/SLL) relapsed/refractory disease • Chronic myelogenous leukemia • Early stage (indolent or non-advanced) small cell lymphocytic lymphoma • Epithelial ovarian cancer • High-grade (Aggressive) non-Hodgkin's lymphomas (Mantle Cell lymphoma, adult T-cell leukemia/lymphoma, peripheral T-cell lymphomas and aggressive Dendritic Cell neoplasms) • High-risk Ewing sarcoma • High risk childhood kidney cancers • Hodgkin's lymphoma • Multiple myeloma • Multiple sclerosis • Myeloproliferative Disorders • Myelodysplasia/Myelodysplastic Syndromes • Non-Hodgkin's lymphoma • Sarcomas • Sickle Cell • Systemic lupus erythematosus • Systemic sclerosis • Scleroderma • Scleroderma-SSc (severe, progressive)	Nothing	Nothing	Nothing
Mini-transplants performed in a Clinical Trial Setting (non-myeloblative, reduced intensity conditioning). • Allogeneic transplants for: - Acute lymphocytic or non-lymphocytic (i. e., myelogenous) leukemia - Acute myeloid leukemia - Advanced Hodgkin's lymphoma with recurrence (relapsed) - Advanced Myeloproliferative Disorders (MPDs) - Advanced non-Hodgkin's lymphoma with recurrence (relapsed) - Amyloidosis - Chronic lymphocytic leukemia/small lymphocytic lymphoma (CLL/SLL) - Hemoglobinopathy	Nothing	Nothing	Nothing

Organ/tissue transplants - continued on next page

Benefit Description	You pay		
Organ/tissue transplants (cont.)	**High Option**	**Standard Option**	**Prosper**
- Marrow Failure and Related Disorders (i. e. Fanconi's, Paroxysmal Nocturnal Hemoglobinuria, Pure Red Cell Aplasia) - Myelodysplasia/Myelodysplastic syndromes - Paroxysmal Nocturnal Hemoglobinuria - Severe combined immunodeficiency - Severe or very severe aplastic anemia • Autologous transplants for: - Acute lymphocytic or nonlymphocytic (i. e., myelogenous) leukemia - Advanced Hodgkin's lymphoma with recurrence (relapsed) - Advanced non-Hodgkin's lymphoma with recurrence (relapsed) - Amyloidosis - Neuroblastoma	Nothing	Nothing	Nothing
Notes: • We cover related medical and hospital expenses of the donor when we cover the recipient. • We cover donor screening tests for potential donors for solid organ transplants. We cover human leukocyte antigen (HLA) typing for potential donors for a bone marrow/stem cell transplant only for parents, children and siblings of the recipient. • We cover computerized national and international search expenses for prospective unrelated bone marrow/stem cell transplant donors conducted through the National Marrow Donor Program, and the testing of blood relatives of the recipient. • We cover medically necessary routine dental services required in preparation for a transplant. Covered services may include a routine oral examination, cleaning (prophylaxis), extractions, and X-rays. You pay cost-sharing listed in Section 5(a) for services performed during an office visit. • Please refer to Section 5(h), Wellness and Other Special Features, for information on our Centers of Excellence.	Applies to this benefit	Applies to this benefit	Applies to this benefit
Not covered: • *Donor screening tests and donor search expenses, except those listed above*	*All charges*	*All charges*	*All charges*

Organ/tissue transplants - continued on next page

Benefit Description	You pay		
Organ/tissue transplants (cont.)	**High Option**	**Standard Option**	**Prosper**
• *Implants of non-human artificial organs* • *Transplants not listed as covered*	*All charges*	*All charges*	*All charges*
Anesthesia	**High Option**	**Standard Option**	**Prosper**
Professional services provided in: • Hospital (inpatient) • Hospital outpatient department • Skilled nursing facility • Ambulatory surgical center • Office	Nothing	Nothing	Nothing

Section 5(c). Services Provided by a Hospital or Other Facility, and Ambulance Services

Important things you should keep in mind about these benefits:

- Our integrated system and the care teams we have developed provide care in a collaborative model. That model pervades all of the care provided and in many ways our care is, in its entirety, a collaborative care model. These collaborative systems for care delivery are included across care teams such as primary care, chronic conditions management, hospital-based care, post discharge care, healthy living resources, and specialty care including mental health and substance use disorder services. This is facilitated by our integration of care and coverage, our shared electronic health record, and our whole-person approach to care. Our clinicians work together with patients using our shared decision-making model to develop treatment plans. All care is documented in our electronic health record and all clinicians have access to a patient's chart, facilitating a seamless patient experience and better health outcomes.
- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and we cover them only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care and you must be hospitalized in a Plan facility.
- The Standard Option calendar year deductible is $150 per person ($300 per family enrollment) and for Prosper the calendar year deductible is $300 per person ($600 per family enrollment). The calendar year deductible applies to some benefits in this Section. We added "after the deductible" when the calendar year deductible applies.
- There is no deductible for the High Option.
- Be sure to read Section 4, *Your Cost for Covered Services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- The amounts listed below are for the charges billed by the facility (i.e., hospital or surgical center) or ambulance service for your surgery or care. Any costs associated with the professional charge (i.e., physicians, etc.) are covered in Sections 5 (a) or (b).
- **YOUR PROVIDER MUST GET PRIOR APPROVAL FOR HOSPITAL STAYS.** Please refer to Section 3 to be sure which services require precertification.

Benefit Description	You pay		
Note: The calendar year deductible applies to some benefits in this Section. We say "after the deductible" when the calendar year deductible applies.			
Inpatient hospital	**High Option**	**Standard Option**	**Prosper**
Room and board, such as: • Ward, semiprivate, or intensive care accommodations • Birthing centers • General nursing care • Meals and special diets Note: If you want a private room when it is not medically necessary, you pay the additional charge above the semiprivate room rate.	$350 per admission $350 for maternity care	$400 per admission after the deductible Nothing for maternity care (no deductible)	$500 per admission after the deductible $250 after the deductible for maternity care
Other hospital services and supplies, such as: • Operating, recovery, maternity, and other treatment rooms • Prescribed drugs and medications • Diagnostic laboratory tests and X-rays • Blood and blood products	Nothing	Nothing	Nothing

Inpatient hospital - continued on next page

Benefit Description	You pay		
Inpatient hospital (cont.)	**High Option**	**Standard Option**	**Prosper**
• Dressings, splints, casts, and sterile tray services • Medical supplies and equipment, including oxygen • Anesthetics, including nurse anesthetist services • Costs associated with blood donated by you for a scheduled covered surgery Note: You may receive covered hospital services for certain dental procedures if a Plan physician determines you need to be hospitalized for reasons unrelated to the dental procedure. The need for anesthesia, by itself, is not such a condition.	Nothing	Nothing	Nothing
Not covered: • *Custodial care and care in an intermediate care facility* • *Non-covered facilities, such as nursing homes* • *Personal comfort items, such as phone, television, barber services, and guest meals and beds* • *Private nursing care, except when medically necessary* • *Inpatient dental procedures* • *Cord blood procurement and storage for possible future need or for a yet-to-be determined member recipient*	*All charges*	*All charges*	*All charges*
Outpatient hospital or ambulatory surgical center	**High Option**	**Standard Option**	**Prosper**
• Operating, recovery, and other treatment rooms • Prescribed drugs and medications • Blood and blood products • Dressings, casts, and sterile tray services • Medical supplies and equipment, including oxygen • Anesthetics and anesthesia service Notes: • We cover hospital services and supplies related to dental procedures when necessitated by a non-dental physical impairment. We do not cover the dental procedures.	$150 per procedure *Note:* You pay 10% of our allowance for drugs administered in connection with your care.	$200 after the deductible per procedure *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care. The outpatient surgery deductible is waived for implanted hearing devices	$250 after the deductible per procedure *Note*: You pay 20% of our allowance after the deductible for drugs administered in connection with your care. The outpatient surgery deductible is waived for implanted hearing devices

Outpatient hospital or ambulatory surgical center - continued on next page

Benefit Description	You pay		
Outpatient hospital or ambulatory surgical center (cont.)	**High Option**	**Standard Option**	**Prosper**
• Your regular prescription drug copayment will apply for prescriptions purchased at Plan pharmacies. • For lab, X-ray, and other diagnostic test cost-sharing, see Section 5(a), *Lab, X-ray, and other diagnostic tests.* • Based on your plan option, the outpatient surgery deductible is waived for implanted hearing devices.	$150 per procedure *Note:* You pay 10% of our allowance for drugs administered in connection with your care.	$200 after the deductible per procedure *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care. The outpatient surgery deductible is waived for implanted hearing devices	$250 after the deductible per procedure *Note*: You pay 20% of our allowance after the deductible for drugs administered in connection with your care. The outpatient surgery deductible is waived for implanted hearing devices
Not covered: • *Collection, processing, and storage of blood donated by donors designated by you or a family member* • *Cord blood procurement and storage for possible future need or for a yet-to-be determined member recipient*	*All charges*	*All charges*	*All charges*
Skilled nursing care benefits	**High Option**	**Standard Option**	**Prosper**
Up to 100 days per calendar year when you need full-time skilled nursing care All necessary services are covered, including: • Room and board • General nursing care • Medical social services • Prescribed drugs, biologicals, supplies, and equipment, including oxygen, ordinarily provided or arranged by the skilled nursing facility	Nothing	Nothing after the deductible	Nothing after the deductible
Not covered: • *Custodial care and care in an intermediate care facility* • *Personal comfort items, such as phone, television, barber services, and guest meals and beds*	*All charges*	*All charges*	*All charges*

Benefit Description	You pay		
Hospice care	**High Option**	**Standard Option**	**Prosper**
Supportive and palliative care for a terminally ill member: • You must reside in the service area • Services are provided: - in the home, when a Plan physician determines that it is feasible to maintain effective supervision and control of your care in your home, or - in a Plan-approved hospice facility if approved by the hospice interdisciplinary team. Notes: • Services include inpatient care, outpatient care, and family counseling. A Plan physician must certify that you have a terminal illness, with a life expectancy of approximately six months or less.	Nothing	Nothing	Nothing
Not covered: • *Independent nursing (private duty nursing)* • *Homemaker services*	*All charges*	*All charges*	*All charges*
Ambulance	**High Option**	**Standard Option**	**Prosper**
• Local licensed ambulance service when medically necessary. Note: See Section 5(d) for emergency services.	$100 per trip	$125 per trip after the deductible	$200 per trip after the deductible
• Non-emergency medical transportation (NEMT) by stretcher/gurney or wheelchair vans when medically necessary, authorized, and ordered by a Plan provider	Nothing	Nothing	Nothing
Not covered: • *Transportation by car, taxi, bus, and any other type of transportation (other than a licensed ambulance), even if it is the only way to travel to a Plan Provider* • *Non-emergent transportation services that are not medically appropriate and that have not been ordered by a Plan provider*	*All charges*	*All charges*	*All charges*

Section 5(d). Emergency Services/Accidents

Important things you should keep in mind about these benefits:

- Our integrated system and the care teams we have developed provide care in a collaborative model. That model pervades all of the care provided and in many ways our care is, in its entirety, a collaborative care model. These collaborative systems for care delivery are included across care teams such as primary care, chronic conditions management, hospital-based care, post discharge care, healthy living resources, and specialty care including mental health and substance use disorder services. This is facilitated by our integration of care and coverage, our shared electronic health record, and our whole-person approach to care. Our clinicians work together with patients using our shared decision-making model to develop treatment plans. All care is documented in our electronic health record and all clinicians have access to a patient's chart, facilitating a seamless patient experience and better health outcomes.
- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and we cover them only when we determine they are medically necessary.
- The Standard Option calendar year deductible is $150 per person ($300 per family enrollment) and for Prosper the calendar year deductible is $300 per person ($600 per family enrollment). The calendar year deductible applies to some benefits in this Section. We added "after the deductible" when the calendar year deductible applies.
- There is no deductible for the High Option.
- Be sure to read Section 4, *Your Cost for Covered Services,* for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.

What is a medical emergency?

A medical emergency is the sudden and unexpected onset of a condition or an injury that you believe endangers your life or could result in serious injury or disability and requires immediate medical or surgical care. Some problems are emergencies because, if not treated promptly, they might become more serious; examples include deep cuts and broken bones. Others are emergencies because they are potentially life-threatening, such as heart attacks, strokes, poisonings, gunshot wounds, or sudden inability to breathe. There are many other acute conditions that we may determine are medical emergencies—what they all have in common is the need for quick action.

What to do in case of emergency:

If you have an emergency, call 911. When the operator answers, stay on the phone and answer all questions.

Emergencies within our service area:

Emergency care is provided at Plan hospitals 24 hours a day, seven days a week. If you have a medical emergency, go to the closest Plan hospital. If you reasonably believe you have a medical emergency condition and you cannot safely go to a Plan hospital, call 911 or go to the nearest hospital. If an ambulance comes, tell the paramedics that the person who needs help is a Kaiser Permanente member.

Post-stabilization care is the services you receive after your treating physician determines that you are clinically stable. We cover post-stabilization care if a Plan Provider provides it or if you obtain authorization from us to receive the care from a non-Plan Provider.

If you are admitted to a non-Plan facility, call the Regional Telephonic Medicine Center from Portland at 503-571-4540. From all other areas call 877-813-5993 (TTY: 711). You must notify the Plan as soon as is reasonably possible. If you are hospitalized in a non-Plan facility and Plan physicians believe your care can be better provided in a Plan facility, you will be transferred when medically feasible. Post-stabilization care requires preauthorization, which must be obtained no later than 24 hours after any admission or as soon as reasonably possible.

Benefits are available for care from non-Plan providers in a medical emergency only if delay in reaching a Plan facility would result in death, disability, or significant jeopardy to your condition.

When you are sick or injured, you may have an urgent care need. An urgent care need is one that requires prompt medical attention, but is not a medical emergency. If you think you may need urgent care, call the appropriate appointment or advice nurse number at a Plan facility. Please refer to the Guidebook for advice nurse and Plan facility phone numbers.

Emergencies outside our service area:

Benefits are available for any medically necessary health service that is immediately required because of injury or unforeseen illness.

If you need to be hospitalized, the Plan must be notified as soon as is reasonably possible. If a Plan physician believes care can be better provided in a Plan hospital, we will transfer you when medically feasible.

When you are sick or injured, you may have an urgent care need. An urgent care need is one that requires prompt medical attention, but is not a medical emergency. If you think you may need urgent care, call the appropriate appointment or advice nurse number at a Plan facility. Please refer to the Guidebook for advice nurse and Plan facility phone numbers. If you are temporarily outside the service area and have an urgent care need due to an unforeseen illness or injury, we cover the medically necessary services and supplies you receive from a non-Plan provider if we find that the services and supplies were necessary to prevent serious deterioration of your health and they could not be delayed until you returned to the service area.

You may obtain emergency and urgent care services from Kaiser Permanente medical facilities and providers when you are in the service area of another Kaiser Permanente Plan. The facilities will be listed in the local phone book under Kaiser Permanente. These numbers are available 24 hours a day, seven days a week. You may also obtain information about the location of facilities by calling the Member Services department at 800-813-2000 (TTY: 711).

Benefit Description	You pay		
Note: The calendar year deductible applies to some benefits in this Section. We say "after the deductible" when the calendar year deductible applies.			
Emergencies within our service area	**High Option**	**Standard Option**	**Prosper**
• Emergency care at a Plan urgent care center • Urgent care at a Plan urgent care center	$35 per office visit *Note*: You pay 10% of our allowance for drugs administered in connection with your care	$40 per office visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$30 per office visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
• Emergency care as an outpatient at a hospital, including physicians' services • Urgent care at a Plan emergency room Note: • If you receive emergency care and then are transferred to observation care, you pay the emergency services cost-sharing. If you are admitted as an inpatient, we will waive your emergency room copayment and you will pay your cost-sharing related to your inpatient hospital stay.	$200 per office visit *Note*: You pay 10% of our allowance for drugs administered in connection with your care	$250 per office visit after the deductible *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$300 per office visit after the deductible *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
Not covered: • *Elective care or non-emergency care* • *Urgent care at a non-Plan urgent care center or emergency room*	*All charges*	*All charges*	*All charges*

Benefit Description	You pay		
Emergency outside our service area	**High Option**	**Standard Option**	**Prosper**
• Emergency care at an urgent care center • Urgent care at an urgent care center	$35 per office visit *Note*: You pay 10% of our allowance for drugs administered in connection with your care	$40 per office visit *Note*: You pay 20% of our allowance after the deductible for drugs administered in connection with your care	$30 per office visit *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
• Emergency care as an outpatient at a hospital, including physicians' services • Urgent care at an emergency room Notes: • We waive your emergency room copayment for services provided in a licensed emergency department if you are directly admitted to the hospital as an inpatient. Your inpatient admission copayment will still apply (See Section 5(c)). • Transfers to an observation bed or observation status do not qualify as an admission to a hospital and your emergency copayment will not be waived. • See Section 5(h) for travel benefit coverage of continuing or follow-up care.	$200 per office visit *Note*: You pay 10% of our allowance for drugs administered in connection with your care	$250 per office visit after the deductible *Note*: You pay 20% of our allowance after the deductible for drugs administered in connection with your care	$300 per office visit after the deductible *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
Not covered: • *Elective care or non-emergency care* • *Emergency care provided outside the service area if the need for care could have been foreseen before leaving the service area* • *Medical and hospital costs resulting from a normal full-term delivery of a baby outside the service area*	*Not covered*	*Not covered*	*Not covered*
Ambulance	**High Option**	**Standard Option**	**Prosper**
Licensed ambulance service, including air ambulance, when medically necessary. Notes: • See Section 5(c) for non-emergency service. • Trip means any time an ambulance is summoned on your behalf.	$100 per trip	$125 per trip after the deductible	$200 per trip after the deductible
Not covered: • *Trips we determine are not medically necessary*	*All charges*	*All charges*	*All charges*

Ambulance - continued on next page

Benefit Description	You pay		
Ambulance (cont.)	**High Option**	**Standard Option**	**Prosper**
• *Transportation by car, taxi, bus, gurney van, wheelchair van, minivan, and any other type of transportation (other than a licensed ambulance), even if it is the only way to travel to a provider or facility*	*All charges*	*All charges*	*All charges*

Section 5(e). Mental Health and Substance Use Disorder Benefits

Important things you should keep in mind about these benefits:

- Our integrated system and the care teams we have developed provide care in a collaborative model. That model pervades all of the care provided and in many ways our care is, in its entirety, a collaborative care model. These collaborative systems for care delivery are included across care teams such as primary care, chronic conditions management, hospital-based care, post discharge care, healthy living resources, and specialty care including mental health and substance use disorder services. This is facilitated by our integration of care and coverage, our shared electronic health record, and our whole-person approach to care. Our clinicians work together with patients using our shared decision-making model to develop treatment plans. All care is documented in our electronic health record and all clinicians have access to a patient's chart, facilitating a seamless patient experience and better health outcomes.
- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and we cover them only when we determine they are clinically appropriate to treat your condition.
- Plan physicians must provide or arrange your care.
- The Standard Option calendar year deductible is $150 per person ($300 per family enrollment) and for Prosper the calendar year deductible is $300 per person ($600 per family enrollment). The calendar year deductible applies to some benefits in this Section. We added "after the deductible" when the calendar year deductible applies.
- There is no deductible for the High Option.
- Be sure to read Section 4, *Your Cost for Covered Services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- We will provide medical review criteria or reasons for treatment plan denials to enrollees, members or providers upon request or as otherwise required.
- OPM will base its review of disputes about treatment plans on the treatment plan's clinical appropriateness. OPM will generally not order us to pay or provide one clinically appropriate treatment plan in favor of another.

Benefit Description	You pay		
Note: The calendar year deductible applies to some benefits in this Section. We say "after the deductible" when the calendar year deductible applies.			
Professional services	**High Option**	**Standard Option**	**Prosper**
We cover professional services recommended by a Plan mental health or substance use disorder treatment provider. Notes: • We cover the services only when we determine that the care is clinically appropriate to treat your condition.	Your cost-sharing responsibilities are no greater than for other illnesses or conditions.	Your cost-sharing responsibilities are no greater than for other illnesses or conditions.	Your cost-sharing responsibilities are no greater than for other illnesses or conditions.
Diagnosis and treatment of psychiatric conditions, mental illness, or disorders. Services include: • Diagnostic evaluation • Treatment services (including individual and group therapy visits)	$20 per office visit for individual therapy $10 per office visit for group therapy	$25 per office visit for individual therapy $12 per office visit for group therapy	$10 per office visit for individual therapy $5 per office visit for group therapy

Professional services - continued on next page

Benefit Description	You pay		
Professional services (cont.)	**High Option**	**Standard Option**	**Prosper**
• Crisis intervention and stabilization for acute episodes • Psychological and neuropsychological testing necessary to determine the appropriate psychiatric treatment • Medication evaluation and management (pharmacotherapy) • Professional charges for intensive outpatient treatment in a provider's office or other professional setting • Applied Behavior Analysis (ABA) for the treatment of autism spectrum disorder • Electroconvulsive therapy	$20 per office visit for individual therapy $10 per office visit for group therapy (nothing for children through age 17) *Note*: You pay 10% of our allowance for drugs administered in connection with your care	$25 per office visit for individual therapy $12 per office visit for group therapy (nothing for children through age 17) *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$10 per office visit for individual therapy $5 per office visit for group therapy *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
Diagnosis and treatment of substance use disorders. Services include: • Detoxification (medical management of withdrawal from the substance) • Treatment and counseling (including individual and group therapy visits)	$20 per office visit for individual therapy $10 per office visit for group therapy (nothing for children through age 17) *Note*: You pay 10% of our allowance for drugs administered in connection with your care	$25 per office visit for individual therapy $12 per office visit for group therapy (nothing for children through age 17) *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$10 per office visit for individual therapy $5 per office visit for group therapy *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.

Professional services - continued on next page

Benefit Description	You pay		
Professional services (cont.)	**High Option**	**Standard Option**	**Prosper**
Notes: • Kaiser Permanente offers mental health care within our integrated model; when indicated, this may include visits with a therapist who may practice modalities such as psychotherapy and cognitive behavioral therapy (CBT). Patients seeking support with managing their stress or other mental health needs can self-refer to our behavioral health services, or they may be connected directly by their primary care physician or other care teams. When our behavioral health teams determine that visits with a therapist are appropriate for the patient's specific needs, members are connected directly to an available therapist within our network without needing to navigate siloed external systems or search through long lists of practitioners. All Kaiser Permanente clinicians have access to our shared electronic medical record to coordinate and oversee care plans, including for patients receiving psychotherapy and CBT. • Kaiser Permanente's behavioral health services are integrated within our overall system. All Kaiser Permanente clinicians have access to our shared electronic medical record to coordinate and oversee care plans, creating a seamless patient experience and facilitating better outcomes. Specific examples of how behavioral health is integrated within our system include: • Outpatient mental health departments are usually co-located in the same medical facilities as our primary care, pharmacy, and specialty services, making it easy for primary care physicians to make referrals. • In many locations, behavioral health clinicians are embedded in primary care, allowing them to provide one-on-one consultations and other services in the primary care setting. • Our primary care physicians are trained to look for signs of mental health and substance use disorder needs when they are treating members in theprimary care setting.	Applies to this benefit	Applies to this benefit	Applies to this benefit

Professional services - continued on next page

Benefit Description	You pay		
Professional services (cont.)	**High Option**	**Standard Option**	**Prosper**
• Routine screenings for depression, anxiety, and psychological distress are built into the care experience at key points, such as when a member is being screened for a chronic condition. • You may see a Plan outpatient mental health or substance use disorder treatment provider for these services without a referral from your primary care provider. See Section 3, How You Get Care, for information about services requiring our prior approval. • Your Plan mental health or substance use disorder treatment provider will develop a treatment plan to assist you in improving or maintaining your condition and functional level, or to prevent relapse and will determine which diagnostic and treatment services are appropriate for you.	Applies to this benefit	Applies to this benefit	Applies to this benefit
Diagnostics	**High Option**	**Standard Option**	**Prosper**
• Outpatient diagnostic tests provided and billed by a licensed mental health and substance use disorder treatment practitioner • Outpatient diagnostic tests provided and billed by a laboratory, hospital or other covered facility • Inpatient diagnostic tests provided and billing by a hospital or other covered facility	Your cost-sharing responsibilities are no greater than for other illness or condition. See Section 5(a) *Lab, X-ray and other diagnostic tests*.	Your cost-sharing responsibilities are no greater than for other illness or condition. See Section 5(a) *Lab, X-ray and other diagnostic tests*.	Your cost-sharing responsibilities are no greater than for other illness or condition. See Section 5(a) *Lab, X-ray and other diagnostic tests*.
Inpatient hospital or other covered facility	**High Option**	**Standard Option**	**Prosper**
Inpatient services provided and billed by a hospital or other covered facility • Room and board, such as semiprivate or intensive accommodations, general nursing care, meals and special diets, and other hospital services • Inpatient psychiatric or substance use care • Residential treatment Note: All inpatient admissions require pre-approval by a Plan mental health or substance use disorder treatment physician.	$350 per admission	$400 per admission after the deductible	$500 per admission after the deductible

Benefit Description	You pay		
Outpatient hospital or other covered facility	**High Option**	**Standard Option**	**Prosper**
Outpatient services provided and billed by a hospital or other covered facility • Intensive outpatient psychiatric treatment programs • Substance use day treatment services Note: These services must be pre-approved by a Plan mental health or substance use disorder treatment physician.	$20 per day (nothing for children through age 17) *Note*: You pay 10% of our allowance for drugs administered in connection with your care	$25 per day (nothing for children through age 17) *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.	$10 per day *Note:* You pay 20% of our allowance after the deductible for drugs administered in connection with your care.
Not covered	**High Option**	**Standard Option**	**Prosper**
Not covered: • *Care that is not clinically appropriate for the treatment of your condition* • *Intelligence, IQ, aptitude ability, or interest testing not necessary to determine the appropriate treatment of a psychiatric condition* • *Evaluation or therapy on court order or as a condition of parole or probation, or otherwise required by the criminal justice system, unless determined by a Plan physician to be medically necessary and appropriate* • *Services that are custodial in nature* • *Marital, family, or educational services* • *Services rendered or billed by a school or a member of its staff* • *Services provided under a federal, state, or local government program* • *Psychoanalysis or psychotherapy credited toward earning a degree or furtherance of education or training regardless of diagnosis or symptoms*	*All charges*	*All charges*	*All charges*

Section 5(f). Prescription Drug Benefits

Important things you should keep in mind about these benefits:

- Our integrated system and the care teams we have developed provide care in a collaborative model. That model pervades all of the care provided and in many ways our care is, in its entirety, a collaborative care model. These collaborative systems for care delivery are included across care teams such as primary care, chronic conditions management, hospital-based care, post discharge care, healthy living resources, and specialty care including mental health and substance use disorder services. This is facilitated by our integration of care and coverage, our shared electronic health record, and our whole-person approach to care. Our clinicians work together with patients using our shared decision-making model to develop treatment plans. All care is documented in our electronic health record and all clinicians have access to a patient's chart, facilitating a seamless patient experience and better health outcomes.
- We cover prescribed drugs and medications as described in the chart beginning on the next page.
- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- We have no calendar year deductible.
- Your prescribers must obtain prior approval/authorizations for certain prescription drugs and supplies before coverage applies. Prior approval/authorizations must be renewed periodically.
- Federal or state laws may prevent the pharmacy from accepting unused drugs, medications, or supplies.
- Be sure to read Section 4, *Your Cost for Covered Services,* for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- A PDP EGWP provides prescription drug coverage only, while an MAPD EGWP combines prescription drug, physician, and hospital coverage. Enrollees are encouraged to review their options under the plan to choose what best serves their needs as the PDP EGWP or MAPD EGWP may not offer the same coverage or pricing.
- **The exclusion for hormone treatments for Sex-Trait Modification for gender dysphoria** only pertains to chemical and surgical modification of an individual's sex traits (including as part of "gender transition" services). **We do not exclude coverage for entire classes of pharmaceuticals,** e.g., GnRH agonists may be prescribed during IVF, for reduction of endometriosis or fibroids, and for cancer treatment or prostate cancer/tumor growth prevention.

There are important features you should be aware of. These include:

- **Who can write your prescription.** A licensed Plan provider, dentist, or Plan pharmacist must prescribe your medication. We cover prescriptions written by a non-Plan provider or filled at a non-Plan pharmacy only for emergencies or out-of-area urgent care as specified in Section 5(d), *Emergency Services/Accidents,* or fertility drugs for in-vitro fertilization procedures.
- **Where you can obtain them**. You may obtain a first fill of your prescription at a Plan or network pharmacy or by our mail-order program for certain maintenance medications as specified below. All refills of your prescription must be obtained at a Plan pharmacy or through the Plan mail-order program. You may order your prescriptions online at www. kp.org/rxrefill. You can choose to have your prescriptions mailed to your home or to a Plan pharmacy. We cover prescriptions written by a non-Plan provider or filled at a non-Plan pharmacy only for covered emergencies as specified in Section 5(d), *Emergency Services/Accidents*. Plan members called to active military duty (or members in time of national emergency), who need to obtain prescribed medications, should call a Kaiser Permanente medical center pharmacy.

- **We use a managed formulary.** The medications included in our drug formulary are chosen by a group of Kaiser Permanente physicians, pharmacists, and other Plan providers known as the Regional Formulary and Therapeutics Committee. The committee meets regularly to consider adding and removing prescription drugs on the drug formulary based on new information or drugs that become available. We describe any additional coverage requirements and limits in our PSHB formulary. These may include step therapy, prior authorization, quantity limits, drugs that can only be obtained at certain specialty pharmacies, or other restrictions and limits described in our formulary. We cover non-formulary drugs (those not listed on our drug formulary for your condition) prescribed by a Plan provider if they would otherwise be covered and a Plan provider receives an approved drug formulary exception. For information about drug formulary exceptions, see Section 3, *You need prior Plan approval for certain services*. You will be charged your applicable non-formulary drug copayment. If you request the non-formulary drug when your Plan provider has prescribed a formulary drug, the non-formulary drug is not covered. However, you may purchase the non-formulary drug from a Plan pharmacy at prices charged to members for non-covered drugs. For more information on our prescription drug PSHB formulary, visit www. kp.org/formulary, or call Member Services at 800-813-2000 (TTY: 711).

You pay applicable drug cost-sharing based on the tier a drug is in. Our drugs are categorized into four tiers:

- **Tier 1: Generic drugs.** Generic drugs are produced and sold under their generic names after the patent of the brand-name drug expires. Although the price is usually lower, the quality of generic drugs is the same as brand-name drugs. Generic drugs are also just as effective as brand-name drugs. The Food and Drug Administration (FDA) requires that a generic drug contain the same active drug ingredient in the same amount as the brand-name drug.
- **Tier 2: Preferred brand-name drugs.** Brand-name drugs are produced and sold under the original manufacturer's brand name. Preferred brand-name drugs are listed on our drug formulary.
- **Tier 3: Non-preferred brand-name drugs**. Non-preferred brand-name drugs are not listed on our drug formulary.
- **Tier 4: Specialty drugs.** Specialty drugs are high-cost drugs that are on our specialty drug list.

If our allowance for the drug, supply, or supplement is less than the copayment, you will pay the lesser amount. Items can change tier, in accord with formulary guidelines, which may impact the cost-sharing you pay (for example, if a brand-name drug is added to the specialty drug list, you will pay the cost-sharing that applies to drugs on the specialty drug tier, not the cost-sharing for drugs on the brand-name drug tier).

- **These are the dispensing limitations.** We provide up to a 30-day supply for one copayment for most drugs dispensed in a Plan pharmacy. Maintenance medications may be obtained for up to a 90-day supply when dispensed in a Plan pharmacy for three copayments or through our mail-order program for two copayments. For prescribed contraceptives, you may obtain up to a 3-month supply for the initial dispensing and up to 12-month supply for refills at a Plan pharmacy or through our mail-order program. We cover episodic drugs prescribed to treat sexual dysfunction disorder up to a maximum of 8 doses in any 30-day period or 24 in any 90-day period. Most drugs can be mailed from our mail-order pharmacy. Some drugs (for example, drugs that are extremely high cost, require special handling, have standard packaging, or requested to be mailed outside the states of Oregon and Washington) may not be eligible for mailing and/or a mail-order discount. The pharmacy may reduce the day supply dispensed if the pharmacy determines that the item is in limited supply in the market or for specific drugs (your Plan pharmacy can tell you if a drug you take is one of these drugs). You will pay the lesser amount of the total cost of the drug based on the dispensed day's supply (prorated copay) or the full copay if full supply is available.
- **A generic equivalent will be dispensed if it is available,** unless your Plan provider specifically requires a brand name drug. If you request a brand name drug when an FDA approved generic drug is available, and your Plan provider has not specified the brand name drug must be dispensed, you have to pay the full cost of the brand-name drug.
- **Why use generic drugs?** Typically, generic drugs cost you and us less money than a name-brand drug. Generic drugs contain the same active ingredients and are equivalent in strength and dosage to the original name-brand product.
- **When do you have to file a claim?** You do not need to file a claim when you receive drugs from a Plan pharmacy. You have to file a claim when you receive drugs from a non-Plan pharmacy for a covered emergency or out-of-area urgent care as specified in Section 5(d), *Emergency Services/Accidents*. For information about how to file a claim, see Section 7, *Filing a Claim for Covered Services*.

Benefit Description	You pay		
Covered medications and supplies	**High Option**	**Standard Option**	**Prosper**
We cover the following medications and supplies prescribed by a Plan physician or licensed dentist and obtained from a Plan pharmacy or through our mail-order program: • Drugs and medications that, by federal law, require a prescription for their purchase, except those listed as *Not covered* • Certain over-the-counter medications prescribed by a Plan physician and listed on the Plan's formulary • Insulin • Diabetic supplies, limited to glucose and ketone test strips and Glucagon emergency kits • Disposable needles and syringes for administration of prescribed medications • Prescribed injectable drugs obtained from a Plan pharmacy or through our mail-order program • Self-injectable drugs • Fertility drugs, including drugs for in vitro fertilization. If it is medically necessary to administer medication during an office visit, the medication is included in the office visit copayment. • Growth hormone, except for treatment of idiopathic short stature Notes: • For information about mail-order discounts, see "These are the dispensing limitations" in the introduction to Section 5(f). • The brand-name drug copayment applies to compound drugs and to single source generic drugs. • A compound drug is one in which two or more drugs or pharmaceutical agents are combined together to meet the requirements of a prescription. • For in vitro fertilization only, we cover fertilization drugs prescribed by non-Plan providers when obtained at a Plan pharmacy. • Over-the-counter and appropriate prescription drugs approved by the FDA to treat tobacco dependence are covered under the Tobacco Cessation Educational Classes and programs in Section 5(a)	$15 for generic drugs or devices, $40 for preferred brand-name drugs or devices, $80 for non-preferred brand-name drugs or devices, $150 per prescription or refill for specialty drugs for up to a 30-day supply at a Plan pharmacy *Note:* For up to a 30-day supply of insulin, you pay the standard prescription cost-sharing up to $35	$15 for generic drugs or devices, $50 for preferred brand-name drugs or devices, $90 for non-preferred brand-name drugs or devices, $200 per prescription or refill for specialty drugs for up to a 30-day supply at a Plan pharmacy *Note:* For up to a 30-day supply of insulin, you pay the standard prescription cost-sharing up to $35	$10 for generic drugs or devices, $50 for preferred brand-name drugs or devices, 40% up to $350 for non-preferred brand-name drugs or devices, 40% up to $500 per prescription or refill for specialty drugs for up to a 30-day supply at a Plan pharmacy *Note:* For up to a 30-day supply of insulin, you pay the standard prescription cost-sharing up to $35

Covered medications and supplies - continued on next page

Benefit Description	You pay		
Covered medications and supplies (cont.)	**High Option**	**Standard Option**	**Prosper**
• There are some bona fide medical conditions, such as precocious puberty, or therapy subsequent to a traumatic injury, where hormone treatments may be medically necessary and covered	$15 for generic drugs or devices, $40 for preferred brand-name drugs or devices, $80 for non-preferred brand-name drugs or devices, $150 per prescription or refill for specialty drugs for up to a 30-day supply at a Plan pharmacy *Note:* For up to a 30-day supply of insulin, you pay the standard prescription cost-sharing up to $35	$15 for generic drugs or devices, $50 for preferred brand-name drugs or devices, $90 for non-preferred brand-name drugs or devices, $200 per prescription or refill for specialty drugs for up to a 30-day supply at a Plan pharmacy *Note:* For up to a 30-day supply of insulin, you pay the standard prescription cost-sharing up to $35	$10 for generic drugs or devices, $50 for preferred brand-name drugs or devices, 40% up to $350 for non-preferred brand-name drugs or devices, 40% up to $500 per prescription or refill for specialty drugs for up to a 30-day supply at a Plan pharmacy *Note:* For up to a 30-day supply of insulin, you pay the standard prescription cost-sharing up to $35
• Medications prescribed to treat obesity	50% of our allowance	50% of our allowance	50% of our allowance
Contraceptive drugs and devices as listed in the Health Resources and Services Administration www. hrsa.gov/womens-guidelines. Contraceptive coverage is available at no cost to PSHB members. The contraceptive benefit includes at least one option in each of the HRSA-supported categories of contraception (as well as the screening, education, counseling, and follow-up care). Any contraceptive that is not already available without cost sharing on the formulary can be accessed through the contraceptive exceptions process described below. • We cover contraceptive drugs and devices, including implanted contraceptive devices, contraceptive gels, diaphragms, hormonal contraceptive methods, and prescribed FDA approved over-the-counter women's contraceptives and devices • We cover over-the-counter and prescription drugs approved by the FDA to prevent unintended pregnancy. • We cover prescribed FDA approved over-the-counter women's contraceptives and devices when prescribed by a Plan provider and obtained at a Plan pharmacy.	Nothing	Nothing	Nothing

Covered medications and supplies - continued on next page

Benefit Description	You pay		
Covered medications and supplies (cont.)	**High Option**	**Standard Option**	**Prosper**
• We cover non-preferred contraceptives if they would otherwise be covered, and a Plan provider receives an approved drug formulary exception. Providers have the authority to prescribe non-formulary, contraceptive drugs for their patients if it is medically necessary and would be more beneficial for an individual patient. Members pay no cost share for medically necessary, approved non-formulary contraceptive drugs. For more information on contraceptive coverage and the prescription exception process, please go to kp.org/postal. Kaiser Permanente does not have any coverage exceptions for surgical contraception methods. If surgical contraception procedures are performed for the purpose of contraception, they are covered without cost-sharing. As an integrated care delivery system, our providers are contracted with us. They can assess the need for surgical contraception based on ACA requirements and medical necessity. Therefore, we do not have exception forms for our members to complete or a review process to follow. Our coverage is based on required guidelines and clinical necessity. If you have difficulty accessing contraceptive coverage or other reproductive healthcare, you can contact contraception@opm.gov. Reimbursement for covered over-the-counter contraceptives can be submitted in accordance with Section 7. Note: For additional Family Planning benefits see Section 5(a)	Nothing	Nothing	Nothing
• Prescribed tobacco cessation medications, including prescribed over-the-counter medications, approved by the FDA to treat tobacco dependence	Nothing	Nothing	Nothing
• Sexual dysfunction drugs	50% of our allowance	50% of our allowance	50% of our allowance
• Amino acid modified products used in the treatment of inborn errors of amino acid metabolism • Immunosuppressive drugs required after a transplant	Nothing	Nothing	Nothing

Covered medications and supplies - continued on next page

Benefit Description	You pay		
Covered medications and supplies (cont.)	**High Option**	**Standard Option**	**Prosper**
• We cover all cost-sharing for the coverage of Post-Exposure Prophylactic (PEP) drugs or therapies following exposure to the human immunodeficiency virus (HIV) • Intravenous fluids and medication for home use • Oral chemotherapy drugs for cancer treatment • Insulin and supplies for maternal diabetes management	Nothing	Nothing	Nothing
Opioid rescue agents are covered under this Plan with no cost sharing when obtained with a prescription and filled through a participating pharmacy, such as nasal sprays and intramuscular injections. For more information, consult the FDA guidance at: www. fda.gov/consumers/consumer-updates/access-naloxone-can-save-life-during-opioid-overdose Or call SAMHSA's National Helpline 1-800-662-HELP (4357) or go to https ://www.findtreatment.samhsa.gov	Nothing	Nothing	Nothing
Not covered: • *Drugs for cosmetic purposes* • *Drugs to enhance athletic performance* • *Prescriptions filled at a non-Plan pharmacy, except for out-of-area emergencies as described in Section 5(d), Emergency Services/Accidents* • *Vitamins, nutritional and herbal supplements that can be purchased without a prescription, unless they are included in our drug formulary or listed as covered above or below* • *Prescription drugs not in our formulary, unless by exception* • *Over-the-counter (nonprescription) drugs, unless they are included in our drug formulary or listed as covered below* • *Medical supplies such as dressings and antiseptics, except as listed above* • *Drugs to shorten the duration of the common cold* • *Any requested packaging of drugs other than the dispensing pharmacy's standard packaging*	*All charges*	*All charges*	*All charges*

Covered medications and supplies - continued on next page

Benefit Description	You pay		
Covered medications and supplies (cont.)	**High Option**	**Standard Option**	**Prosper**
• *Replacement of lost, stolen, or damaged prescription drugs and accessories. This exclusion does not apply to drugs used to treat substance use disorder.* • *No prior authorization or utilization review is required for coverage of treatment for substance use disorder* • *Drugs related to non-covered services, except as stated above* • *Drugs for the promotion, prevention, or other treatment of hair loss or growth* • *Drugs prescribed in connection with Sex-Trait Modification for treatment of gender dysphoria*	*All charges*	*All charges*	*All charges*
Preventive medications	**High Option**	**Standard Option**	**Prosper**
The following are covered: • Preventive medications with a USPSTF recommendation of A or B are covered without cost-share when prescribed by a healthcare professional and filled by a Plan pharmacy. These may include some over-the-counter vitamins, nicotine replacement medications, and low dose aspirin for certain patients. For current recommendations go to www. uspreventiveservicestaskforce.org/BrowseRec/Index/browse-recommendations • Aspirin to reduce the risk of heart attack • Oral fluoride for children to reduce the risk of tooth decay • Folic acid for women to reduce the risk of birth defects • Medication to reduce the risk of breast cancer	Nothing	Nothing	Nothing
Opioid rescue agents are covered under this Plan with no cost sharing when obtained with a prescription, when filled through a participating pharmacy, such as nasal sprays and intramuscular injections. For more information, consult the FDA guidance at https ://www. fda.gov/consumers/consumer-updates/access-naloxone-can-save-life-during-opioid-overdose Or call SAMHSA's National Helpline 1-800-662-HELP (4357) or go to https ://www. findtreatment.samhsa.gov/.			
Not covered:	*All charges*	*All charges*	*All charges*

Preventive medications - continued on next page

Benefit Description	You pay		
Preventive medications (cont.)	**High Option**	**Standard Option**	**Prosper**
• *Prescriptions filled at a non-Plan pharmacy, except for emergencies as described in Section 5(d), Emergency services/accidents* • *Vitamins, nutritional and herbal supplements that can be purchased without a prescription, unless they are included in our drug formulary or listed as covered above* • *Over-the-counter (nonprescription) drugs, unless they are included in our drug formulary or listed as covered above* • *Prescription drugs not on our drug formulary, unless approved through an exception process* • *Any requested packaging of drugs other than the dispensing pharmacy's standard packaging* • *Replacement of lost, stolen or damaged prescription drugs and accessories* • *Drugs related to non-covered services*	*All charges*	*All charges*	*All charges*

Important things you should keep in mind about these benefits:

- Our integrated system and the care teams we have developed provide care in a collaborative model. That model pervades all of the care provided and in many ways our care is, in its entirety, a collaborative care model. These collaborative systems for care delivery are included across care teams such as primary care, chronic conditions management, hospital-based care, post discharge care, healthy living resources, and specialty care including mental health and substance use disorder services. This is facilitated by our integration of care and coverage, our shared electronic health record, and our whole-person approach to care. Our clinicians work together with patients using our shared decision-making model to develop treatment plans. All care is documented in our electronic health record and all clinicians have access to a patient's chart, facilitating a seamless patient experience and better health outcomes.
- These prescription drug benefits are for members enrolled in our Medicare Part D Prescription Drug Plan (PDP) Employer Group Waiver Plan (EGWP).
- If you are a Postal Service annuitant and have a covered Medicare-eligible family member, you will be automatically group enrolled in our PDP EGWP. Contact us for additional information at 800-813-2000.

Note: Notify us as soon as possible if you or your eligible family member is already enrolled in a Medicare Part D Plan. Enrollment in our PDP EGWP will cancel your enrollment in another Medicare Part D Plan.

There are advantages to being enrolled in our PDP EGWP:

- In our PDP EGWP, your cost-share for covered drugs, medications, and supplies will be equal to or better than the cost-share for those enrolled in our standard non-PDP EGWP Prescription Drug Program.
- In our PDP EGWP, you have a pharmacy network that may include pharmacies that are out-of-network or excluded for those enrolled in our standard non-PDP EGWP Prescription Drug Program. Go to kp.org/directory to use the *Pharmacy Directory* or contact Member Services at 800-813-2000 for additional information or visit www. kp.org/seniorrx. See Chapter 3, Section 2.5 of the Evidence of Coverage for Kaiser Permanente Medicare Part D Group Plan (PDP) for Postal Service Health Benefits Members for information on when you can use pharmacies that are not in the Plan's network.
- We provide coverage of some drugs excluded by Medicare, for example, sexual dysfunction drugs and drugs used for treatment of weight loss.

We cover drugs, medications, and supplies as described below and on the following pages.

- **Prescription drug (Part D) out-of-pocket (OOP) maximum.** We increased the Part D prescription drug out of pocket maximum from $2,100 to $2,400. See your Kaiser Permanente Medicare Part D Group Plan (PDP) for Postal Service Health Benefits (PSHB) Members Evidence of Coverage for more information.
- We cover prescribed drugs and medications as described in the chart beginning on the next page.
- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- We have no calendar year deductible.
- Your prescribers must obtain prior approval/authorizations for certain prescription drugs and supplies before coverage applies. Prior approval/authorizations must be renewed periodically.
- Federal or state laws may prevent the pharmacy from accepting unused drugs, medications, or supplies.

- Be sure to read Section 4, *Your Cost for Covered Services*, for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.

If you choose to opt out of or disenroll from our PDP EGWP, see Section 9 for additional PDP EGWP information and for our opt-out and disenrollment process. Contact us for assistance with the PDP EGWP opt out and disenrollment process at 800-632-9700 (TTY: 711).

Warning: If you opt out of or disenroll from our PDP EGWP, you will not have any PSHB Program prescription drug coverage. However, you can enroll in our MAPD during Open Season or for a **qualifying life event (QLE)** and receive PSHB Program Prescription Drug Coverage.

To learn more about our MAPD Plans or enroll you can:

- Visit www. kp.org/postal to view benefit details, enroll online, download an enrollment application, or RSVP to attend a seminar.
- Call and speak to a Kaiser Permanente Medicare health plan specialist at 877-547-4909 (TTY 711), Monday through Friday, from 6 a.m. to 7 p.m. Pacific Time.

Note: If you choose to opt out of or disenroll from our PDP EGWP, your premium will not be reduced, and you may have to wait to re-enroll during Open Season or for a QLE. If you do not maintain creditable coverage, re-enrollment in our PDP EGWP may be subject to a late enrollment penalty. Contact us for assistance at 800-813-2000.

Each new enrollee will receive a description of our PDP EGWP Summary of Benefits, a combined prescription drug/plan identification card, a mail order form/patient profile and a preaddressed reply envelope. You will be enrolled in a Kaiser Permanente Medicare Part D Group Plan (PDP) for Postal Service Health Benefits (PSHB) Members.

There are important features you should be aware of. These include:

- **Who can write your prescription.** A licensed Plan provider, dentist, or Plan pharmacist must prescribe your medication. We cover prescriptions written by a non-Plan provider or filled at a non-Plan pharmacy only for emergencies or out-of-area urgent care as specified in Section 5(d), *Emergency Services/Accidents,* or fertility drugs for in-vitro fertilization procedures. Your prescribers must have Medicare-approved prescriptive authority.
- **Where you can obtain them**. You may obtain a first fill of your prescription at a Plan or network pharmacy or by our mail-order program for certain maintenance medications as specified below. All refills of your prescription must be obtained at a Plan pharmacy or through the Plan mail-order program. You may order your prescriptions online at www. kp.org/rxrefill. You can choose to have your prescriptions mailed to your home or to a Plan pharmacy. We cover prescriptions written by a non-Plan provider or filled at a non-Plan pharmacy only for covered emergencies as specified in Section 5(d), *Emergency Services/Accidents*. Plan members called to active military duty (or members in time of national emergency), who need to obtain prescribed medications, should call a Kaiser Permanente medical center pharmacy. For assistance locating a PDP EGWP network pharmacy, visit our website at www. kp.org, or call Member Services at 800-813-2000 (TTY: 711).

- **We use a managed formulary.** The medications included in our drug formulary are chosen by a group of Kaiser Permanente physicians, pharmacists, and other Plan providers known as the Regional Formulary and Therapeutics Committee. The committee meets regularly to consider adding and removing prescription drugs on the drug formulary based on new information or drugs that become available. We describe any additional coverage requirements and limits in our PSHB formulary. These may include step therapy, prior authorization, quantity limits, drugs that can only be obtained at certain specialty pharmacies, or other restrictions and limits described in our formulary. We cover non-formulary drugs (those not listed on our drug formulary for your condition) prescribed by a Plan provider if they would otherwise be covered and a Plan provider receives an approved drug formulary exception. For information about drug formulary exceptions, see Section 3, *You need prior Plan approval for certain services*. You will be charged your applicable non-formulary drug copayment. If you request the non-formulary drug when your Plan provider has prescribed a formulary drug, the non-formulary drug is not covered. However, you may purchase the non-formulary drug from a Plan pharmacy at prices charged to members for non-covered drugs. For more information on our prescription drug PSHB formulary, see our online formulary and drug pricing search tools at www. kp.org/formulary, or call Member Services at 800-813-2000 (TTY: 711).

You pay applicable drug cost-sharing based on the tier a drug is in. Our drugs are categorized into four tiers:

- **Tier 1: Generic drugs.** Generic drugs are produced and sold under their generic names after the patent of the brand-name drug expires. Although the price is usually lower, the quality of generic drugs is the same as brand-name drugs. Generic drugs are also just as effective as brand-name drugs. The Food and Drug Administration (FDA) requires that a generic drug contain the same active drug ingredient in the same amount as the brand-name drug.
- **Tier 2: Preferred brand-name drugs.** Brand-name drugs are produced and sold under the original manufacturer's brand name. Preferred brand-name drugs are listed on our drug formulary.
- **Tier 3: Non-preferred brand-name drugs**. Non-preferred brand-name drugs are not listed on our drug formulary.
- **Tier 4: Specialty drugs.** Specialty drugs are high-cost drugs that are on our specialty drug list.

If our allowance for the drug, supply, or supplement is less than the copayment, you will pay the lesser amount. Items can change tier, in accord with formulary guidelines, which may impact the cost-sharing you pay (for example, if a brand-name drug is added to the specialty drug list, you will pay the cost-sharing that applies to drugs on the specialty drug tier, not the cost-sharing for drugs on the brand-name drug tier).

- **These are the dispensing limitations.** We provide up to a 30-day supply for one copayment for most drugs dispensed in a Plan pharmacy. Maintenance medications may be obtained for up to a 100-day supply when dispensed in a Plan pharmacy for three copayments or through our mail-order program for two copayments. For prescribed contraceptives, you may obtain up to a 3-month supply for the initial dispensing and up to 12-month supply for refills at a Plan pharmacy or through our mail-order program. We cover episodic drugs prescribed to treat sexual dysfunction disorder up to a maximum of 8 doses in any 30-day period or 24 in any 90-day period. Most drugs can be mailed from our mail-order pharmacy. Some drugs (for example, drugs that are extremely high cost, require special handling, have standard packaging, or requested to be mailed outside the states of Oregon and Washington) may not be eligible for mailing and/or a mail-order discount. The pharmacy may reduce the day supply dispensed if the pharmacy determines that the item is in limited supply in the market or for specific drugs (your Plan pharmacy can tell you if a drug you take is one of these drugs). You will pay the lesser amount of the total cost of the drug based on the dispensed day's supply (prorated copay) or the full copay if full supply is available.
- **You may request a Formulary Exception.** Kaiser Permanente physicians prescribe the appropriate level of medically necessary medications to PSHB members. To ensure physicians can make appropriate exceptions, they have the authority to prescribe brand-name or non-formulary drugs for members without administrative review if their opinion is that a particular drug is medically necessary and would be more beneficial for an individual member. Members pay their regular prescription drug copayment for medically necessary brand-name drugs.
- **A generic equivalent will be dispensed if it is available,** unless your Plan provider specifically requires a brand-name drug. If you request a brand-name drug when an FDA approved generic drug is available, and your Plan provider has not specified the brand-name drug must be dispensed, you have to pay the full cost of the brand-name drug.
- **Why use generic drugs?** Typically, generic drugs cost you and us less money than a name-brand drug. Generic drugs contain the same active ingredients and are equivalent in strength and dosage to the original name-brand product.

- **When do you have to file a claim?** You do not need to file a claim when you receive drugs from a Plan pharmacy. You have to file a claim when you receive drugs from a non-Plan pharmacy for a covered emergency or out-of-area urgent care as specified in Section 5(d), *Emergency Services/Accidents*. For information about how to file a claim, see Section 7, *Filing a Claim for Covered Services*.
- **If we deny your claim for a prescription drug and you want to appeal**, you, your representative, or your prescriber must request an appeal following the process described in Section 8(a). Medicare PDP EGWP Disputed Claims Process. The PDP EGWP appeals process has 5 levels. If you disagree with the decision made at any level of the process, you can generally go to the next level. At each level, you'll get instructions in the decision letter on how to move to the next level of appeal.
- **PDP EGWP True Out-of-Pocket Cost (TrOOP)**. When you (or those paying on your behalf) have spent a total of **$2,400** in out-of-pocket costs within the calendar year, you will move from the Initial Coverage Stage to the Catastrophic Coverage Stage. For additional information, please refer to the Kaiser Permanente Medicare Part D Group Plan (PDP) for PSHB Members Evidence of Coverage.

Benefit Description	You pay		
Covered medications and supplies	**High Option**	**Standard Option**	**Prosper**
We cover the following medications and supplies prescribed by a Plan physician or licensed dentist and obtained from a Plan pharmacy or through our mail-order program: • Drugs and medications that, by federal law, require a prescription for their purchase, except those listed as *Not covered* • Certain over-the-counter medications prescribed by a Plan physician and listed on the Plan's formulary • Insulin • Diabetic supplies, limited to glucose and ketone test strips and Glucagon emergency kits • Disposable needles and syringes for administration of prescribed medications • Prescribed injectable drugs obtained from a Plan pharmacy or through our mail-order program • Self-injectable drugs • Fertility drugs, including drugs for in vitro fertilization. If it is medically necessary to administer medication during an office visit, the medication is included in the office visit copayment. • Growth hormone, except for treatment of idiopathic short stature • Drugs to treat gender dysphoria, including hormones and androgen blockers Notes: • For information about mail-order discounts, see "These are the dispensing limitations" in the introduction to Section 5(f).	$15 for generic drugs or devices, $40 for preferred brand-name drugs or devices, $60 for non-preferred brand-name drugs or devices, $100 per prescription or refill for specialty drugs for up to a 30-day supply at a Plan pharmacy *Note:* For up to a 30-day supply of insulin, you pay the standard prescription cost-sharing up to $35	$15 for generic drugs or devices, $45 for preferred brand-name drugs or devices, $70 for non-preferred brand-name drugs or devices, $150 per prescription or refill for specialty drugs for up to a 30-day supply at a Plan pharmacy *Note:* For up to a 30-day supply of insulin, you pay the standard prescription cost-sharing up to $35	$10 for generic drugs or devices, $45 for preferred brand-name drugs or devices, $100 for non-preferred brand-name drugs or devices, 33% up to $500 per prescription or refill for specialty drugs for up to a 30-day supply at a Plan pharmacy *Note:* For up to a 30-day supply of insulin, you pay the standard prescription cost-sharing up to $35

Covered medications and supplies - continued on next page

Benefit Description	You pay		
Covered medications and supplies (cont.)	**High Option**	**Standard Option**	**Prosper**
• The brand-name drug copayment applies to compound drugs and to single source generic drugs. • A compound drug is one in which two or more drugs or pharmaceutical agents are combined together to meet the requirements of a prescription. • For in vitro fertilization only, we cover fertilization drugs prescribed by non-Plan providers when obtained at a Plan pharmacy. • Over-the-counter and appropriate prescription drugs approved by the FDA to treat tobacco dependence are covered under the Tobacco Cessation Educational Classes and programs in Section 5(a)	\$15 for generic drugs or devices, \$40 for preferred brand-name drugs or devices, \$60 for non-preferred brand-name drugs or devices, \$100 per prescription or refill for specialty drugs for up to a 30-day supply at a Plan pharmacy *Note:* For up to a 30-day supply of insulin, you pay the standard prescription cost-sharing up to \$35	\$15 for generic drugs or devices, \$45 for preferred brand-name drugs or devices, \$70 for non-preferred brand-name drugs or devices, \$150 per prescription or refill for specialty drugs for up to a 30-day supply at a Plan pharmacy *Note:* For up to a 30-day supply of insulin, you pay the standard prescription cost-sharing up to \$35	\$10 for generic drugs or devices, \$45 for preferred brand-name drugs or devices, \$100 for non-preferred brand-name drugs or devices, 33% up to \$500 per prescription or refill for specialty drugs for up to a 30-day supply at a Plan pharmacy *Note:* For up to a 30-day supply of insulin, you pay the standard prescription cost-sharing up to \$35
• Medications prescribed to treat obesity	50% of our allowance	50% of our allowance	50% of our allowance
Contraceptive drugs and devices as listed in the Health Resources and Services Administration www. hrsa.gov/womens-guidelines. Contraceptive coverage is available at no cost to PSHB members. The contraceptive benefit includes at least one option in each of the HRSA-supported categories of contraception (as well as the screening, education, counseling, and follow-up care). Any contraceptive that is not already available without cost sharing on the formulary can be accessed through the contraceptive exceptions process described below. • We cover contraceptive drugs and devices, including implanted contraceptive devices, contraceptive gels, diaphragms, hormonal contraceptive methods, and prescribed FDA approved over-the-counter women's contraceptives and devices • We cover over-the-counter and prescription drugs approved by the FDA to prevent unintended pregnancy. • We cover prescribed FDA approved over-the-counter women's contraceptives and devices when prescribed by a Plan provider and obtained at a Plan pharmacy.	Nothing	Nothing	Nothing

Covered medications and supplies - continued on next page

Benefit Description	You pay		
Covered medications and supplies (cont.)	**High Option**	**Standard Option**	**Prosper**
• We cover non-preferred contraceptives if they would otherwise be covered, and a Plan provider receives an approved drug formulary exception. Providers have the authority to prescribe non-formulary, contraceptive drugs for their patients if it is medically necessary and would be more beneficial for an individual patient. Members pay no cost share for medically necessary, approved non-formulary contraceptive drugs. For more information on contraceptive coverage and the prescription exception process, please go to kp.org/feds under Member Resources. Kaiser Permanente does not have any coverage exceptions for surgical contraception methods. If surgical contraception procedures are performed for the purpose of contraception, they are covered without cost-sharing. As an integrated care delivery system, our providers are contracted with us. They can assess the need for surgical contraception based on ACA requirements and medical necessity. Therefore, we do not have exception forms for our members to complete or a review process to follow. Our coverage is based on required guidelines and clinical necessity. If you have difficulty accessing contraceptive coverage or other reproductive healthcare, you can contact contraception@opm.gov. Reimbursement for covered over-the-counter contraceptives can be submitted in accordance with Section 7. Note: For additional Family Planning benefits see Section 5(a)	Nothing	Nothing	Nothing
• Prescribed tobacco cessation medications, including prescribed over-the-counter medications, approved by the FDA to treat tobacco dependence	Nothing	Nothing	Nothing
• Sexual dysfunction drugs	50% of our allowance	50% of our allowance	50% of our allowance
• Amino acid modified products used in the treatment of inborn errors of amino acid metabolism • Immunosuppressive drugs required after a transplant	Nothing	Nothing	Nothing

Covered medications and supplies - continued on next page

Benefit Description	You pay		
Covered medications and supplies (cont.)	**High Option**	**Standard Option**	**Prosper**
• We cover all cost-sharing for the coverage of Post-Exposure Prophylactic (PEP) drugs or therapies following exposure to the human immunodeficiency virus (HIV) • Intravenous fluids and medication for home use • Oral chemotherapy drugs for cancer treatment • Insulin and supplies for maternal diabetes management	Nothing	Nothing	Nothing
Opioid rescue agents are covered under this Plan with no cost sharing when obtained with a prescription and filled through a participating pharmacy, such as nasal sprays and intramuscular injections. For more information, consult the FDA guidance at: www. fda.gov/consumers/consumer-updates/access-naloxone-can-save-life-during-opioid-overdose Or call SAMHSA's National Helpline 1-800-662-HELP (4357) or go to https ://www.findtreatment.samhsa.gov	Nothing	Nothing	Nothing
Not covered: • *Drugs for cosmetic purposes* • *Drugs to enhance athletic performance* • *Prescriptions filled at a non-Plan pharmacy, except for out-of-area emergencies as described in Section 5(d), Emergency Services/Accidents* • *Vitamins, nutritional and herbal supplements that can be purchased without a prescription, unless they are included in our drug formulary or listed as covered above or below* • *Prescription drugs not in our formulary, unless by exception* • *Over-the-counter (nonprescription) drugs, unless they are included in our drug formulary or listed as covered below* • *Medical supplies such as dressings and antiseptics, except as listed above* • *Drugs to shorten the duration of the common cold* • *Any requested packaging of drugs other than the dispensing pharmacy's standard packaging*	*All charges*	*All charges*	*All charges*

Covered medications and supplies - continued on next page

Benefit Description	You pay		
Covered medications and supplies (cont.)	**High Option**	**Standard Option**	**Prosper**
• *Replacement of lost, stolen, or damaged prescription drugs and accessories. This exclusion does not apply to drugs used to treat substance use disorder.* • *No prior authorization or utilization review is required for coverage of treatment for substance use disorder* • *Drugs related to non-covered services, except as stated above* • *Drugs for the promotion, prevention, or other treatment of hair loss or growth*	*All charges*	*All charges*	*All charges*
Preventive care medications	**High Option**	**Standard Option**	**Prosper**
The following are covered: • Preventive medications with a USPSTF recommendation of A or B are covered without cost-share when prescribed by a healthcare professional and filled by a Plan pharmacy. These may include some over-the-counter vitamins, nicotine replacement medications, and low dose aspirin for certain patients. For current recommendations go to www. uspreventiveservicestaskforce.org/BrowseRec/Index/browse-recommendations • Aspirin to reduce the risk of heart attack • Oral fluoride for children to reduce the risk of tooth decay • Folic acid for women to reduce the risk of birth defects • Medication to reduce the risk of breast cancer	Nothing	Nothing	Nothing
Opioid rescue agents are covered under this Plan with no cost sharing when obtained with a prescription from a pharmacy in any over-the-counter or prescription form available such as nasal sprays and intramuscular injections. For more information consult the FDA guidance at: https ://www. fda.gov/consumers/consumer-updates/access-naloxone-can-save-life-during-opioid-overdose Or call SAMHSA's National Helpline 1-800-662-HELP (4357) or go to https ://www.findtreatment.samhsa.gov/	Nothing	Nothing	Nothing
Not covered:	*All charges*	*All charges*	*All charges*

Preventive care medications - continued on next page

Benefit Description	You pay		
Preventive care medications (cont.)	**High Option**	**Standard Option**	**Prosper**
• *Prescriptions filled at a non-Plan pharmacy, except for emergencies as described in Section 5(d), Emergency services/accidents* • *Vitamins, nutritional and herbal supplements that can be purchased without a prescription, unless they are included in our drug formulary or listed as covered above* • *Over-the-counter (nonprescription) drugs, unless they are included in our drug formulary or listed as covered above* • *Prescription drugs not on our drug formulary, unless approved through an exception process* • *Any requested packaging of drugs other than the dispensing pharmacy's standard packaging* • *Replacement of lost, stolen or damaged prescription drugs and accessories* • *Drugs related to non-covered services*	*All charges*	*All charges*	*All charges*

Section 5(g). Dental Benefits

Important things you should keep in mind about these benefits:

- Our integrated system and the care teams we have developed provide care in a collaborative model. That model pervades all of the care provided and in many ways our care is, in its entirety, a collaborative care model. These collaborative systems for care delivery are included across care teams such as primary care, chronic conditions management, hospital-based care, post discharge care, healthy living resources, and specialty care including mental health and substance use disorder services. This is facilitated by our integration of care and coverage, our shared electronic health record, and our whole-person approach to care. Our clinicians work together with patients using our shared decision-making model to develop treatment plans. All care is documented in our electronic health record and all clinicians have access to a patient's chart, facilitating a seamless patient experience and better health outcomes.
- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure, and we cover them only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care. Consult with your physician to determine what is appropriate for you. Services may be covered provided that established Plan physician criteria are met.
- There are no deductibles for the High Option. The Standard Option and Prosper deductible do not apply to benefits in this Section.
- If you are enrolled in a Federal Employees Dental/Vision Insurance Program (FEDVIP) Dental Plan, your PSHB Plan will be First/Primary payor of any Benefit payments and your FEDVIP Plan is secondary to your PSHB Plan. See Section 9, *Coordinating Benefits with Medicare and Other Coverage*.
- We cover hospitalization for dental procedures at a Plan hospital we designate subject to pre-authorization only when a non-dental physical impairment exists which makes hospitalization necessary to safeguard the health of the patient. See Section 5(c), *Hospital benefits*, for inpatient hospital benefits. We do not cover the dental procedure except as described below.
- Be sure to read Section 4, *Your Cost for Covered Services,* for valuable information about how cost-sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.

Benefit Description	You pay		
Accidental injury benefit	**High Option**	**Standard Option**	**Prosper**
We cover restorative services and supplies necessary to promptly repair (but not replace) sound natural teeth, if: • Damage is due to an accidental injury from trauma to the mouth from violent contact with an external object, • The tooth has not been restored previously, except in a proper manner, and • The tooth has not been weakened by decay, periodontal disease, or other existing dental pathology Note: Services will be covered only when provided within 72 hours following the accidental injury.	*All charges* after $500 per accidental injury The maximum benefit amount we will pay is $500 per accidental injury	*All charges* after $500 per accidental injury The maximum benefit amount we will pay is $500 per accidental injury	*All charges* after $500 per accidental injury The maximum benefit amount we will pay is $500 per accidental injury
Not covered:	*All charges*	*All charges*	*All charges*

Accidental injury benefit - continued on next page

Benefit Description	You pay		
Accidental injury benefit (cont.)	**High Option**	**Standard Option**	**Prosper**
• *Services for conditions caused by an accidental injury occurring before your eligibility date* • *Injury that results from chewing or biting*	*All charges*	*All charges*	*All charges*
Dental benefits	**High Option**	**Standard Option**	**Prosper**
We have no other dental benefits.	All charges	All charges	All charges

Section 5(h). Wellness and Other Special Features

Feature	Description
Flexible benefits option	Under the flexible benefits option, we determine the most effective way to provide services. • We may identify medically appropriate alternatives to regular contract benefits as a less costly alternative. If we identify a less costly alternative, we will ask you to sign an alternative benefits agreement that will include all of the following terms in addition to other terms as necessary. Until you sign and return the agreement, regular contract benefits will continue. • Alternative benefits will be made available for a limited time period and are subject to our ongoing review. You must cooperate with the review process. • By approving an alternative benefit, we do not guarantee you will get it in the future. • The decision to offer an alternative benefit is solely ours, and except as expressly provided in the agreement, we may withdraw it at any time and resume regular contract benefits. • If you sign the agreement, we will provide the agreed-upon alternative benefits for the stated time period (unless circumstances change). You may request an extension of the time period, but regular contract benefits will resume if we do not approve your request. • Our decision to offer or withdraw alternative benefits is not subject to OPM review under the disputed claims process. However, if at the time we make a decision regarding alternative benefits, we also decide that regular contract benefits are not payable, then you may dispute our regular contract benefits decision under the OPM disputed claim process (see Section 8).
Centers of Excellence	The Centers of Excellence program began in Fall 1987. As new technologies proliferate and become the standard of care, Kaiser Permanente refers members to contracted “Centers of Excellence” for certain specialized medical procedures. We have developed a nationally contracted network of Centers of Excellence for organ transplantation, which consists of medical facilities that have met stringent criteria for quality care in specific procedures. A national clinical and administrative team has developed guidelines for site selection, site visit protocol, volume and survival criteria for evaluation and selection of facilities. The institutions have a record of positive outcomes and exceptional standards of quality.
Services for deaf and hearing impaired	We provide a TTY/text phone number at: 711. Sign language services are also available.
Services from other Kaiser Permanente regions	When you visit a different Kaiser Foundation Health Plan service area, you can receive visiting member care from designated providers in that area. Visiting member services are subject to the terms, conditions and cost-sharing described in this PSHB brochure. Certain services are not covered as a visiting member. For more information about receiving visiting member services, including provider and facility locations in other Kaiser Permanente service areas, please call our Away from Home Travel Line at 951-268-3900 or visit www.kp.org/travel.
Dependent children out-of-area coverage	We provide a limited benefit to dependent children under the age of 26, who are temporarily outside Kaiser Permanente’s service areas and within the United States. These benefits are in addition to your emergency and travel benefits. We cover routine, continuing, and follow-up medical care. You pay 20% of the actual fee (or "our allowance") the provider, facility or vendor charged for and there is no deductible for the following services:

	• Up to 10 visits per year (combined visit limits between primary care, specialty care, preventive care, mental health and substance abuse, outpatient physical therapy and allergy injections). • Up to 10 laboratory tests and diagnostic X-rays per year. • We cover up to 10 prescribed drugs (up to a 30-day supply). You pay the cost-sharing in Section 5(f), *Prescription Drug Benefits*. *The following are not included in your Dependent children out-of-area coverage benefit:* • *Dental Services* • *Transplants and transplant follow-up care* • *Services provided outside the United States* • *Special diagnostic procedures such as CT, MRI, or PET scans* File claims as shown in Section 7. For more information about this benefit, call 800-813-2000 (TTY: 711).
Travel benefit	Kaiser Permanente's travel benefit for Postal employees provides you with outpatient follow-up and/or continuing medical and mental health and substance abuse care when you are temporarily (for example, on a temporary work assignment or attending school) outside your home service area by more than 100 miles and outside of any other Kaiser Permanente service area. This benefit is in addition to your emergency services/accident and Dependent children out-of-area coverage benefits and include: • Outpatient follow-up care necessary to complete a course of treatment after a covered emergency. Services include removal of stitches, a catheter, or a cast. • Outpatient continuing care for covered services for conditions diagnosed and treated within the previous 12 months by a Kaiser Permanente healthcare provider or affiliated Plan provider. Services include dialysis and prescription drug monitoring. You pay $25 for each follow-up or continuing care office visit. This amount will be deducted from the reimbursement we make to you or to the provider. We limit our payment for this travel benefit to no more than $1,200 each calendar year. For more information about this benefit call our Member Services Department at 800-813-2000 (TTY: 711). File claims as shown in Section 7. *The following are a few examples of services not included in your travel benefits coverage:* • *Non-emergency hospitalization* • *Infertility treatments* • *Medical and hospital costs resulting from a normal full-term delivery of a baby outside the service area* • *Transplants* • *Durable Medical Equipment (DME)* • *Prescription drugs* • *Home health services*
Rewards	Take steps to improve your well-being by completing the Kaiser Permanente Total Health Assessment and a healthy lifestyle program. You must accept the Wellness Program Agreement to be eligible to earn rewards. Please go to www.kp.org/postal to learn how to earn your reward and to view and track the status of your reward activities. PSHB subscribers and their enrolled spouses (age 18 and over) are eligible for the following rewards: High and Standard Options

	• $100 on the High Option and $50 on the Standard Option for completing a confidential, online, Total Health Assessment (available in English or Spanish). You will get a picture of your overall health and a customized action plan with tips and resources to improve your well-being. • $50 on the High Option and $25 on the Standard Option for completing an online healthy lifestyle program of your choice. Personalized and self-paced, they can help you reduce stress, quit smoking, lose weight and more. You can complete as many of these online programs as you would like, but you will only earn a reward for one program completion. Prosper • $75 for completing a confidential, online, Total Health Assessment and being up to date on the following biometric screenings: blood glucose, blood pressure, Body Mass Index (BMI) and total cholesterol. To view and determine the status of your screenings, go to www.kp.org/postal. If you have not had these screenings recently, you may be required to contact your Kaiser Permanente doctor. You must complete the Total Health Assessment and/or a healthy lifestyle program during the Plan year. We will issue you a Kaiser Permanente Health Payment Card 4-6 weeks after you complete either activity. We will send each eligible member their own debit card. You may use your Health Payment Card to pay for certain qualified medical expenses, such as: • Copayments for office visits, prescription drugs and other services at Kaiser Permanente or other providers • Prescription eyeglasses or contacts • Dental services • Over-the-counter medication for certain diseases • Other medical expenses, as permitted by the IRS Please keep your card for use in the future. As you complete activities, we will add rewards to your card. We will not send you a new card until the card expires. Rewards you earn during this calendar year may be used until March 31 of the next calendar year. Funds are forfeited if you leave this Plan. For more information, please go to www.kp.org/postal. If you have questions about completing a Total Health Assessment or class, you may call us at **1-866-300-9867**. If you have questions about your account balance or what expenses the Health Payment Card can be used for, you may call the phone number on the back of your Health Payment Card.
Nutrition and behavioral lifestyle support	Kaiser Permanente is committed to investing in the total health of our members. Exercise, nutrition, and weight management resources such as wellness coaching and online Healthy Lifestyle Programs are all available at no cost. We offer our members the tools and resources they need to actively participate in their health at home, online, with their smartphone, and at our facilities. Our members can enroll in a variety of programs that are designed to help them take an active role in their health and make desired lifestyle changes. Unless otherwise noted, most of these programs are available at no additional costs to members because they are embedded within our integrated care delivery model as part of our core offerings. Examples of our wellness programs aimed at weight and nutrition are: • Nutrition counseling (such as weight loss and a healthy diet) • Stress reduction programs • Chronic disease self-management programs • Exercise counseling and cardiovascular fitness programs

	• Smoking Cessation program • Health risk assessments Members can access our Health and Wellness Programs at www.kp.org/healthyliving.
Non-pharmaceutical treatment options	Kaiser Permanente promotes and covers a wide variety of non-pharmaceutical treatment options to address pain, diabetes, hypertension, obesity, and many other chronic conditions. Our care teams focus on instilling healthy lifestyle behaviors for all patients, including those at risk of or diagnosed with chronic conditions. Our comprehensive network of practitioners includes nutritionists and health coaches in addition to primary care physicians and specialists, all working together to develop care plans for our members. Kaiser Permanente's non-pharmaceutical treatment options and approaches to care include the following offerings: **Medical Nutrition Therapy** Kaiser Permanente's cross-functional care teams include registered dietitians who work with patients to develop evidence-based nutrition plans to help manage their chronic conditions (e.g. diabetes, hypertension, obesity). Our dietitians support patients with identifying their dietary needs and preferences, building meal plans, and counseling them on behavioral and lifestyle modifications for better health outcomes. Patients are referred to medical nutrition therapy by their primary care physician or specialists as appropriate; these services are offered within our integrated model, and all care team members have access to our electronic medical record to coordinate and oversee care plans. **Obesity counseling** Patients at risk of or diagnosed with obesity are counseled by their primary care physician (PCP) to assess lifestyle factors or co-morbidities that may be impacting their weight and overall health. Patients work with their PCP and other clinicians as needed to develop care plans to achieve a healthy weight, which may include behavioral health support, wellness coaching, nutrition counseling, exercise regimens, prescribed medications, and other interventions as appropriate. **Tobacco cessation counseling** Kaiser Permanente offers a variety of tobacco cessation resources including individual and group visits with wellness coaches, health educators and dieticians to help instill healthy lifestyle behaviors and promote good health. We also prescribe both over-the-counter and prescription medicines to members when indicated. We also provide patients with a comprehensive suite of educational materials via our kp.org website and app (more information provided at this link). **Remote Physiologic Monitoring** Kaiser Permanente offers a suite of digital health devices and remote monitoring options. These programs and devices minimize the need for members to travel to a medical center for care and enhance our clinicians' ability to monitor and manage their patient's clinical conditions. Examples of these digital options include e-visits, remote glucose monitoring, remote blood-pressure monitoring, vagal nerve stimulators, responsive neurostimulator, and medical alert monitoring.

	Remote Therapeutic Monitoring Kaiser Permanente members can use our app or website to access their medical record and send secure messages to their physician. When indicated as part of their care plans, members may use the secure message functionality to provide their care teams with data for the purposes of remote therapeutic monitoring (RTM). This may include pain scores, updates on medication compliance and effectiveness, exercise plan logging, and other key communications from the patient to their care team regarding treatment plan compliance. Different RTM options may vary by service area, and all service areas have access to secure messaging.

Non-PSHB Benefits Available to Plan Members

The benefits on this page are not part of the PSHB contract or premium, **and you cannot file a PSHB disputed claim about them**. The fees you pay for these services do not count toward PSHB deductibles or catastrophic protection out-of-pocket maximums. These programs and materials are the responsibility of the Plan, and all appeals must follow their guidelines. For additional information, contact the Plan at 800-813-2000 (TTY: 711).

Kaiser Permanente Dental Plan - Camco Benefit Services: 844-206-5032 or www. camcobenefits.com/kpdental

Kaiser Permanente dental member benefits include no maximum, low out-of-pocket costs, and orthodontia and implant coverage with no waiting period.

Visit www. kp.org/postal/nwdental to download our dental programs brochure for details about how to enroll, premiums and coverage.

Assisted reproductive technology (ART) discounted services

Kaiser Permanente offers discounted rates for certain non-covered Assisted Reproductive Technology (ART) services in our Northwest market where ART is not included as a covered benefit.

Members can search our provider directory at kp.org/directory for affiliated **Reproductive Endocrinology, Community affiliated providers** who offer ART fertility services at a discounted rate. Members can also contact Member Services at (800) 813-2000 (TTY: 711) for assistance or kp.org/postal for additional information.

Gym Reimbursement - Member Services: 800-813-2000

Kaiser Permanente Prosper includes **Optum Rewards** - a gym reimbursement program for members age 18 and over, up to a $500 reimbursement for gym membership. To learn more about **Optum Rewards**, visit www. kp.org/postal or call the Member Services Department at 800-813-2000.

Heraya Health Active and Healthy Discounts - www. herayahealth.com

Heraya Health Active and Healthy discounts offer members discounts on hundreds of fitness, wellness, and entertainment activities that may include discounts on things like ski/snowboard lift tickets, gym memberships, certain sporting events, first-run movies, live theater and symphony performances, and weight loss programs.

Health classes and programs - www. kp.org/classes

As a Kaiser Permanente member, you can sign up for in-person, over-the-phone, and online wellness programs and classes designed to help you achieve your health goals. All sessions are taught by your team of experts who walk you through how to make actionable lifestyle changes.

Fitness deals - www. kp.org/exercise

- **One Pass Select Affinity®.** As a Kaiser Permanente member, you get access to more than 20,000 gym locations and over 23,000 online classes. You can have groceries and household essentials delivered right to your door. Flexible fitness options and the ability to use multiple locations.
- **Affinity Musculoskeletal Program®** provides you with access to a variety of high-quality providers for complementary and alternative medicine for therapies such as acupuncture, massage, and chiropractic care. Go to https ://www. myoptumhealthphysicalhealth.com/ProviderDirectory to locate a provider near you.

Emotional Wellness and Coaching Apps - www. kp.org/selfcareapps

Kaiser Permanente members get access to wellness apps that can help you navigate life's challenges and receive support for emotional wellness. Get help with anxiety, stress, sleep, relationships, and more, anytime you need it.

- **Calm** is an app for meditation and sleep designed to lower stress, reduce anxiety, and more. You can choose from more than 100 programs and activities, including guided meditations, sleep stories, and mindful movement videos.
- **Headspace Care (formerly ginger)** allows you to text one-on-one with an emotional support coach anytime, anywhere, for up to 90 days each year. You can discuss goals, share challenges, and create an action plan with your coach.

Section 6. General Exclusions – Services, Drugs and Supplies We Do not Cover

The exclusions in this section apply to all benefits. There may be other exclusions and limitations listed in Section 5 of this brochure. **Although we may list a specific service as a benefit, we will not cover it unless it is medically necessary to prevent, diagnose, or treat your illness, disease, injury, or condition. For information on obtaining prior approval for specific services, such as transplants, see Section 3, *You need prior Plan approval for certain services.***

We do not cover the following:

- When a service is not covered, all services, drugs, or supplies related to the non-covered service are excluded from coverage, except when specifically stated as covered in this brochure or for services we would otherwise cover to treat complications of the non-covered service.
- Fees associated with non-payment (including interest), missed appointments and special billing arrangement.
- Care by non-Plan providers except for authorized referrals, emergencies, travel benefit, child abuse medical assessments at community assessment centers, services from other Kaiser Permanente plans, or Dependent children out-of-area coverage (see Emergency services/accidents and Special features).
- Services, drugs, or supplies you receive while you are not enrolled in this Plan.
- Services, drugs, or supplies not medically necessary.
- Services, drugs, or supplies not required according to accepted standards of medical, dental, or psychiatric practice.
- Experimental or investigational procedures, treatments, drugs, or devices (see specifics regarding transplants).
- Services, drugs, or supplies related to abortions, except when the life of the mother would be endangered if the fetus were carried to term or when the pregnancy is the result of an act of rape or incest.
- Services, drugs, or supplies you receive from a provider or facility barred from the PSHB Program.
- Services, drugs, or supplies you receive without charge while in active military service.
- Services required for (a) obtaining or maintaining employment or participation in employee programs or (b) insurance or governmental licensing.
- Services or supplies we are prohibited from covering under the Federal law.
- Any benefits or services required solely for your employment are not covered by this Plan.
- Chemical or surgical modification of an individual's sex traits through medical interventions (to include “gender transition” services).
- Services or supplies furnished by yourself, immediate relatives or household members, such as spouse, parents, children, brothers or sisters by blood, marriage or adoption.

Section 7. Filing a Claim for Covered Services

This section primarily deals with post-service claims (claims for services, drugs, or supplies you have already received.) See Section 3 for information on prior Plan approval and pre-service claims procedures (services, drugs, or supplies requiring prior Plan approval), including urgent care claims procedures.

When you see Plan providers, receive services at Plan hospitals and facilities, or fill your prescription drugs at Plan pharmacies, you will not have to file claims. Just present your identification card and pay your copayment or coinsurance.

You may need to file a claim when you receive a service or item from a non-Plan provider or at a non-Plan facility. This includes services such as out-of-network emergency services, out-of-area urgent care, and services covered under the travel benefit. Check with the provider to determine if they can bill us directly. Filing a claim does not guarantee payment. If you need to file the claim, here is the process:

Medical and hospital benefits

In most cases, providers and facilities file HIPAA compliant electronic claims for you. Providers must file on the form CMS-1500, Health Insurance Claim Form. In cases where a paper claim must be used, the facility will file on the UB-04 form. For claims questions and assistance call 800-813-2000 (TTY: 711).

When you must file a claim—such as for services you received outside of the Plan's service area - please complete the *Non-Plan Care Information* form and submit it with the CMS-1500 or a claim form that includes the information shown below. These forms may be obtained by calling 800-813-2000 (TTY: 711). Bills and receipts should be itemized and show:

- Covered member's name, date of birth, address, phone number, and ID number
- Name and address of the provider or facility that provided the service or supply
- Dates you received the services or supplies
- Diagnosis
- Type of each service or supply
- The charge for each service or supply
- Follow-up services rendered out-of-area
- A copy of the explanation of benefits, payments, or denial from any primary payor—such as the Medicare Summary Notice (MSN)
- Receipts, if you paid for your services

Note: Canceled checks, cash register receipts, or balance due statements are not acceptable substitutes for itemized bills.

Submit your claims to:

Kaiser Foundation Health Plan of the Northwest
National Claims Administration - Northwest
PO Box 370050
Denver, CO 80237-9998

Prescription drugs

Submit your claims to:

Kaiser Foundation Health Plan of the Northwest
National Claims Administration - Northwest
PO Box 370050
Denver, CO 80237-9998

Deadline for filing your claim	Send us all of the documents for your claim as soon as possible. You must submit the claim by December 31 of the year after the year you received the service, unless timely filing was prevented by administrative operations of Government or legal incapacity, provided the claim was submitted as soon as reasonably possible. Once we pay benefits, there is a three year limitation on the re-issuance of uncashed checks.
When we need more information	Please reply promptly when we ask for additional information. We may delay processing or deny benefits for your claim if you do not respond. Our deadline for responding to your claim is stayed while we await all of the additional information needed to process your claim.
Post-service claims procedures	We will notify you of our decision within 30 days after we receive your post-service claim. If matters beyond our control require an extension of time, we may take up to an additional 15 days for review and we will notify you before the expiration of the original 30-day period. Our notice will include the circumstances underlying the request for the extension and the date when a decision is expected. If we need an extension because we have not received necessary information from you, our notice will describe the specific information required and we will allow you up to 60 days from the receipt of the notice to provide the information. If you do not agree with our initial decision, you may ask us to review it by following the disputed claims process detailed in Section 8 of this brochure.
Authorized Representative	You may designate an authorized representative to act on your behalf for filing a claim or to appeal claims decisions to us. For urgent care claims, a healthcare professional with knowledge of your medical condition will be permitted to act as your authorized representative without your express consent. For the purposes of this section, we are also referring to your authorized representative when we refer to you.
Notice Requirements	If you live in a county where at least 10% of the population is literate only in a non-English language (as determined by the Secretary of Health and Human Services), we will provide language assistance in that non-English language. You can request a copy of your Explanation of Benefits (EOB) statement, related correspondence, oral language services (such as telephone customer assistance) and help with filing claims and appeals (including external reviews) in the applicable non-English language. The English versions of your EOBs and related correspondence will include information in the non-English language about how to access language services in that non-English language. Any notice of an adverse benefit determination or correspondence from us confirming an adverse benefit determination will include information sufficient to identify the claim involved (including the date of service, the healthcare provider, and the claim amount, if applicable), and a statement describing the availability, upon request, of the diagnosis and procedure codes.
Records	Keep a separate record of the medical expenses of each covered family member as deductibles and maximum allowances apply separately to each person. Save copies of all medical bills, including those you accumulate to satisfy a deductible. In most instances they will serve as evidence of your claim. We will not provide duplicate or year-end statements.
Overseas claims	Filing Overseas Claims for Urgent or Emergent Care Most overseas providers are under no obligation to file claims on behalf of our members. You may need to pay for the services at the time you receive them and then submit a claim to us for reimbursement. To file a claim for covered urgent or emergent care received outside the United States, send a completed Overseas Claim Form and itemized bills to:

Kaiser Foundation Health Plan of the Northwest
National Claims Administration - Northwest
PO Box 370050
Denver, CO 80237-9998

We will do the translation and currency conversion for you. You may obtain the Overseas Claim Form by calling Member Services toll-free at 800-813-2000 or from our website at www.kp.org/postal, Members/Forms and Information.

Section 8. The Disputed Claims Process

You may appeal directly to the Office of Personnel Management (OPM) if we do not follow required claims processes. For more information about situations in which you are entitled to immediately appeal to OPM, including additional requirements not listed in Sections 3, 7, and 8 of this brochure, please call Member Services at the phone number found on your ID card, Plan brochure, or Plan website.

If you are a Postal Service annuitant, or their covered Medicare-eligible family member, enrolled in our Medicare Part D Prescription Drug Plan (PDP) Employer Group Waiver Plan (EGWP) and you disagree with our **pre-service or post-service** decision about your prescription drug benefits, please, follow the appeals process outlined in Section 8(a). Medicare MAPD/ PDP EGWP Disputed Claims Process.

Please follow this Postal Service Health Benefits Program disputed claims process if you disagree with our decision on your post-service claim (a claim where services, drugs, or supplies have already been provided). In Section 3 *If you disagree with our pre-service claim decision*, we describe the process you need to follow if you have a claim for services, referrals, drugs, or supplies that must have prior Plan approval, such as inpatient hospital admissions.

To help you prepare your appeal, you may arrange with us to review and copy, free of charge, all relevant materials and Plan documents under our control relating to your claim, including those that involve any expert review(s) of your claim. To make your request, please contact our Member Services Department by writing Member Services Department, 500 NE Multnomah St., Ste 100, Portland, OR 97232-2099 or calling 800-813-2000 (TTY: 711).

Our reconsideration will take into account all comments, documents, records, and other information submitted by you relating to the claim, without regard to whether such information was submitted or considered in the initial benefit determination.

When our initial decision is based (in whole or in part) on a medical judgment (i.e., medically necessity, experimental/ investigational), we will consult with a healthcare professional who has appropriate training and experience in the field of medicine involved in the medical judgment and who was not involved in making the initial decision.

Our reconsideration will not take into account the initial decision. The review will not be conducted by the same person, or their subordinate, who made the initial decision.

We will not make our decisions regarding hiring, compensation, termination, promotion, or other similar matters with respect to any individual (such as claims adjudicator or medial expert) based upon the likelihood that the individual will support the denial of benefits.

Step	Description
1	Ask us in writing to reconsider our initial decision. You must: a) Write to us within 6 months from the date of our decision; and b) Send your request to us at: Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, Oregon 97232-2099; and c) Include a statement about why you believe our initial decision was wrong, based on specific benefit provisions in this brochure; and d) Include copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms. We will provide you, free of charge and in a timely manner, with any new or additional evidence considered, relied upon, or generated by us or at our direction in connection with your claim and any new rationale for our claim decision. We will provide you with this information sufficiently in advance of the date that we are required to provide you with our reconsideration decision to allow you a reasonable opportunity to respond to us before that date. However, our failure to provide you with new evidence or rationale in sufficient time to allow you to timely respond shall not invalidate our decision on reconsideration. You may respond to that new evidence or rationale at the OPM review stage described in step 4.
2	In the case of a post-service claim, we have 30 days from the date we receive your request to:

a) Pay the claim or

b) Write to you and maintain our denial or.

c) Ask you or your provider for more information

You or your provider must send the information so that we receive it within 60 days of our request. We will then decide within 30 more days.

If we do not receive the information within 60 days we will decide within 30 days of the date the information was due. We will base our decision on the information we already have. We will write to you with our decision.

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If you do not agree with our decision, you may ask OPM to review it.

You must write to OPM within:

- 90 days after the date of our letter upholding our initial decision; or
- 120 days after you first wrote to us -- if we did not answer that request in some way within 30 days; or
- 120 days after we asked for additional information.

Write to OPM at: United States Office of Personnel Management, Healthcare and Insurance, Postal Service Insurance Operations (PSIO), 1900 E Street NW, Room 5478, Washington, DC 20415.

Send OPM the following information:

- A statement about why you believe our decision was wrong, based on specific benefit provisions in this brochure;
- Copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms;
- Copies of all letters you sent to us about the claim;
- Copies of all letters we sent to you about the claim; and
- Your daytime phone number and the best time to call.
- Your email address, if you would like to receive OPM’s decision via email. Please note that by providing your email address, you may receive OPM’s decision more quickly.

Note: If you want OPM to review more than one claim, you must clearly identify which documents apply to which claim.

Note: You are the only person who has a right to file a disputed claim with OPM. Parties acting as your representative, such as medical providers, must include a copy of your specific written consent with the review request. However, for urgent care claims, a healthcare professional with knowledge of your medical condition may act as your authorized representative without your express consent.

Note: The above deadlines may be extended if you show that you were unable to meet the deadline because of reasons beyond your control.

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OPM will review your disputed claim request and will use the information it collects from you and us to decide whether our decision is correct. OPM will send you a final decision or notify you of the status of OPM’s review within 60 days. There are no other administrative appeals.

If you do not agree with OPM’s decision, your only recourse is to sue. If you decide to file a lawsuit, you must file the suit against OPM in Federal court by December 31 of the third year after the year in which you received the disputed services, drugs, or supplies or from the year in which you were denied precertification or prior approval. This is the only deadline that may not be extended.

OPM may disclose the information it collects during the review process to support their disputed claim decision. This information will become part of the court record.

You may not file a lawsuit until you have completed the disputed claims process. Further, Federal law governs your lawsuit, benefits, and payment of benefits. The Federal court will base its review on the record that was before OPM when OPM decided to uphold or overturn our decision. You may recover only the amount of benefits in dispute.

Note: **If you have a serious or life-threatening condition** (one that may cause permanent loss of bodily functions or death if not treated as soon as possible), and you did not indicate that your claim was a claim for urgent care, then call us at 800-813-2000 (TTY 711). We will expedite our review (if we have not yet responded to your claim); or we will inform OPM so they can quickly review your claim on appeal. You may call OPM's PSIO at (202) 936-0002 between 8 a.m. and 5 p.m. Eastern Time.

Please remember that we do not make decisions about plan eligibility issues. For example, we do not determine whether you or a family member is covered under this Plan. You must raise eligibility issues with your Agency personnel/payroll office if you are an employee, your retirement system if you are an annuitant or the Office of Workers' Compensation Programs if you are receiving Workers' Compensation benefits.

Reminder: If you are a Postal Service annuitant, or their covered Medicare-eligible family member, enrolled in our Medicare Part D MAPD/PDP EGWP, you may appeal an adverse pre-service or post-service determination. See Section 8(a).

Section 8(a). Medicare Part D MAPD/PDP EGWP Plan Sponsored Disputed Claims Process

When a Medicare Part D MAPD/PDP EGWP claim is denied in whole or in part, you may appeal the denial.

Our Plan follows the Medicare Part D appeals process. For coverage decisions and appeals, see Chapter 7 of the Evidence of Coverage for Kaiser Permanente Medicare Part D Group Plan (PDP) for Postal Service Health Benefits (PSHB) Members (EOC). A copy of your EOC is available at www. kp.org/postal.

What to do if you have a problem or concern

This section explains two types of processes for handling problems and concerns:

- For some problems, you need to use the **process for coverage decisions and appeals**.
- For other problems, you need to use the **process for making complaints;** also called grievances.

Both of these processes have been approved by Medicare. Each process has a set of rules, procedures, and deadlines that must be followed by us and by you.

As a PSHB member, you also have additional dispute resolution rights and a different appeals process through the PSHB Program. For a complete statement of your drug benefits and rights under the PSHB Program, please read your PSHB brochure (RI 73-922). All PSHB Program benefits are subject to the definitions, limitations, and exclusions set forth in the PSHB brochure.

Note: If you have an issue relating to coverage of a drug that is not covered by Medicare, but is covered under your PSHB membership, please refer to your PSHB brochure for dispute resolution options because the Medicare appeal process does not apply.

Making an appeal

If we make a coverage decision, whether before or after a benefit is received, and you are not satisfied, you can *appeal* the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made. Under certain circumstances, you can request an expedited or *fast appeal* of a coverage decision. Your appeal is handled by different reviewers than those who made the original decision.

Note: A standard appeal is usually made within 7 calendar days. A fast appeal is generally made within 72 hours. If your health requires it, ask for a fast appeal.

When you appeal a decision for the first time, this is called a Level 1 appeal. In this appeal, we review the coverage decision we made to check to see if we were properly following the rules. When we have completed the review, we give you our decision.

In limited circumstances, a request for a Level 1 appeal will be dismissed, which means we won't review the request. Examples of when a request will be dismissed include if the request is incomplete, if someone makes the request on your behalf but isn't legally authorized to do so, or if you ask for your request to be withdrawn. If we dismiss a request for a Level 1 appeal, we will send a notice explaining why the request was dismissed and how to ask for a review of the dismissal.

If we do not dismiss your case but say no to all or part of your Level 1 appeal, you can go on to a Level 2 appeal. The Level 2 appeal is conducted by an independent review organization that is not connected to us. (Part D appeals are discussed further in Chapter 7, Section 5 of your Evidence of Coverage for Kaiser Permanente Medicare Part D Group Plan (PDP) for Postal Service Health Benefits (PSHB) Members. If you are not satisfied with the decision at the Level 2 appeal, you may be able to continue through additional levels of appeal (Chapter 7, Section 6 of your Evidence of Coverage explains the Level 3, 4, and 5 appeals processes).

How to get help when you are asking for a coverage decision or making an appeal

Here are resources if you decide to ask for any kind of coverage decision or appeal a decision:

- You can call Member Services at 800-813-2000 (long distance) (TTY: 711).
- You can get free help from your State Health Insurance Assistance Program.
- Your doctor or other prescriber can make a request for you. For Part D prescription drugs, your doctor or other prescriber can request a coverage decision or a Level 1 appeal on your behalf. If your Level 1 appeal is denied your doctor or prescriber can request a Level 2 appeal.
- You can ask someone to act on your behalf. If you want to, you can name another person to act for you as your *representative* to ask for a coverage decision or make an appeal.
- You also have the right to hire a lawyer. You may contact your own lawyer, or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify. However, you are not required to hire a lawyer to ask for any kind of coverage decision or appeal a decision.

What kinds of problems are handled by the complaint process?

The complaint process is *only* used for certain types of problems. This includes problems related to quality of care, waiting times, and the customer service. Here are examples of the kinds of problems handled by the complaint process.

- **Quality of your care.** Are you unhappy with the quality of the care you have received?
- **Respecting your privacy.** Did someone not respect your right to privacy or share confidential information?
- **Disrespect, poor customer service, or other negative behaviors.** Has someone been rude or disrespectful to you? Are you unhappy with our Member Services? Do you feel you are being encouraged to leave the Plan?
- **Waiting times.** Have you been kept waiting too long by pharmacists? Or by our Member Services or other staff at the Plan? Examples include waiting too long on the phone, in the waiting room, or getting a prescription.
- **Cleanliness.** Are you unhappy with the cleanliness or condition of a pharmacy?
- **Timeliness.** If you have asked for a coverage decision or made an appeal, and you think that we are not responding quickly enough, you can make a complaint about our slowness.

Making a complaint

Step 1: Contact us promptly – either by phone or in writing.

The **deadline** for making a complaint is **60 calendar days** from the time you had the problem you want to complain about.

Step 2: We look into your complaint and give you our answer.

- If possible, we will answer you right away. If you call us with a complaint, we may be able to give you an answer on the same phone call.
- Most complaints are answered within **30 calendar days**. If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint. If we decide to take extra days, we will tell you in writing.
- If you are making a complaint because we denied your request for a *fast coverage decision or* a *fast appeal*, we will automatically give you a ***fast complaint***. If you have a *fast complaint*, it means we will give you an answer within **24 hours**.
- If we do not agree with some or all of your complaint or don't take responsibility for the problem you are complaining about, we will include our reasons in our response to you.

You can submit a complaint about our plan directly to Medicare. To submit a complaint to Medicare, go to www. medicare. gov/MedicareComplaintForm/home.aspx. You may also call 1-800-MEDICARE (1-800-633-4227). TTY/TDD users can call 1-877-486-2048.

Section 9. Coordinating Benefits with Medicare and Other Coverage

When you have other health coverage

You must tell us if you or a covered family member has coverage under any other health plan or has automobile insurance that pays healthcare expenses without regard to fault. This is called "double coverage."

When you have double coverage, one plan normally pays its benefits in full as the primary payor and the other plan pays a reduced benefit as the secondary payor. We, like other insurers, determine which coverage is primary according to the National Association of Insurance Commissioners' (NAIC) guidelines. For more information on NAIC rules regarding the coordinating of benefits, visit our website at www.kp.org/postal.

When we are the primary payor, we will pay the benefits described in this brochure.

When we are the secondary payor, we will determine our allowance. After the primary plan processes the benefit, we will pay what is left of our allowance, up to our regular benefit, except Medicare-eligible members with Original Medicare as primary payor must pay cost-sharing described in this PSHB brochure (see Sections 4 and 5, members with Medicare should also see the Original Medicare Plan portion of this Section 9). We will not pay more than our allowance. If we are the secondary payor, and you received your services from Plan providers, we may bill the primary carrier.

Please see Section 4, *Your Costs for Covered Services*, for more information about how we pay claims.

- **TRICARE and CHAMPVA**

TRICARE is the healthcare program for eligible dependents of military persons, and retirees of the military. TRICARE includes the CHAMPUS program. CHAMPVA provides health coverage to disabled Veterans and their eligible dependents. IF TRICARE or CHAMPVA and this Plan cover you, we pay first. See your TRICARE or CHAMPVA Health Benefits Advisor if you have questions about these programs.

Suspended PSHB coverage to enroll in TRICARE or CHAMPVA: If you are an annuitant, you can suspend your PSHB coverage to enroll in one of these programs, eliminating your PSHB premium. (OPM does not contribute to any applicable plan premiums.) For information on suspending your PSHB enrollment, contact your retirement or employing office. If you later want to re-enroll in the PSHB Program, generally you may do so only at the next Open Season unless you involuntarily lose coverage under TRICARE or CHAMPVA.

- **Workers' Compensation**

Every job-related injury or illness should be reported as soon as possible to your supervisor. Injury also means any illness or disease that is caused or aggravated by the employment as well as damage to medical braces, artificial limbs and other prosthetic devices. If you are a federal or postal employee, ask your supervisor to authorize medical treatment by use of form CA-16 before you obtain treatment. If your medical treatment is accepted by the Dept. of Labor Office of Workers' Compensation (OWCP), the provider will be compensated by OWCP. If your treatment is determined not job-related, we will process your benefit according to the terms of this Plan, including use of in-network providers. Take form CA-16 and form OWCP-1500/HCFA-1500 to your provider, or send it to your provider as soon as possible after treatment, to avoid complications about whether your treatment is covered by this Plan or by OWCP.

We do not cover services that:

- You (or a covered family member) need because of a workplace-related illness or injury that the Office of Workers' Compensation Programs (OWCP) or a similar federal or state agency determines they must provide; or
- OWCP or a similar agency pays for through a third-party injury settlement or other similar proceeding that is based on a claim you filed under OWCP or similar laws.

- **Medicaid**

When you have this Plan and Medicaid, we pay first.

Suspended PSHB coverage to enroll in Medicaid or a similar state-sponsored program of medical assistance: If you are an annuitant, you can suspend your PSHB coverage to enroll in one of these state programs, eliminating your PSHB premium. For information on suspending your PSHB enrollment, contact your retirement or employing office. If you later want to re-enroll in the PSHB Program, generally you may do so only at the next Open Season unless you involuntarily lose coverage under the state program.

When other Government agencies are responsible for your care

We do not cover services and supplies when a local, state, or federal government agency directly or indirectly pays for them.

When third parties cause illness or injuries

When you receive money to compensate you for medical or hospital care for injuries or illness caused by another person, you must reimburse us for any expenses we paid. However, we will cover the cost of treatment that exceeds the amount you received in the settlement.

If you do not seek damages, you must agree to let us try. This is called subrogation. If you need more information, contact us for our subrogation procedures.

If you obtain a judgment or settlement from or on behalf of a third party who allegedly caused or is responsible for an injury or illness for which you received covered healthcare services or benefits (“Services”), you must pay us Charges for those Services. “Charges” are: 1) for Services that we pay the provider on a fee-for-service basis, the payments that we made for the Services; and 2) for all other Services, the charges in the provider’s schedule of charges for Services provided to Members less any cost share payments that you made to the provider. Our payments for Services in these circumstances are expressly conditioned on your agreement to comply with these provisions. You are still required to pay cost-sharing to the provider, even if a third party has allegedly caused or is responsible for the injury or illness for which you received Services.

You must also pay us Charges for such Services if you receive or are entitled to receive a recovery from any insurance for an injury or illness alleged to be based on a third party’s or your own fault, such as from uninsured or underinsured motorist coverage, automobile or premises medical payments coverage, or any other first party coverage. You must also pay us Charges for such Services if you receive or are entitled to receive recovery from any Workers' Compensation benefits.

To secure our rights, we will have a lien on and reimbursement right to the proceeds of any judgment or settlement you or we obtain. The proceeds of any judgment or settlement that you or we obtain. The proceeds of any judgment or settlement that you or we obtain shall first be applied to satisfy our lien, regardless of whether the total amount of the proceeds is less than the actual losses and damages you incurred.

Our right to receive payment is not subject to reduction based on attorney fees or costs under the “common fund” doctrine and is fully enforceable regardless of whether you are “made whole” or fully compensated for the full amount of damages claimed.

We are entitled to full recovery regardless of whether any liability for payment is admitted by any person, entity or insurer. We are entitled to full recovery regardless of whether the settlement or judgment received by you identifies the medical benefits provided or purports to allocate any portion of such settlement or judgment to payment of expenses other than medical expenses. We are entitled to recover from any and all settlements, even those designated as for pain and suffering, non-economic damages and/or general damages only.

In order for us to determine the existence of any rights we may have and to satisfy those rights, you must complete and send us all consents, releases, authorizations, assignments, and other documents, including lien forms directing your attorney and any insurer to pay us directly. You may not agree to waive, release, or reduce our rights under this provision without our prior, written consent. You must cooperate in doing what is reasonably necessary to assist us with our right of recovery. You must notify us within 30 days of the date you or someone acting on your behalf notifies anyone, including an insurer or attorney, of your intention to pursue or investigate a claim to recover damages or obtain compensation due to your injury or illness. You must not take any action that may prejudice our right of recovery.

If your estate, parent, guardian, or conservator asserts a claim based on your injury or illness, that person or entity and any settlement or judgment recovered by that person or entity shall be subject to our liens and other rights to the same extent as if you had asserted the claim against the party. We may assign our rights to enforce our liens and other rights.

We have the option of becoming subrogated to all claims, causes of action, and other rights you may have against a third party or an insurer, government program, or other source of coverage for monetary damages, compensation, or indemnification on account of the injury or illness allegedly caused by the third party. We will be so subrogated as of the time we mail or deliver a written notice of our exercise of this option to you or your attorney, but we will be subrogated only to the extent of the total of Charges for the relevant Services.

Contact us if you need more information about recovery or subrogation.

Surrogacy Agreements

If you enter into a Surrogacy Agreement, you must reimburse us for covered services you receive related to conception, pregnancy, delivery, or postpartum care in connection with the Surrogacy Agreement, except that the amount you must pay will not exceed the payments or other compensation you and any other payee are entitled to receive under the Surrogacy Agreement. A "Surrogacy Agreement" is one in which a person agrees to become pregnant and to surrender the baby (or babies) to another person or persons who intend to raise the child (or children), in exchange for payment or compensation for being a surrogate. The "Surrogacy Agreement" does not affect your obligation to pay your cost-sharing for services received, but we will credit any such payments toward the amount you must pay us under this paragraph. We will only cover charges incurred for any services when you have legal custody of the baby and when the baby is covered as a family member under your Self Plus One or Self and Family enrollment (the legal parents are financially responsible for any services that the baby receives).

By accepting services, you automatically assign to us your right to receive payments that are payable to you or any other payee under the Surrogacy Agreement, regardless of whether those payments are characterized as being for medical expenses. To secure our rights, we will also have a lien on those payments and on any escrow account, trust, or any other account that holds those payments. Those payments (and amounts in any escrow account, trust, or other account that holds those payments) shall first be applied to satisfy our lien. The assignment and our lien will not exceed the total amount of your obligation to us under the preceding paragraph.

Within 30 days after entering into a Surrogacy Agreement, you must send written notice of the Agreement, a copy of the Agreement, including the names, addresses, and phone numbers of all parties involved in the Agreement. You must send this information to:

The Phia Group, LLC
40 Pequot Way
Canton, MA 02021
Fax: 781-848-1154

You must complete and send us consents, releases, authorizations, lien forms, and other documents that are reasonably necessary for us to determine the existence of any rights we may have under this "Surrogacy Agreements" section and to satisfy those rights.

If your estate, parent, guardian, or conservator asserts a claim against a third party based on the Surrogacy Agreement, your estate, parent, guardian, or conservator and any settlement or judgment recovered by the estate, parent, guardian, or conservator shall be subject to our liens and other rights to the same extent as if you had asserted the claim against the third party. We may assign our rights to enforce our liens and other rights.

When you have Federal Employees Dental and Vision Insurance Plan (FEDVIP) coverage

Some PSHB Plans already cover some dental and vision services. When you are covered by more than one vision/dental Plan, coverage provided under your PSHB Plan remains as your primary coverage. FEDVIP coverage pays secondary to that coverage. When you enroll in a dental and/or vision Plan on BENEFEDS.gov or by phone at 1-877-888-3337, (TTY 1-877-889-5680), you will be asked to provide information on your PSHB Plan so that your Plans can coordinate benefits. Providing your PSHB information may reduce your out-of-pocket cost.

Clinical trials

An approved clinical trial includes a phase I, phase II, phase III, or phase IV clinical trial that is conducted in relation to the prevention, detection, or treatment of cancer or other life-threatening disease or condition and is either Federally funded; conducted under an investigational new drug application reviewed by the Food and Drug Administration; or is a drug trial that is exempt from the requirement of an investigational new drug application.

If you are a participant in a clinical trial, this health plan will provide related care as follows, if it is not provided by the clinical trial:

- Routine care costs – costs for routine services such as doctor visits, lab tests, X-rays and scans, and hospitalizations related to treating the patient's condition, whether the patient is in a clinical trial or is receiving standard therapy.
- Extra care costs – costs related to taking part in a clinical trial such as additional tests that a patient may need as part of the trial, but not as part of the patient's routine care.
- Research costs – costs related to conducting the clinical trial such as research physician and nurse time, analysis of results, and clinical tests performed only for research purposes. These costs are generally covered by the clinical trials. This Plan does not cover these costs.

When you have Medicare

For more detailed information on "What is Medicare?" and "When do I Enroll in Medicare?" please contact Medicare at 1-800-MEDICARE (1-800-633-4227), (TTY 1-877-486-2048) or at www.medicare.gov.

Important Note: Subject to limited exceptions, Postal Service annuitants entitled to Medicare Part A and their eligible family members who are entitled to Medicare Part A are required to enroll in Medicare Part B to maintain eligibility for the PSHB Program in retirement.

If you are required to enroll in Medicare Part B and fail to do so at your first opportunity, you may be disenrolled (annuitants) and/or your family members removed from coverage.

For more information on these requirements, please contact 800-813-2000; TTY: 711.

The Original Medicare Plan (Part A or Part B)

The Original Medicare Plan (Original Medicare) is available everywhere in the United States. It is the way everyone used to get Medicare benefits and is the way most people get their Medicare Part A and Part B benefits now. You may go to any doctor, specialist, or hospital that accepts Medicare. The Original Medicare Plan pays its share and you pay your share.

All physicians and other providers are required by law to file claims directly to Medicare for members with Medicare Part B, when Medicare is primary. This is true whether or not they accept Medicare.

When you are enrolled in Original Medicare along with this Plan, you still need to follow the rules in this brochure for us to cover your care.

Claims process when you have the Original Medicare Plan - You will probably not need to file a claim form when you have both our Plan and the Original Medicare Plan.

When we are the primary payor, we process the claim first.

When Original Medicare is the primary payor, Medicare processes your claim first. In most cases, your claim will be coordinated automatically and we will then provide secondary benefits for covered charges. To find out if you need to do something to file your claim, call us at 877-221-8221 (TTY: 711), 8 a.m. to 8 p.m., 7 days a week, or visit our Web site at www.kp.org/postal.

We do not waive any costs if the Original Medicare Plan is your primary payor.

- **If you enroll in Medicare Part B**

If you enroll in Medicare Part B, we require you to assign your Medicare Part B benefits to the Plan for its services. Assigning your benefits means you give the Plan written permission to bill Medicare on your behalf for covered services you receive in network. You do not lose any benefits or entitlements as a result of assigning your Medicare Part B benefits.

- **Tell us about your Medicare coverage**

You must tell us if you or a covered family member has Medicare coverage, and let us obtain information about services denied or paid under Medicare if we ask. You must also tell us about other coverage you or your covered family members may have, as this coverage may affect the primary/secondary status of this Plan and Medicare.

- **Medicare Part B premium reimbursement**

We offer a program designed to help members with their Medicare Part B premium. This program is called, "Senior Advantage 2". For each month you are enrolled in Senior Advantage 2, have Medicare Parts A and B and are enrolled in Senior Advantage for Postal Service Members, you will be reimbursed up to $200.00 of your Medicare Part B monthly premium (up to $2,400 per year), including any Part B late enrollment penalty (LEP) or income-related monthly adjustment amount (IRMAA) you pay. In addition to reimbursing for the Part B monthly premium, we will cover additional benefits, including lower copayments for office visits, outpatient surgery, inpatient hospital care, emergency care, plus additional coverage for the One Pass® fitness program.

You may enroll in this program if:

- You enroll in the Plan’s High Option or Standard Option
- You live in our Senior Advantage service area
- You enroll in Senior Advantage for Postal Members
- The PSHB subscriber completes an additional application for enrollment in Senior Advantage 2

Reimbursements will begin on the first of the month following receipt of your additional application for enrollment in Senior Advantage 2 and verification of your Medicare Part B enrollment. During a calendar year, you may enroll in Senior Advantage 2 only once. If the PSHB subscriber enrolls in Senior Advantage 2, each family member who enrolls in Senior Advantage for Postal Service Members is required to participate in Senior Advantage 2. If, for any reason, you do not meet the enrollment requirements for Senior Advantage 2, you will no longer be eligible to participate in the program. Your reimbursements will end and your regular PSHB High or Standard Option benefits will resume. You may be required to repay any reimbursements paid to you in error.

To learn more about Senior Advantage 2 and how to enroll, call us at 877-221-8221 (TTY: 711), 8 a.m. to 8 p.m., 7 days a week, or visit our Web site at www.kp.org/postal. We will send you additional information and an additional application for enrollment in Senior Advantage 2.

- **Medicare Advantage (Part C)**

If you are eligible for Medicare, you may choose to enroll in and get your Medicare benefits from a Medicare Advantage Plan. These are private healthcare choices (like HMOs and regional PPOs) in some areas of the country. To learn more about Medicare Advantage Plans, contact Medicare at 800-MEDICARE (800-633-4227) (TTY: 877-486-2048) or at www.medicare.gov.

If you enroll in a Medicare Advantage Plan, the following options are available to you:

This Plan and our Medicare Advantage Plan: We offer a Medicare Advantage Plan known as Kaiser Permanente Senior Advantage for Postal Service Members. Senior Advantage for Postal Service Members enhances your PSHB coverage by lowering cost-sharing for some services and/or adding benefits. High and Standard Option members can choose between 2 Medicare Advantage Plans: "Senior Advantage 1" (richest benefits) and "Senior Advantage 2" (some rich benefits and Part B premium reimbursement). If you live in our service area and you have Medicare Parts A and B, you can enroll in Senior Advantage for Postal Service Members. Enrolling in Senior Advantage for Postal Service Members does not change your PSHB premium. Your enrollment is in addition to your PSHB High Option, Standard Option, or Prosper enrollment; however, your benefits will be provided by the Kaiser Permanente Senior Advantage for Postal Service Plan and are subject to Medicare rules. If you are already a member of Senior Advantage for Postal Service Members and would like to understand your additional benefits in more detail, please refer to your Senior Advantage for Postal Service Members Evidence of Coverage. If you are considering enrolling in Senior Advantage for Postal Service Members, please call us at 877-221-8221 (TTY: 711), 8 a.m. to 8 p.m., 7 days a week, or visit our Web site at www.kp.org/postal.

With Kaiser Permanente Senior Advantage for Postal Service Members, you'll get more coverage, such as lower cost sharing and additional benefits. This 2027 benefit summary allows you to make a comparison of your choices:

2027 Benefit Description: Deductible
High Option You Pay Without Medicare: $0
High Option You Pay With Senior Advantage 1: $0
High Option You Pay With Senior Advantage 2: $0
Standard Option You Pay Without Medicare: $150
Standard Option You Pay With Senior Advantage 1: $0
Standard Option You Pay With Senior Advantage 2: $0
Prosper Option You Pay Without Medicare: $300
Prosper Option You Pay With Senior Advantage: None

2027 Benefit Description: Primary Care
High Option You Pay Without Medicare: $20 ($0 through age 17)
High Option You Pay With Senior Advantage 1: $0 ($0 through age 17)
High Option You Pay With Senior Advantage 2: $15 ($0 through age 17)
Standard Option You Pay Without Medicare: $25 ($0 through age 17)
Standard Option You Pay With Senior Advantage 1: $5 ($0 through age 17)
Standard Option You Pay With Senior Advantage 2: $20 ($0 through age 17)
Prosper Option You Pay Without Medicare: $10
Prosper Option You Pay With Senior Advantage: $10

2027 Benefit Description: Specialty Care
High Option You Pay Without Medicare: $30
High Option You Pay With Senior Advantage 1: $0
High Option You Pay With Senior Advantage 2: $15
Standard Option You Pay Without Medicare: $35
Standard Option You Pay With Senior Advantage 1: $5
Standard Option You Pay With Senior Advantage 2: $20
Prosper Option You Pay Without Medicare: $20
Prosper Option You Pay With Senior Advantage: $20

2027 Benefit Description: Outpatient Surgery
High Option You Pay Without Medicare: $150
High Option You Pay With Senior Advantage 1: $0
High Option You Pay With Senior Advantage 2: $50
Standard Option You Pay Without Medicare: $200*
Standard Option You Pay With Senior Advantage 1: $50
Standard Option You Pay With Senior Advantage 2: $100
Prosper Option You Pay Without Medicare: $250*
Prosper Option You Pay With Senior Advantage: $250

2027 Benefit Description: Inpatient Hospital Care
High Option You Pay Without Medicare: $350 per admission
High Option You Pay With Senior Advantage 1: $0
High Option You Pay With Senior Advantage 2: $200, nothing for maternity
Standard Option You Pay Without Medicare: $400 per admission*,nothing for maternity
Standard Option You Pay With Senior Advantage 1: $100, nothing for maternity
Standard Option You Pay With Senior Advantage 2: $225, nothing for maternity
Prosper Option You Pay Without Medicare: $500 per admission*, $250 per admission for maternity*
Prosper Option You Pay With Senior Advantage: $500 per admission, $250 for maternity

2027 Benefit Description: Additional benefits offered
High Option Without Medicare: Not applicable
High Option With Senior Advantage 1: *One Pass, hearing aid allowance*
High Option With Senior Advantage 2: *One Pass, hearing aid allowance*
Standard Option Without Medicare: Not applicable
Standard Option With Senior Advantage 1: *One Pass, hearing aid allowance*
Standard Option With Senior Advantage 2: *One Pass, hearing aid allowance*
Prosper Option Without Medicare: No Applicable
Prosper Option With Senior Advantage: *One Pass, hearing aid allowance*

2027 Benefit Description: Out-of-pocket maximum (2x per family)
High Option You Pay Without Medicare: $5,000
High Option You Pay With Senior Advantage 1: $600
High Option You Pay With Senior Advantage 2: $1,000
Standard Option You Pay Without Medicare: $6,000
Standard Option You Pay With Senior Advantage 1: $750
Standard Option You Pay With Senior Advantage 2: $2,000
Prosper Option You Pay Without Medicare: $7,000
Prosper Option You Pay With Senior Advantage: $3,000

2027 Benefit Description: Part B Premium Reimbursement
High Option Without Medicare: $0
High Option With Senior Advantage 1: $0
High Option With Senior Advantage 2: Up to $250 monthly
Standard Option Without Medicare: $0
Standard Option With Senior Advantage 1: $0
Standard Option With Senior Advantage 2: Up to $250 monthly
Prosper Option Without Medicare: $0
Prosper Option With Senior Advantage: $0

***** You pay the deductible, then the cost-sharing

This is a summary of the features of the Kaiser Permanente Senior Advantage for Postal Service Members. As a Senior Advantage member, you are still entitled to coverage under the PSHB Program. All benefits are subject to the definitions, limitations, and exclusions set forth in this PSHB brochure and the Kaiser Permanente Senior Advantage for Postal Service Members Evidence of Coverage.

This Plan and another plan's Medicare Advantage Plan: We offer a Medicare Advantage Plan known as Kaiser Permanente Senior Advantage for Postal Service Members. Senior Advantage for Postal Service Members enhances your PSHB coverage by lowering cost-sharing for some services and/or adding benefits. If you have Medicare Parts A and B, you can enroll in Senior Advantage for Postal Service Members. Enrolling in Senior Advantage for Postal Service Members does not change your PSHB premium. Your enrollment is in addition to your PSHB High Option, Standard Option, or Prosper enrollment; however, your benefits will be provided by the Kaiser Permanente Senior Advantage for Postal Service Members Plan and are subject to Medicare rules. If you are already a member of Senior Advantage for Postal Service Members and would like to understand your additional benefits in more detail, please refer to your Senior Advantage for Postal Service Members Evidence of Coverage. If you are considering enrolling in Senior Advantage for Postal Service Members, please call us at 877-221-8221 (TTY: 711), 8 a.m. to 8 p.m., 7 days a week, or visit our website at www.kp.org/postal.

Suspended PSHB coverage to enroll in a Medicare Advantage Plan: If you are an annuitant or former spouse, you can suspend your PSHB coverage to enroll in a Medicare Advantage Plan, eliminating your PSHB premium. (OPM does not contribute to your Medicare Advantage Plan premium.) For information on suspending your PSHB enrollment, contact your retirement or employing office. If you later want to re-enroll in the PSHB Program, generally you may do so only at the next Open Season unless you involuntarily lose coverage or move out of the Medicare Advantage Plan’s service area.

- **Medicare prescription drug coverage (Part D)**

When we are the primary payor, we process the claim first. If you (as an active employee eligible for Medicare Part D or their covered Medicare Part D-eligible family member) enroll in any open market Medicare Part D Plan and we are the secondary payor, we will review claims for your prescription drug costs that are not covered by that Medicare Part D Plan and consider them for payment under the PSHB Plan.

Note: If you are a Postal Service annuitant or their covered Medicare-eligible family member enrolled in our Medicare Part D PDP EGWP, this does not apply to you because you may not be enrolled in more than one Medicare Part D Plan at the same time. If you opt out of or disenroll from our PDP EGWP you do not have our PSHB Program prescription drug coverage and we are not a secondary payor for prescription drug benefits.

Our Kaiser Permanente owned and operated pharmacies will not consider another Plan's Medicare Part D benefits. These Kaiser Permanente pharmacies will only provide your PSHB Kaiser Permanente benefits.

You will still need to follow the rules in this brochure for us to cover your care. We will only cover your prescription if it is written by a Plan provider and obtained at a Plan pharmacy or through our Plan mail-order program, except in an emergency or urgent care situation.

If you enroll in one of our Kaiser Permanente Senior Advantage for Postal Service Members plan, you will get all of the benefits of Medicare Part D plus additional drug benefits covered under your PSHB Plan.

- **Medicare Prescription Drug Plan (PDP) Drug Plan Employer Group Waiver Plan (EGWP)**

If you are enrolled in Medicare Part A and/or Part B, and are not enrolled in our Medicare Advantage Prescription Drug Plan (MAPD), you will be automatically group enrolled into our Medicare PDP EGWP. Our PDP EGWP is a prescription drug benefit for Postal Service annuitants and their covered Medicare-eligible family members. This allows you to receive benefits that will never be less than the standard prescription drug coverage that is available to members with non-PDP EGWP prescription drug coverage. But more often you will receive benefits that are better than members with standard non-PDP EGWP prescription drug coverage. **Note: You have the choice to opt out of or disenroll from our PDP EGWP at any time and may obtain prescription drug coverage outside of the PSHB Program.**

When you are enrolled in our Medicare PDP EGWP for your prescription drug benefits you continue to have our medical coverage.

Members with higher incomes may have a separate premium payment for their Medicare Part D Prescription Drug Plan (PDP) benefit. Please refer to the Part D-IRMAA section of the Medicare website: https://www.medicare.gov/drug-coverage-part-d/costs-for-medicare-drug-coverage/monthly-premium-for-drug-plans to see if you would be subject to an additional premium.

For people with limited income and resources, Extra Help is a Medicare program to help with Medicare prescription drug plan costs. Information regarding this program is available through the Social Security Administration (SSA) online at www.socialsecurity.gov or call the SSA at 800-772-1213 TTY 800-325-0778. You may also contact 800-813-2000.

The PDP EGWP opt out process:

If you were automatically group enrolled into our PDP EGWP and choose to opt out

- You will lose your Kaiser Permanente prescription drug coverage unless you are enrolling in a Medicare Advantage with Part D Plan offered through the PSHB program.
- You may be subject to a Medicare Part D Late Enrollment Penalty (LEP) if you re-enroll in a Medicare Part D Plan at a later date. The LEP is a dollar amount that is permanently added to your Medicare Part D Plan premium.
- Contact us at 800-813-2000 for additional information.

The PDP EGWP disenrollment process:

When you are enrolled in our PDP EGWP, you may choose to disenroll at any time.

- If you request disenrollment, your disenrollment effective date will be the first day of the month following our receipt of your written, signed, and dated disenrollment request.
- Send written notice to the following address:
- Kaiser Permanente
  California Service Center
  P.O. Box 232400
  San Diego, CA 92193-2400

- When your Medicare Part D Group Plan coverage ends, you may continue your PSHB membership if you still meet the requirements for PSHB coverage.

For additional information, see Chapter 8. *Ending your membership in the plan* in the Evidence of Coverage for Kaiser Permanente Medicare Part D Group Plan (PDP) for Postal Service Members or contact us at 800-813-2000.

Warning: If you opt out of or disenroll from our PDP EGWP, you will not have any PSHB Program prescription drug coverage. However, you can enroll in our MAPD during Open Season or for a QLE and receive PSHB Program Prescription Drug Coverage.

To learn more about our MAPD Plans or enroll you can:

- Visit www.kp.org/postal to view benefit details, enroll online, download an enrollment application, or RSVP to attend a seminar.
- Call and speak to a Kaiser Permanente Medicare health plan specialist at 877-547-4909 (TTY 711), Monday through Friday, from 6 a.m. to 7 p.m. Pacific Time.

Note: If you choose to opt out of or disenroll from our PDP EGWP, your premium will not be reduced, and you may have to wait to re-enroll when and if you are eligible. If you do not maintain creditable coverage, re-enrollment in our PDP EGWP may be subject to a late enrollment penalty. Contact us for assistance at 800-813-2000.

Medicare always makes the final determination as to whether they are the primary payor. The following chart illustrates whether Medicare or this Plan should be the primary payor for you according to your employment status and other factors determined by Medicare. It is critical that you tell us if you or a covered family member has Medicare coverage so we can administer these requirements correctly. **(Having coverage under more than two health plans may change the order of benefits determined on this chart.)**

Primary Payor Chart		
A. When you - or your covered spouse - are age 65 or over and have Medicare and you...	**The primary payor for the individual with Medicare is...**	
	Medicare	**This Plan**
1) Have PSHB coverage on your own as an active employee		✓
2) Have PSHB coverage on your own as an annuitant or through your spouse who is an annuitant	✓	
3) Have PSHB through your spouse who is an active employee		✓
4) Are a reemployed annuitant with the Postal Service and your position is excluded from the PSHB (your employing office will know if this is the case) and you are not covered under PSHB through your spouse under #3 above	✓	
5) Are a reemployed annuitant with the Postal Service and your position is not excluded from the PSHB (your employing office will know if this is the case) and...		
• You have PSHB coverage on your own or through your spouse who is also an active employee		✓
• You have PSHB coverage through your spouse who is an annuitant	✓	
6) Are enrolled in Part B only, regardless of your employment status	✓ for Part B services	✓ for other services
7) Are a Postal employee receiving Workers' Compensation	✓*	
8) Are a Postal employee receiving disability benefits for six months or more	✓	
B. When you or a covered family member...		
1) Have Medicare solely based on end stage renal disease (ESRD) and...		
• It is within the first 30 months of eligibility for or entitlement to Medicare due to ESRD **(30-month coordination period)**		✓
• It is beyond the 30-month coordination period and you or a family member are still entitled to Medicare due to ESRD	✓	
2) Become eligible for Medicare due to ESRD while already a Medicare beneficiary and...		
• This Plan was the primary payor before eligibility due to ESRD **(for 30-month coordination period)**		✓
• Medicare was the primary payor before eligibility due to ESRD	✓	
3) Have Temporary Continuation of Coverage (TCC) and...		
• Medicare based on age and disability	✓	
• Medicare based on ESRD **(for the 30-month coordination period)**		✓
• Medicare based on ESRD **(after the 30-month coordination period)**	✓	
C. When either you or a covered family member are eligible for Medicare solely due to disability and you...		
1) Have PSHB coverage on your own as an active employee or through a family member who is an active employee		✓
2) Have PSHB coverage on your own as an annuitant or through a family member who is an annuitant	✓	

*Workers' Compensation is primary for claims related to your condition under Workers' Compensation.

Section 10. Definitions of Terms We Use in This Brochure

Assignment

An authorization by you (the enrollee or covered family member) that is approved by us (the Carrier), for us to issue payment of benefits directly to the provider.

- We reserve the right to pay you directly for all covered services. Benefits payable under the contract are not assignable by you to any person without express written approval from us, and in the absence of such approval, any assignment shall be void.
- Your specific written consent for a designated authorized representative to act on your behalf to request reconsideration of a claim decision (or, for an urgent care claim, for a representative to act on your behalf without designation) does not constitute an Assignment.
- OPM's contract with us, based on federal statute and regulation, gives you a right to seek judicial review of OPM's final action on the denial of a health benefits claim but it does not provide you with authority to assign your right to file such a lawsuit to any other person or entity. Any agreement you enter into with another person or entity (such as a provider, or other individual or entity) authorizing that person or entity to bring a lawsuit against OPM, whether or not acting on your behalf, does not constitute an Assignment, is not a valid authorization under this contract, and is void.

Calendar year

January 1 through December 31 of the same year. For new enrollees, the calendar year begins on the effective date of their enrollment and ends on December 31 of the same year.

Clinical trials cost categories

An approved clinical trial includes a phase I, phase II, phase III, or phase IV clinical trial that is conducted in relation to the prevention, detection, or treatment of cancer or other life-threatening disease or condition and is either Federally funded; conducted under an investigational new drug application reviewed by the Food and Drug Administration; or is a drug trial that is exempt from the requirement of an investigational new drug application.

- Routine care costs – costs for routine services such as doctor visits, lab tests, X-rays and scans, and hospitalizations related to treating the patient's cancer, whether the patient is in a clinical trial or is receiving standard therapy
- Extra care costs – costs related to taking part in a clinical trial such as additional tests that a patient may need as part of the trial, but not as part of the patient's routine care
- Research costs – costs related to conducting the clinical trial such as research physician and nurse time, analysis of results, and clinical tests performed only for research purposes. These costs are generally covered by the clinical trials. This Plan does not cover these costs.

Coinsurance

See Section 4, page 26.

Copayment

See Section 4, page 26

Cost-sharing

See Section 4, page 26.

Covered services

Care we provide benefits for, as described in this brochure.

Custodial care

(1) Assistance with activities of daily living, for example, walking, getting in and out of bed, dressing, feeding, toileting, and taking medication. (2) Care that can be performed safely and effectively by people who, in order to provide the care, do not require medical licenses or certificates or the presence of a supervising licensed nurse. Custodial care that lasts 90 days or more is sometimes known as long-term care.

Deductible

See Section 4, page 26.

Experimental or investigational services

We do not cover a service, supply, item or drug that we consider experimental. We consider a service, supply, item, or drug to be experimental when the service, supply, item or drug:

1. has not been approved by the FDA; or
2. is the subject of a new drug or new device application on file with the FDA; or
3. is part of a Phase I or Phase II clinical trial, as the experimental or research arm of a Phase III clinical trial; or is intended to evaluate the safety, toxicity, or efficacy of the service; or
4. is available as the result of a written protocol that evaluates the service's safety, toxicity, or efficacy; or
5. is subject to the approval or review of an Institutional Review Board; or
6. requires an informed consent that describes the service as experimental or investigational.

We carefully evaluate whether a particular therapy is safe and effective or offers a reasonable degree of promise with respect to improving health outcomes. The primary source of evidence about health outcomes of any intervention is peer-reviewed medical or dental literature.

Group health coverage

Healthcare benefits that are available as a result of your employment or the employment of your spouse, and that are offered by an employer or through membership in an employee organization. Healthcare coverage may be insured or indemnity coverage, self-insured or self-funded coverage, or coverage through health maintenance organizations or other managed care plans. Healthcare coverage purchased through membership in an organization is also "group health coverage."

Healthcare professional

A physician or other healthcare professional licensed, accredited, or certified to perform specified health services consistent with state law.

Hospice care

Hospice is a program for caring for the terminally ill patient that emphasizes supportive services, such as home care and pain and symptom control, rather than curative care. If you make a hospice election, you are not entitled to receive other healthcare services that are related to the terminal illness. If you have made a hospice election, you may revoke that election at any time, and your standard health benefits will be covered.

Medically necessary

All benefits need to be medically necessary in order for them to be covered benefits. Generally, if your Plan physician provides the service in accord with the terms of this brochure, it will be considered medically necessary. However, some services are reviewed in advance of you receiving them to determine if they are medically necessary. When we review a service to determine if it is medically necessary, a Plan physician will evaluate what would happen to you if you do not receive the service. If not receiving the service would adversely affect your health, it will be considered medically necessary. The services must be a medically appropriate course of treatment for your condition. If they are not medically necessary, we will not cover the services. In case of emergency services, the services that you received will be evaluated to determine if they were medically necessary.

Medicare Part A

Part A helps cover inpatient hospital stays, skilled nursing facility care, hospice care, and some health care.

Medicare Part B

Part B covers medically necessary services like doctors' services and tests, outpatient care, home health services, durable medical equipment, and other medical services.

Medicare Part C

Part C is a Medicare Advantage Plan that combines the coverage of Medicare Part A and Part B. Part C typically also covers additional benefits like, dental, vision, and hearing services. Some Part C Plans also include Medicare Part D coverage.

Medicare Part D

Medicare Part D Plans provide coverage for prescription drugs. Private insurers contract with CMS on an annual basis for the right to offer Part D Plans. Part D can be offered as a standalone Prescription Drug Plan (PDP) or as part of a Medicare Advantage Prescription Drug Plan (MAPD).

Medicare Part D EGWP

A Medicare Part D Employer Group Waiver Plan (EGWP) is a type of Medicare prescription drug plan that can be offered to employees and retirees of certain companies, unions, or government agencies, which allows for flexibility and enhanced coverage of traditional Medicare pharmacy benefits. Examples of Medicare Part D EGWPs are Medicare Advantage Prescription Drug (MAPD) Plan EGWPs that include both health and drug benefits, as well as Prescription Drug Plan (PDP) EGWPs, which only cover the prescription drug benefit.

Never event/serious reportable event

Certain Hospital Acquired Conditions, as defined by Medicare, including things like wrong-site surgeries, transfusion with the wrong blood type, pressure ulcers (bedsores), falls or trauma, and nosocomial infections (hospital-acquired infections) associated with surgeries or catheters, that are directly related to the provision of an inpatient covered service at a Plan provider.

Observation care

Hospital outpatient services you get while your physician decides whether to admit you as an inpatient or discharge you. You can get observation services in the emergency department or another area of the hospital.

Our allowance

Our allowance is the amount we use to determine our payment and your coinsurance for covered services. We determine our allowance as follows:

- For services and items provided by Kaiser Permanente, the applicable charges in the Plan's schedule of Kaiser Permanente charges for services and items provided to Plan members.
- For services and items for which a provider (other than Kaiser Permanente) is compensated on a capitation basis, the charges in the schedule of charges that Kaiser Permanente negotiates with the capitated provider.
- For items obtained at a pharmacy owned and operated by Kaiser Permanente, the amount the pharmacy would charge a Plan member for the item if a Plan member's benefit plan did not cover the item. This amount is an estimate of the cost of: acquiring, storing, and dispensing drugs, the direct and indirect costs of providing Kaiser Permanente pharmacy services and items to Plan members, and the pharmacy program's contribution to the net revenue requirements of the Plan.
- For services subject to federal surprise billing laws, the amount that we are required to pay (see Section 4 for more information about surprise billing).
- For all other services and items, the payments that Kaiser Permanente makes for the services and items or, if Kaiser Permanente subtracts cost-sharing from its payment, the amount Kaiser Permanente would have paid if it did not subtract cost-sharing.

You should also see Important Notice About Surprise Billing – Know Your Rights in Section 4 that describes your protections against surprise billing under the No Surprises Act.

Post-service claims

Any claims that are not pre-service claims. In other words, post-service claims are those claims where treatment has been performed and the claims have been sent to us in order to apply for benefits.

Pre-service claims

Those claims (1) that require precertification, prior approval, or a referral and (2) where failure to obtain precertification, prior approval, or a referral results in a reduction of benefits.

Reimbursement

A carrier's pursuit of a recovery if a covered individual has suffered an illness or injury and has received, in connection with that illness or injury, a payment from any party that may be liable, any applicable insurance policy, or a workers' compensation program or insurance policy, and the terms of the carrier's health benefits plan require the covered individual, as a result of such payment, to reimburse the carrier out of the payment to the extent of the benefits initially paid or provided. The right of reimbursement is cumulative with and not exclusive of the right of subrogation.

Subrogation

A carrier's pursuit of a recovery from any party that may be liable, any applicable insurance policy, or a workers' compensation program or insurance policy, as successor to the rights of a covered individual who suffered an illness or injury and has obtained benefits from that carrier's health benefits plan.

Surprise bill

An unexpected bill you receive for:

- emergency care – when you have little or no say in the facility or provider from whom you receive care, or for
- non-emergency services furnished by nonparticipating providers with respect to patient visits to participating health care facilities, or for
- air ambulance services furnished by nonparticipating providers of air ambulance services.

Urgent care claims

A claim for medical care or treatment is an urgent care claim if waiting for the regular time limit for non-urgent care claims could have one of the following impacts:

- Waiting could seriously jeopardize your life or health;
- Waiting could seriously jeopardize your ability to regain maximum function; or
- In the opinion of a physician with knowledge of your medical condition, waiting would subject you to severe pain that cannot be adequately managed without the care or treatment that is the subject of the claim.

Urgent care claims involve Pre-service claims and not Post-service claims. We will determine whether or not a claim is an urgent care claim by applying the judgment of a prudent layperson who possesses an average knowledge of health and medicine.

If you believe your claim qualifies as an urgent care claim, please contact our Member Services Department at 800-813-2000. You may also prove that your claim is an urgent care claim by providing evidence that a physician with knowledge of your medical condition has determined that your claim involves urgent care.

Us/We

Us and we refer to Kaiser Foundation Health Plan of the Northwest - PSHB.

You

You refers to the enrollee and each covered family member.

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Do not rely on this page; it is for your convenience and may not show all pages where the terms appear.

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Notes

Notes

Summary of Benefits for the High Option of the Northwest PSHB - 2027

- **Do not rely on this chart alone.** This is a summary. All benefits are subject to the definitions, limitations, and exclusions in this brochure. Before making a final decision, please read this PSHB brochure. You can also obtain a copy of our Summary of Benefits and Coverage as required by the Affordable Care Act at www. kp.org/postal.
- If you want to enroll or change your enrollment in this Plan, be sure to put the correct enrollment code from the cover on your enrollment form.
- We only cover services provided or arranged by Plan physicians, except in emergencies.

High Option Benefits	You pay	Page
Medical services provided by physicians: Diagnostic and treatment services provided in the office	$20 per primary care office visit (Nothing for children through age 17) $30 per specialty care office visit	33
Services provided by a hospital: Inpatient	$350 per admission, $350 per admission for maternity care	72
Services provided by a hospital: Outpatient	$150 per procedure	73
Emergency benefits:	$200 per visit	77
Mental health and substance use disorder treatment:	Regular cost-sharing	80
Prescription drugs (up to a 30-day supply):	$15 generic drugs; $40 preferred brand-name drugs; $80 non-preferred brand-name drugs; $150 for specialty drugs. Up to a 90-day supply of maintenance drugs for 2 times the 30-day copay through our mail order program.	87
Prescription drugs EGWP (PDP) - (up to a 30-day supply)	$15 generic drugs; $40 preferred brand-name drugs; $60 non-preferred brand-name drugs; $100 for specialty drugs. Up to a 100-day supply of maintenance drugs for 2 times the 30-day copay through our mail order program.	96
Dental care:	Not covered	102
Vision care: Eye exam	$20 per primary care office visit; $30 per specialty care office visit	54
Special features: Flexible benefits; Centers of Excellence; Services for deaf, hard of hearing, or speech impaired; Services from other Kaiser Permanente or allied plans; Dependent children out-of-area coverage; Travel benefit; Rewards	See Section 5(h) for more information.	104
Protection against catastrophic costs (your catastrophic protection out-of-pocket maximum):	Nothing after $5,000/Self Only or $10,000/ Family enrollment per year. Some costs do not count toward this protection.	27

Summary of Benefits for the Standard Option of the Northwest PSHB - 2027

- **Do not rely on this chart alone.** This is a summary. All benefits are subject to the definitions, limitations, and exclusions in this brochure. Before making a final decision, please read this PSHB brochure. You can also obtain a copy of our Summary of Benefits and Coverage as required by the Affordable Care Act at www. kp.org/postal.
- If you want to enroll or change your enrollment in this Plan, be sure to put the correct enrollment code from the cover on your enrollment form.
- We only cover services provided or arranged by Plan physicians, except in emergencies.
- Below, an asterisk (*) means the item is subject to the calendar year deductible.

Standard Option Benefits	You pay	Page
Calendar year deductible for covered services	$150 per person, up to $300 per family	26
Medical services provided by physicians: Diagnostic and treatment services provided in the office	$25 per primary care office visit (Nothing for children through age 17) $35 per specialty care office visit	33
Services provided by a hospital: Inpatient	$400 per admission,* except nothing for maternity care	72
Services provided by a hospital: Outpatient	$200 per procedure*	73
Emergency benefits:	$250 per visit*	76
Mental health and substance use disorder treatment:	Regular cost-sharing	80
Prescription drugs (up to a 30-day supply):	$15 generic drugs; $50 preferred brand-name drugs; $90 non-preferred brand-name drugs; $200 for specialty drugs. Up to a 90-day supply of maintenance drugs for 2 times the 30-day copay through our mail order program.	87
Prescription drugs - PDP (EGWP) - (up to a 30-day supply)	$15 generic drugs; $45 preferred brand-name drugs; $70 non-preferred brand-name drugs; $150 for specialty drugs. Up to a 100-day supply of maintenance drugs for 2 times the 30-day copay through our mail order program.	96
Dental care:	Not covered.	102
Vision care: Eye exam	$25 per primary care office visit; $35 per specialty care office visit	54
Special features: Flexible benefits; Centers of Excellence; Services for deaf, hard of hearing, or speech impaired; Services from other Kaiser Permanente or allied plans; Dependent children out-of-area coverage; Travel benefit; Rewards	See Section 5(h) for more information.	104
Protection against catastrophic costs (your catastrophic protection out-of-pocket maximum):	Nothing after $6,000/Self Only or $12,000/Family enrollment per year. Some costs do not count toward this protection.	27

Summary of Benefits for Prosper - Northwest PSHB - 2027

- **Do not rely on this chart alone.** This is a summary. All benefits are subject to the definitions, limitations, and exclusions in this brochure. Before making a final decision, please read this PSHB brochure. You can also obtain a copy of our Summary of Benefits and Coverage as required by the Affordable Care Act at www. kp.org/postal.
- If you want to enroll or change your enrollment in this Plan, be sure to put the correct enrollment code from the cover on your enrollment form.
- We only cover services provided or arranged by Plan physicians, except in emergencies.
- Below, an asterisk (*) means the item is subject to the calendar year deductible.

Prosper	You Pay	Page
Calendar year deductible for covered services	$300 per person, up to $600 per family	26
Medical services provided by physicians: Diagnostic and treatment services provided in the office	$10 per primary care office visit, $20 per specialty care office visit	33
Services provided by a hospital: Inpatient	$500 per admission*, $250 per admission* for maternity care	72
Services provided by a hospital: Outpatient	$250 per procedure*	73
Emergency benefits:	$300 per visit*	76
Mental health and substance use disorder treatment:	Regular cost-sharing	80
Prescription drugs (up to a 30-day supply):	$10 generic drugs; $50 preferred brand-name drugs; 40% up to $350 non-preferred brand-name drugs; 40% up to $500 for specialty drugs. Up to a 90-day supply of maintenance drugs for 2 times the 30-day cost-share through our mail order program.	87
Prescription drugs (EGWP) PDP - (up to a 30-day supply)	$10 generic drugs; $45 preferred brand-name drugs; $100 for non-preferred brand-name drugs; 33% up to $500 for specialty drugs. Up to a 100-day supply of maintenance drugs for 2 times the 30-day cost-share through our mail order program.	96
Dental care:	Not covered	102
Vision care: Eye exam	$10 per primary care office visit; $20 per specialty care office visit	54
Special features: Flexible benefits; Centers of Excellence; Services for deaf, hard of hearing, or speech impaired; Services from other Kaiser Permanente or allied plans; Dependent children out-of-area coverage; Travel benefit; Rewards	See Section 5(h) for more information.	104
Protection against catastrophic costs (your catastrophic protection out-of-pocket maximum):	Nothing after $7,000/Self Only or $14,000/Family enrollment per year. Some costs do not count toward this protection.	27

2027 Rate Information for Kaiser Permanente - Northwest - PSHB

To compare your PSHB health plan options please go to https://health-benefits.opm.gov/PSHB/.

To review premium rates for all PSHB health plan options please go to https ://www. opm.gov/healthcare-insurance/pshb/premiums/.

Type of Enrollment	Enrollment Code	Premium Rate			
		Biweekly		Monthly	
		Gov't Share	Your Share	Gov't Share	Your Share
High Option Self Only	UZA	$318.23	$106.40	$689.50	$230.53
High Option Self Plus One	UZC	$687.91	$229.30	$1,490.47	$496.82
High Option Self and Family	UZB	$748.55	$262.07	$1,621.86	$567.82
Standard Option Self Only	UZD	$269.39	$89.79	$583.67	$194.55
Standard Option Self Plus One	UZF	$581.87	$193.96	$1,260.73	$420.24
Standard Option Self and Family	UZE	$641.15	$213.71	$1,389.15	$463.05
Prosper Self Only	YRA	$160.06	$53.35	$346.79	$115.60
Prosper Self Plus One	YRC	$345.72	$115.24	$749.06	$249.69
Prosper Self and Family	YRB	$400.14	$133.38	$866.97	$288.99