

Kaiser Foundation Health Plan of the Northwest

<http://kaiserpermanente.org>

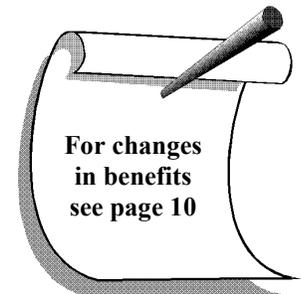


2004

A Health Maintenance Organization

Serving: *Portland and Salem, 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 9 for requirements.



*This Plan has excellent accreditation
from the NCQA.
See the 2004 Guide for more
information on accreditation.*

Enrollment codes for this Plan:

- 571 High Option Self Only**
- 572 High Option Self and Family**
- 574 Standard Option Self Only**
- 575 Standard Option Self and Family**

Authorized for distribution by the:



**United States
Office of Personnel Management**
Center for
Retirement and Insurance Services
<http://www.opm.gov/insure>



RI 73-004



OFFICE OF THE DIRECTOR

UNITED STATES
OFFICE OF PERSONNEL MANAGEMENT
WASHINGTON, DC 20415-0001

Dear Federal Employees Health Benefits Program Participant:

I am pleased to present this 2004 Federal Employees Health Benefits (FEHB) Program plan brochure. The brochure describes the benefits this plan offers you for 2004. Because benefits vary from year to year, you should review your plan's brochure every Open Season – especially Section 2, which explains how the plan changed.

It takes a lot of information to help a consumer make wise healthcare decisions. The information in this brochure, our FEHB Guide, and our web-based resources, make it easier than ever to get information about plans, to compare benefits and to read customer service satisfaction ratings for the national and local plans that may be of interest. Just click on www.opm.gov/insure!

The FEHB Program continues to be an enviable national model that offers exceptional choice, and uses private-sector competition to keep costs reasonable, ensure high-quality care, and spur innovation. The Program, which began in 1960, is sound and has stood the test of time. It enjoys one of the highest levels of customer satisfaction of any healthcare program in the country.

I continue to take aggressive steps to keep the FEHB Program on the cutting edge of employer-sponsored health benefits. We demand cost-effective quality care from our FEHB carriers and we have encouraged Federal agencies and departments to pay the full FEHB health benefit premium for their employees called to active duty in the Reserve and National Guard so they can continue FEHB coverage for themselves and their families. Our carriers have also responded to my request to help our members to be prepared by making additional supplies of medications available for emergencies as well as call-up situations and you can help by getting an Emergency Preparedness Guide at www.opm.gov. OPM's *HealthierFeds* campaign is another way the carriers are working with us to ensure Federal employees and retirees are informed on healthy living and best-treatment strategies. You can help to contain healthcare costs and keep premiums down by living a healthy life style.

Open Season is your opportunity to review your choices and to become an educated consumer to meet your healthcare needs. Use this brochure, the FEHB Guide, and the web resources to make your choice an informed one. Finally, if you know someone interested in Federal employment, refer them to www.usajobs.opm.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Kay Coles James".

Kay Coles James
Director



Notice of the Office of Personnel Management's

Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

By law, the United States Office of Personnel Management (OPM), which administers the Federal Employees Health Benefits (FEHB) Program, is required to protect the privacy of your personal medical information. OPM is also required to give you this notice to tell you how OPM may use and give out ("disclose") your personal medical information held by OPM.

OPM **will** use and give out your personal medical information:

- To you or someone who has the legal right to act for you (your personal representative),
- To the Secretary of the Department of Health and Human Services, if necessary, to make sure your privacy is protected,
- To law enforcement officials when investigating and/or prosecuting alleged or civil or criminal actions, and
- Where required by law.

OPM **has the right** to use and give out your personal medical information to administer the FEHB Program. For example:

- To communicate with your FEHB health plan when you or someone you have authorized to act on your behalf asks for our assistance regarding a benefit or customer service issue.
- To review, make a decision, or litigate your disputed claim.
- For OPM and the General Accounting Office when conducting audits.

OPM **may** use or give out your personal medical information for the following purposes under limited circumstances:

- For Government health care oversight activities (such as fraud and abuse investigations),
- For research studies that meet all privacy law requirements (such as for medical research or education), and
- To avoid a serious and imminent threat to health or safety.

By law, OPM must have your written permission (an "authorization") to use or give out your personal medical information for any purpose that is not set out in this notice. You may take back ("revoke") your written permission at any time, except if OPM has already acted based on your permission.

By law, you **have the right** to:

- See and get a copy of your personal medical information held by OPM.
- Amend any of your personal medical information created by OPM if you believe that it is wrong or if information is missing, and OPM agrees. If OPM disagrees, you may have a statement of your disagreement added to your personal medical information.

- Get a listing of those getting your personal medical information from OPM in the past 6 years. The listing will not cover your personal medical information that was given to you or your personal representative, any information that you authorized OPM to release, or that was given out for law enforcement purposes or to pay for your health care or a disputed claim.
- Ask OPM to communicate with you in a different manner or at a different place (for example, by sending materials to a P.O. Box instead of your home address).
- Ask OPM to limit how your personal medical information is used or given out. However, OPM may not be able to agree to your request if the information is used to conduct operations in the manner described above.
- Get a separate paper copy of this notice.

For more information on exercising your rights set out in this notice, look at www.opm.gov/insure on the web. You may also call 202/606-0191 and ask for OPM's FEHB Program privacy official for this purpose.

If you believe OPM has violated your privacy rights set out in this notice, you may file a complaint with OPM at the following address:

Privacy Complaints
United States Office of Personnel Management
P.O. Box 707
Washington, DC 20004-0707

Filing a complaint will not affect your benefits under the FEHB Program. You also may file a complaint with the Secretary of the United States Department of Health and Human Services.

By law, OPM is required to follow the terms in this privacy notice. OPM has the right to change the way your personal medical information is used and given out. If OPM makes any changes, you will get a new notice by mail within 60 days of the change. The privacy practices listed in this notice are effective April 14, 2003.

Table of Contents

Introduction	5
Plain Language	5
Stop Health Care Fraud!	5
Preventing medical mistakes	6
Section 1. Facts about this HMO plan	8
How we pay providers	8
Your Rights	8
Service Area	9
Section 2. How we change for 2004	10
Program-wide changes	10
Changes to this Plan	10
Section 3. How you get care	11
Identification cards	11
Where you get covered care	11
• Plan providers	11
• Plan facilities	11
What you must do to get covered care	11
• Primary care	11
• Specialty care	12
• Hospital care	13
Circumstances beyond our control	13
Services requiring our prior approval	13
Section 4. Your costs for covered services	14
• Copayments	14
• Deductible	14
• Coinsurance	14
• Fees when you fail to make your copayment	14
• Fees when you miss a medical appointment	14
Your catastrophic protection out-of-pocket maximum for copayments and coinsurance	14
Section 5. Benefits	15
Overview	15
(a) Medical services and supplies provided by physicians and other health care professionals	16
(b) Surgical and anesthesia services provided by physicians and other health care professionals	28
(c) Services provided by a hospital or other facility, and ambulance services	33
(d) Emergency services/accidents	37
(e) Mental health and substance abuse benefits	40

(f)	Prescription drug benefits	43
(g)	Special features	46
•	Flexible benefits option	46
•	24 hour nurse line	46
•	Services for deaf and hearing impaired.....	46
•	Language interpretation	46
•	High risk pregnancies	46
•	Centers of Excellence	47
•	Travel benefit.....	47
•	Services from other Kaiser Permanente Plans	48
•	Student coverage outside the service area	48
(h)	Dental benefits.....	49
(i)	Non-FEHB benefits available to Plan members.....	53
Section 6.	General exclusions -- things we don't cover	54
Section 7.	Filing a claim for covered services	55
Section 8.	The disputed claims process	56
Section 9.	Coordinating benefits with other coverage	58
	When you have other health coverage	58
•	What is Medicare?.....	58
•	Should I enroll in Medicare?	58
•	If you enroll in Medicare Part B.....	59
•	The Original Medicare Plan (Part A or Part B).....	59
•	Medicare+Choice	61
	TRICARE and CHAMPVA	62
	Workers' Compensation	62
	Medicaid	62
	When other Government agencies are responsible for your care.....	62
	When others are responsible for injuries.....	62
Section 10.	Definitions of terms we use in this brochure.....	63
Section 11.	FEHB facts.....	65
	Coverage information	65
	No pre-existing condition limitation	65
	Where you can get information about enrolling in the FEHB Program.....	65
	Types of coverage available for you and your family.....	65
	Children's Equity Act	65
	When benefits and premiums start.....	66
	When you retire	66
	When you lose benefits.....	66
•	When FEHB coverage ends	66

- Spouse equity coverage67
- Temporary continuation of coverage (TCC)67
- Converting to Individual Coverage67
- Getting a Certificate of Group Health Plan Coverage67

Two new Federal Programs complement FEHB benefits69

- The Federal Flexible Spending Account Program - FSAFEDS69
- The Federal Long Term Care Insurance Program72

Index74

Summary of benefits75

RatesBack cover

Introduction

This brochure describes the benefits of Kaiser Foundation Health Plan of the Northwest under our contract (CS 1047) with the United States Office of Personnel Management, as authorized by the Federal Employees Health Benefits law. The address for Kaiser Foundation Health Plan of the Northwest's administrative office is:

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

This brochure is the official statement of benefits. No oral 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 and family coverage, each eligible family member is also entitled to these benefits. You do not have a right to benefits that were available before January 1, 2004, unless those benefits are also shown in this brochure.

OPM negotiates benefits and rates with each plan annually. Benefit changes are effective January 1, 2004, and changes are summarized on page 10. Rates are shown on the back cover of this brochure.

Plain Language

All FEHB brochures are written in plain language to make them responsive, accessible, and understandable to the public. For instance,

- Except for necessary technical terms, we use common words. For instance, "you" means the enrollee or family member; "we" or "Plan" means Kaiser Foundation Health Plan of the Northwest.
- We limit acronyms to ones you know. FEHB is the Federal Employees Health Benefits Program. OPM is the United States Office of Personnel Management. If we use others, we tell you what they mean first.
- Our brochure and other FEHB plans' brochures have the same format and similar descriptions to help you compare plans.

If you have comments or suggestions about how to improve the structure of this brochure, let us know. Visit OPM's "Rate Us" feedback area at www.opm.gov/insure or e-mail OPM at fehbwebcomments@opm.gov. You may also write to OPM at the Office of Personnel Management, Insurance Services Program, Program Planning & Evaluation Group, 1900 E Street NW, Washington, DC 20415-3650.

Stop Health Care Fraud!

Fraud increases the cost of health care for everyone and increases your Federal Employees Health Benefits (FEHB) Program premium.

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

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

- Be wary of giving your plan identification (ID) number over the telephone or to people you do not know, except to your doctor, other provider, or authorized 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) that you receive from us.
- 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 from Portland at 503/813-2000, or from other areas call 800/813-2000, or our TTY number at 800/735-2900 and explain the situation.
 - If we do not resolve the issue:

CALL – THE HEALTH CARE FRAUD HOTLINE
202/418-3300

OR WRITE TO:

The 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 as a family member on your policy:
 - Your former spouse after a divorce decree or annulment is final (even if a court order stipulates otherwise); or
 - Your child over age 22 (unless he/she is disabled and incapable of self-support).
- If you have any questions about the eligibility of a dependent, 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.
- You can be prosecuted for fraud and your agency may take action against you if you falsify a claim to obtain FEHB benefits or try to obtain services for someone who is not an eligible family member or who is no longer enrolled in the Plan.

Preventing Medical Mistakes

An influential report from the Institute of Medicine estimates that up to 98,000 Americans die every year from medical mistakes in hospitals alone. That's about 3,230 preventable deaths in the FEHB Program a year. 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. By asking questions, learning more and understanding your risks, you can improve the safety of your own health care, and that of your family members. 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 ask questions and understand answers.
2. **Keep and bring a list of all the medicines you take.**
 - Give your doctor and pharmacist a list of all the medicines that you take, including non-prescription medicines.
 - Tell them about any drug allergies you have.
 - Ask about side effects and what to avoid while taking the medicine.
 - Read the label when you get your medicine, including all warnings.

- Make sure your medicine is what the doctor ordered and know how to use it.
 - Ask the pharmacist about your medicine if it looks different than you expected.
3. **Get the results of any test or procedure.**
 - Ask when and how you will get the results of test or procedures.
 - Don't assume the results are fine if you do not get them when expected, be it in person, by phone, or by mail.
 - Call your doctor and ask for your results.
 - Ask what the results mean for your care.
 4. **Talk to your doctor about which hospital is best for your health needs.**
 - Ask your doctor about which hospital has the best care and results for your condition if you have more than one hospital to choose from to get the health care you need.
 - Be sure you understand the instructions you get about follow-up care when you leave the hospital.
 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 reaction to anesthesia, and any medications you are taking.

Want more information on patient safety?

- www.ahrq.gov/consumer/pathqpack.htm. 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.
- www.npsf.org. The National Patient Safety Foundation has information on how to ensure safer healthcare for you and your family.
- www.talkaboutrx.org/consumer.html. The National Council on Patient Information and Education is dedicated to improving communication about the safe, appropriate use of medicines.
- 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.
- www.quic.gov/report. Find out what federal agencies are doing to identify threats to patient safety and help prevent mistakes in the nation's healthcare delivery system.

Section 1. Facts about this HMO plan

This Plan is a health maintenance organization (HMO). We require you to see specific physicians, hospitals, and other providers that contract with us. These Plan providers coordinate your health care services. The Plan is solely responsible for the selection of these providers in your area. Contact the Plan for a copy of our most recent provider directory.

HMOs emphasize preventive care such as routine office visits, physical exams, 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 only pay the copayments and coinsurance described in this brochure. When you receive emergency services or services covered under the travel 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.

How we pay providers

The Northwest Permanente Medical Group provides patient care services through a group capitation arrangement with Kaiser Foundation Health Plan of the Northwest. Northwest Permanente physicians provide approximately 98% of primary care services and more than 80% 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

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

We are a federally qualified health maintenance organization. Kaiser Foundation Health Plan of the Northwest is a non-profit corporation. Kaiser Permanente began offering medical services to workers and their families at Grand Coulee Dam in northeastern Washington and later the Kaiser shipyards in Portland, Oregon and Vancouver, Washington during World War II. When the shipyards were closed in 1945, enrollment was opened to the community. This Plan is part of the Kaiser Permanente Medical Care Program, a group of not-for-profit organizations and contracting medical groups that serve over 8 million members nationwide.

In 1995, Kaiser Permanente became the first HMO in Oregon and southwest Washington to receive a three-year, full accreditation from the National Committee for Quality Assurance (NCQA). We were again awarded three-year, full accreditation in 1998. In 2001, we were awarded the highest level of accreditation, known as "Excellent Accreditation." Excellent Accreditation status is awarded to plans whose service and clinical quality meet or exceed NCQA's rigorous requirements for consumer protection and quality improvement, and whose HEDIS (Health Plan Employer Data and Information Set) results are in the highest range of national performance.

All Kaiser Permanente and affiliated hospitals are accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

All applicants for employment with Northwest Permanente P.C., or Permanente Dental Associates must meet rigorous Kaiser Permanente credentialing standards. Once hired, they undergo periodic review by peers and hospital boards to assure their credentials are up to date and in order.

If you want more information about us, from Portland, call 503/813-2000, or from other areas call 800/813-2000 or our TTY number at 800/735-2900, or write to Kaiser Foundation Health Plan of the Northwest, 500 N.E. Multnomah, Suite 100, Portland, OR 97232. You may also visit our website at <http://kaiserpermanente.org>.

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:

These Oregon counties: Columbia, Multnomah, Polk, Yamhill

And these Oregon ZIP codes:

Benton County: 97330, 97331, 97333, 97339, 97370

Clackamas County: 97004, 97009, 97011, 97013, 97015, 97017, 97022-23, 97027, 97034-36, 97038, 97042, 97045, 97055, 97067-68, 97070, 97222, 97267-68

Linn County: 97321, 97322, 97335, 97355, 97358, 97360, 97374, 97389

Marion County: 97002, 97020, 97026, 97032, 97071, 97137, 97301-3, 97305-14, 97325, 97352, 97359, 97362, 97375, 97381, 97383-85, 97392

Washington County: 97005-8, 97062, 97075-78, 97106, 97109, 97113, 97116-17, 97119, 97123-25, 97133, 97140, 97144, 97223-25, 97229, 97281, 97291

These Washington counties: Clark County

And these Washington ZIP codes:

Cowlitz County: 98581, 98603, 98609, 98611, 98616, 98625-26, 98632, 98645, 98649, 98674

Lewis County: 98591, 98593, 98596

Wahkiakum County: 98612, 98647

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 if you are visiting another Kaiser Permanente service area, you can receive virtually all of the benefits of this Plan at any other Kaiser Permanente facility, including our mail order prescription program. You must pay the charges or copayments imposed by the Kaiser Permanente Plan you are visiting, with the exception of mail order prescriptions which are administered by your home Plan. See Section 5(g), 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 on page 47; and for emergency care obtained from any non-Plan provider, as described on page 37. We will not pay for any other health care services.

If you or a covered family member move outside of our service area, you can enroll in another plan. If your dependents 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 student out-of-area coverage. See page 48. 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. How we change for 2004

Do not rely on these change descriptions; this page 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.

Program-wide changes

- We added information regarding two new Federal Programs that complement FEHB benefits, the Federal Flexible Spending Account Programs – FSAFEDS and the Federal Long Term Care Insurance Program. See pages 69-73.
- We added information regarding Preventing medical mistakes. See page 6.
- We added information regarding enrolling in Medicare. See page 58.
- We revised the Medicare Primary Payer Chart. See page 60.

Changes to this Plan

Changes apply to both Standard and High Options unless otherwise noted.

- Your share of the non-Postal premium will increase by 11.9% for Self Only or 12.0% for Self and Family under the High Option and will increase by 9.2% for Self Only or 9.2% for Self and Family under the Standard Option.
- We included self-referred chiropractic care to the list of excluded copayments and coinsurance from the annual out-of-pocket maximum.
- We cover multidisciplinary rehabilitation services to treat conditions, which in the judgment of a physician, are subject to significant improvement within 2 months per condition. The copayment per day for outpatient multidisciplinary rehabilitation is \$10 for high option and \$15 for standard option and there is no copayment for inpatient multidisciplinary rehabilitation services. The Federal Brochure has been silent on this benefit.
- We increased DME coverage to 80% when it is prescribed in conjunction with home health care that is in lieu of inpatient hospitalization.
- We increased coverage for diabetic supplies such as external insulin pumps, infusion devices, glucose monitors, and diabetic foot care appliances for both standard and high option plans to 80% coverage.
- We are changing how copayments are charged for certain contraceptive drugs and devices.
- We now provide certain non-emergency coverage up to \$1200 per year for eligible dependents of subscribers who are full time, registered college students (at least 12 credit hours per semester) attending a recognized accredited institution outside the Kaiser Permanente service areas.

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 obtain a prescription at a Plan pharmacy. Until you receive your ID card, use your copy of the Health Benefits Election Form, SF-2809, your health benefits enrollment confirmation (for annuitants), or your Employee Express confirmation letter.

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 us from Portland at 503/813-2000, or from other areas call 800/813-2000 or our TTY number at 800/735-2900, or write to us at: Membership Administration, Kaiser Permanente, P.O. Box 921008, Fort Worth, Texas 96121-0008. You may also request replacement cards through our website at <http://kaiserpermanente.org>.

Where you get covered care

You get care from "Plan providers" and "Plan facilities." You will only pay copayments and/or coinsurance, and you will not have to file claims.

- **Plan providers**

The Plan contracts with Northwest Permanente, P.C. to provide physician services. They practice in medical offices located within our service area. Permanente Dental Associates, an independent group of dentists, provides or arranges dental care for members of the High Option plan.

We list Plan providers in the provider directory, which we update periodically. The list is also on our website.

- **Plan facilities**

Plan facilities are hospitals and other facilities in our service area that we contract with to provide covered services to our members. Medical Centers, Medical Offices and Dental Offices are conveniently located throughout Portland and Salem, Oregon and Vancouver and Longview-Kelso, Washington. We list these facilities and hospitals in the provider directory, which we update periodically. The list is also on our website.

You must receive your health services at Plan facilities, except if you have an emergency. If you are visiting another Kaiser Permanente service area, you may receive health care services at those Kaiser Permanente facilities. 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 family member must choose a primary care physician. This decision is important since your primary care physician provides or arranges for most of your health care. Our website has information about our providers. Membership Services can help you too, by telling you who is available and sharing information about them. To choose or change a primary care physician, call Membership Services from Portland at 503/813-2000, or from other areas call 800/813-2000 or our TTY number at 800/735-2900.

- **Primary care**

Your primary care physician can be a physician, nurse practitioner, or physician assistant in family practice, internal medicine, or pediatrics. Your primary care physician will provide most of your health care, or give you a referral to see a specialist.

If you want to change primary care physicians or if your primary care physician leaves the Plan, call us. We will help you select a new one.

- **Specialty care**

Your primary care physician will refer you to a specialist for needed care. When you receive a referral from your primary care physician, you must return to the primary care physician after the consultation, unless your primary care physician authorized a certain number of visits without additional referrals. The primary care physician must provide or authorize all follow-up care. Do not go to the specialist for return visits unless your primary care physician gives you a referral. However, a woman may see her obstetrician/gynecologist without having to obtain a referral. You may also receive outpatient alcohol and drug treatment, cancer counseling, eye examinations, outpatient mental health, chiropractic, occupational health, and social work services without a referral.

Here are 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 physician will develop a treatment plan that allows you to see your specialist for a certain number of visits without additional referrals. Your primary care physician will use our criteria when creating your treatment plan.
- If you are seeing a specialist when you enroll in our Plan, talk to your primary care physician. Your primary care physician will decide what treatment you need. If he or she decides 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 physician, who will arrange for you to see another specialist. You may receive services from your current specialist until we can make arrangements for you to see someone else.
- If you have a chronic or disabling condition and lose access to your specialist because we:
 - terminate our contract with your specialist for other than cause; or
 - drop out of the Federal Employees Health Benefits (FEHB) Program and you enroll in another FEHB plan; or
 - reduce our service area and you enroll in another FEHB plan,you may be able to continue seeing your specialist for up to 90 days after you receive notice of the change. Contact us or, if we drop out of the 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: Under certain circumstances and for a limited period of time, we may continue to pay for covered services provided by your Kaiser Permanente physician or a physician you have been referred to by your Kaiser Permanente physician, when the physician's contract with us has been terminated. This extension of care is available for a period up to 120 days from the date we notify you of the physician's termination, as long as you are receiving an active course of medically necessary treatment, and your treating physician agrees that it is desirable to maintain continuity of care. Additionally, this extension of coverage is available if you are in the second trimester of pregnancy, until the later of the

following dates: the 45th day after the baby's birth, or as long as you are receiving active treatment, not to exceed 120 days from the date you receive notice of the termination. To apply for this continuity of care extension, you must submit a written request to us.

This continuity of care provision is applicable only when your Kaiser Permanente physician or referred physician agrees to adhere to the reimbursement rate applicable at the time of contract termination or an equivalent rate, if the contractual rate was not based on a fee-for-service basis.

- **Hospital care**

Your Plan primary care physician 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 in the hospital when your enrollment in our Plan begins, call our Membership Services department immediately from Portland at 503/813-2000, or from other areas call 800/813-2000 or our TTY number at 800/735-2900. If you are new to the FEHB Program, we will arrange for you to receive care.

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

- you are discharged, not merely moved to an alternative care center; or
- 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 FEHB Program in whole or in part, or if OPM orders an enrollment change, this continuation of coverage provision does not apply. In such case, the hospitalized family member's benefits under the new plan begin on the effective date of enrollment.

Circumstances beyond our control

Under certain 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.

Services requiring our prior approval

Most care and service is not subject to administrative prior authorization. Prior authorization is required for select services such as care at skilled nursing facilities, home health and hospice services, referrals to non-Kaiser Permanente physicians, and transplants. Your primary care physician will give a referral for these services if they are medically necessary.

Section 4. Your costs for covered services

You must share the cost of some services. You are responsible for:

- **Copayments** A copayment is a fixed amount of money you pay to the provider, facility, pharmacy, etc., when you receive services.

Example: When you see your primary care physician, you pay a copayment of \$10 per office visit if you are on the High Option Plan and \$15 per office visit if you are on the Standard Plan. When you go in the hospital, you pay nothing under either Option.
- **Deductible** We do not have a deductible.
- **Coinsurance** Coinsurance is the percentage of our allowance that you must pay for certain services you receive.

Example: In our Plan, you pay 50% of our allowance for infertility services.
- **Fees when you fail to make your copayment** If you do not pay your copayment at the time you receive services, we will bill you. You will be required to pay a \$10 charge for each bill sent for unpaid services.
- **Fees when you miss a medical appointment** If you miss a medical appointment, we will charge you \$10, unless you notify us in advance.

Your catastrophic protection out-of-pocket maximum for copayments and coinsurance

After your copayments and coinsurance total \$600 per person or \$1,200 per family enrollment in any calendar year, you do not have to pay any more for covered services. However, copayments and coinsurances for the following services do not count toward your catastrophic protection out-of-pocket maximum. You must continue to pay copayments for these services under both the High Option and Standard Option.

- Outpatient prescription drugs
- Contraceptive devices
- Dental services
- Corrective appliances and artificial aids
- The \$25 charges paid for follow-up or continuing care when you are traveling out of our service area
- Long-term physical therapy and rehabilitation
- Eyeglasses and contact lenses
- Health education services
- Self-referred chiropractic care

Be sure to keep accurate records of your copayments and coinsurance since you are responsible for informing us when you reach the maximum.

Section 5. Benefits -- Overview

(See page 10 for how our benefits changed this year and pages 75 and 76 for benefit summaries.)

NOTE: This benefits section is divided into subsections. Please read the important things you should keep in mind at the beginning of each subsection. 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 our benefits, contact us from Portland at 503/813-2000, or from other areas call 800/813-2000 or our TTY number at 800/735-2900 or at our website at <http://kaiserpermanente.org>.

(a) Medical services and supplies provided by physicians and other health care professionals	16-27
• Diagnostic and treatment services	• Hearing services (testing, treatment, and supplies)
• Lab, X-ray, and other diagnostic tests	• Vision services (testing, treatment, and supplies)
• Preventive care, adult	• Foot care
• Preventive care, children	• Orthopedic and prosthetic devices
• Maternity care	• Durable medical equipment (DME)
• Family planning	• Home health services
• Infertility services	• Chiropractic
• Treatment therapies	• Alternative treatments
• Physical and occupational therapies	• Educational classes and programs
• Speech therapy	
• Multidisciplinary rehabilitation services	
(b) Surgical and anesthesia services provided by physicians and other health care professionals.....	28-32
• Surgical procedures	• Oral and maxillofacial surgery
• Reconstructive surgery	• Organ/tissue transplants
	• Anesthesia
(c) Services provided by a hospital or other facility, and ambulance services	33-36
• Inpatient hospital	• Skilled nursing care benefits
• Outpatient hospital or ambulatory surgical center	• Hospice care
	• Ambulance
(d) Emergency services/accidents.....	37-39
• Emergency within our service area	• Ambulance
• Emergency outside our service area	
(e) Mental health and substance abuse benefits.....	40-42
(f) Prescription drug benefits.....	43-45
(g) Special features	46-48
• Flexible benefits option	• High risk pregnancies
• 24 hour nurse line	• Centers of Excellence
• Services for deaf and hearing impaired	• Travel benefit
• Language interpretation	• Services from other Kaiser Permanente Plans
	• Student coverage outside the service area
(h) Dental benefits	49-52
(i) Non-FEHB benefits available to Plan members.....	53
Summary of benefits	75-76

Section 5 (a). Medical services and supplies provided by physicians and other health care professionals

**I
M
P
O
R
T
A
N
T**

Here are some important things to keep in mind about these benefits:

- 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.
- We have no calendar year deductible.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.
- Note: We waive the \$10 charge if you enroll in our Medicare+Choice Plan and assign your Medicare benefits to the Plan.

**I
M
P
O
R
T
A
N
T**

Benefit Description	You pay	
Diagnostic and treatment services	You pay -Standard Option	You pay - High Option
Professional services of physicians and other health care professionals <ul style="list-style-type: none"> • In a physician’s office • Office medical consultations • In a Plan urgent care center • In a skilled nursing facility • Initial examination of a newborn child covered under a family enrollment • Second surgical opinion 	\$15 per office visit	\$10 per office visit
Professional services of physicians and other health care professionals <ul style="list-style-type: none"> • During a hospital stay 	Nothing	Nothing
At home	Nothing	Nothing

Lab, X-ray, and other diagnostic tests	You pay -Standard Option	You pay - High Option
Tests, such as: <ul style="list-style-type: none"> • Blood tests • Urinalysis • Non-routine pap tests • Pathology • X-rays • Non-routine mammograms • CAT scans/MRI • Ultrasound • Electrocardiogram and EEG 	Nothing	Nothing
Preventive care, adult		
Routine screenings, such as: <ul style="list-style-type: none"> • Total blood cholesterol • Colorectal cancer screening, including <ul style="list-style-type: none"> —Fecal occult blood test —Sigmoidoscopy - every five years starting at age 50 • Routine Prostate Specific Antigen (PSA) test - one annually for men age 40 and older • Routine pap test Notes: <ul style="list-style-type: none"> • You should consult with your physician to determine what is appropriate and medically necessary for you. • You will pay only one copayment if you receive your routine screening on the same day as your office visit. 	\$15 per office visit	\$10 office visit
Routine mammogram – covered for women age 35 and older, as follows: <ul style="list-style-type: none"> • From age 35 through 39, one during this five year period • From age 40 through 64, one every calendar year • At age 65 and older, one every two consecutive calendar years Note: In addition to routine screening, we cover mammograms when medically necessary to diagnose or treat your illness.	Nothing	Nothing

Preventive care, adult -- continued on next page

Preventive care, adult <i>(continued)</i>	You pay -Standard Option	You pay - High Option
Routine immunizations and boosters	Nothing	Nothing
Visits to receive injections	\$5 per office visit	\$5 per office visit
Injectable travel immunizations Note: We cover oral travel immunizations under the prescription drug benefit.	\$15 per office visit	\$10 per office visit
<i>Not covered:</i> <i>Physical exams required for:</i> <ul style="list-style-type: none"> • <i>Obtaining or continuing employment</i> • <i>Insurance</i> • <i>Attending schools</i> 	<i>All charges</i>	<i>All charges</i>
Preventive care, children		
<ul style="list-style-type: none"> • Childhood immunizations recommended by the American Academy of Pediatrics 	Nothing	Nothing
<ul style="list-style-type: none"> • Examinations, such as: <ul style="list-style-type: none"> —Eye exams to determine the need for vision correction —Ear exams to determine the need for hearing correction —Examinations done on the day of immunizations • Well-child care charges for routine examinations, immunizations, and care 	\$15 per office visit	\$10 per office visit
Injectable travel immunizations Note: We cover oral travel immunizations under the prescription drug benefit.	\$15 per office visit	\$10 per office visit
<i>Not covered:</i> <i>Physical exams required for:</i> <ul style="list-style-type: none"> • <i>Obtaining or continuing employment</i> • <i>Insurance</i> • <i>Attending schools or camp</i> 	<i>All charges</i>	<i>All charges</i>

Maternity care	You pay -Standard Option	You pay - High Option
<p>Complete maternity (obstetrical) care, such as:</p> <ul style="list-style-type: none"> • Prenatal care • Delivery • Postnatal care <p>Note: Here are some things to keep in mind:</p> <ul style="list-style-type: none"> • You may remain in the hospital up to 48 hours after a regular delivery and 96 hours after a cesarean delivery. Your physician will extend your inpatient stay if medically necessary. • 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 and Family enrollment. • We pay hospitalization and surgeon services (delivery) the same as for illness and injury. See Section 5(c) for hospital benefits and Section 5(b) for surgery benefits. 	\$15 per office visit	\$10 per office visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Routine sonograms to determine fetal age, size, or sex</i> 	<i>All charges</i>	<i>All charges</i>
Family planning		
<ul style="list-style-type: none"> • Family planning services including counseling • Voluntary sterilization (See Surgical procedures Section 5(b)) • Surgically implanted time-release contraceptives and intrauterine devices (IUDs) <p>Note: In addition to the office visit copayment for surgical procedures related to internally implanted time-release contraceptive drugs and contraceptive devices, we charge for the drug or device according to your Prescription Drug benefit. Other contraceptive drugs and diaphragms are also covered under your Prescription Drug benefit.</p>	\$15 per office visit	\$10 per office visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Reversal of voluntary surgical sterilization</i> • <i>Genetic counseling</i> 	<i>All charges</i>	<i>All charges</i>

Infertility services	You pay -Standard Option	You pay - High Option
Diagnosis and treatment of involuntary infertility including artificial insemination limited to intrauterine insemination (IUI)	50% of our allowance	50% of our allowance
<p><i>Not covered:</i></p> <p><i>These exclusions apply to fertile as well as infertile individuals or couples:</i></p> <ul style="list-style-type: none"> • <i>Intravaginal insemination (IVI)</i> • <i>Intracervical insemination (ICI)</i> • <i>Assisted reproductive technology (ART) procedures, such as:</i> <ul style="list-style-type: none"> —<i>In vitro fertilization</i> —<i>Embryo transfer and gamete intrafallopian transfer (GIFT)</i> • <i>Services and supplies related to excluded ART procedures</i> • <i>Cost of donor sperm and donor eggs and services related to their procurement and storage</i> • <i>Drugs used in the diagnosis and treatment of infertility</i> 	<i>All charges</i>	<i>All charges</i>
Allergy care		
Testing and treatment	\$15 per office visit	\$10 per office visit
Allergy injections	\$5 per office visit	\$5 per office visit
Allergy serum	Nothing	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Provocative food testing</i> • <i>Sublingual allergy desensitization</i> 	<i>All charges</i>	<i>All charges</i>
Treatment therapies		
<ul style="list-style-type: none"> • Chemotherapy and radiation therapy <p>Note: We limit high dose chemotherapy in association with autologous bone marrow transplants to those transplants listed under Organ/Tissue Transplants on page 31.</p> <ul style="list-style-type: none"> • Respiratory and inhalation therapy • Dialysis – hemodialysis and peritoneal dialysis 	\$15 per office visit	\$10 per office visit

Treatment therapies – continued on next page

Treatment therapies <i>(continued)</i>	You pay -Standard Option	You pay - High Option
<p>Note: We cover growth hormone therapy (GHT) under the Prescription Drug benefit on page 43.</p> <ul style="list-style-type: none"> Intravenous (IV)/Infusion Therapy – home IV and antibiotic therapy 	Nothing	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> Long-term rehabilitative therapy Chemotherapy supported by a bone marrow transplant or with stem cell support, for any diagnosis not listed as covered Cognitive therapy 	<i>All charges</i>	<i>All charges</i>
Physical and occupational therapies		
<p>Benefit is limited to the greater of 20 visits or 2 months per condition for each therapy:</p> <ul style="list-style-type: none"> Physical therapy by qualified physical therapists to restore bodily function when you have a total or partial loss of bodily function due to illness or injury Occupational therapy is limited to services that assist the member to achieve and maintain self-care and improved functioning in other activities of daily living <p>Cardiac rehabilitation following a heart transplant, bypass surgery, or a myocardial infarction.</p>	<p>\$15 per outpatient visit Nothing for inpatient</p>	<p>\$10 per outpatient visit Nothing for inpatient</p>
<ul style="list-style-type: none"> Multidisciplinary rehabilitation is provided for up to two months per condition. The two-month limit applies to all prescribed inpatient and outpatient multidisciplinary rehabilitative services you may receive for the same condition, provided in an organized comprehensive multidisciplinary facility or program. <ul style="list-style-type: none"> Outpatient multidisciplinary rehabilitation Inpatient multidisciplinary rehabilitation at hospital or SNF facility when admitted from home 	<p>\$15 per day Nothing</p>	<p>\$10 per day Nothing</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> Long-term rehabilitative therapy Exercise programs 	<i>All charges</i>	<i>All charges</i>

Speech therapy	You pay -Standard Option	You pay - High Option
Benefit is limited to the greater of 20 visits or 2 months per condition for each therapy: <ul style="list-style-type: none"> • Speech therapy by speech pathologists when medically necessary 	\$15 per outpatient visit Nothing for inpatient	\$10 per outpatient visit Nothing for inpatient
<i>Not covered:</i> <i>Speech therapy that is not medically necessary such as:</i> <ul style="list-style-type: none"> • <i>Therapy for educational placement or other educational purposes</i> • <i>Training or therapy to improve articulation in the absence of injury, illness, or medical condition affecting articulation</i> • <i>Therapy for tongue thrust in the absence of swallowing problems</i> 	<i>All charges</i>	<i>All charges</i>
Hearing services (testing, treatment, and supplies)		
<ul style="list-style-type: none"> • Ear and hearing examinations to determine the need for hearing correction • Hearing testing for children through age 17 (see Preventive care, children) 	\$15 per office visit	\$10 per office visit
<i>Not covered:</i> <ul style="list-style-type: none"> • <i>All other hearing testing</i> • <i>Hearing aids and supplies</i> 	<i>All charges</i>	<i>All charges</i>
Vision services (testing, treatment, and supplies)		
<ul style="list-style-type: none"> • Diagnosis and treatment of diseases of the eye • Eye refractions 	\$15 per office visit	\$10 per office visit
<ul style="list-style-type: none"> • Lenses, frames, industrial safety glasses and/or medically necessary contact lenses every 24 months • Medically necessary contact lenses for: <ul style="list-style-type: none"> —Extremely high degrees of near or farsightedness —Distorted corneas which limit the best visual acuity with glasses —Visual error of the two eyes which are greatly different in power 	The cost of lenses, frames, industrial safety glasses, and/or medically necessary contact lenses less \$100	The cost of lenses, frames, industrial safety glasses, and/or medically necessary contact lenses less \$150

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

Vision services (testing, treatment, and supplies) (continued)	You pay -Standard Option	You pay - High Option
<ul style="list-style-type: none"> You may select non-medically necessary contact lenses instead of lenses, frames, and/or industrial safety glasses. 	The cost of contact lenses less \$100	The cost of contact lenses less \$150
<ul style="list-style-type: none"> Eyeglasses and contact lens(es) after cataract surgery with intraocular lens implant: <ul style="list-style-type: none"> —Medically necessary intraocular lenses —One pair of eyeglasses (regular lenses and designated frames); or —One pair of contact lenses 	Nothing	Nothing
<ul style="list-style-type: none"> Eyeglasses and contact lens(es) after cataract surgery not involving intraocular lens implant: <ul style="list-style-type: none"> — One pair of 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
<p>What you should know:</p> <p>Vision care benefits are provided to members when prescribed by Plan physicians or optometrists and provided at Plan facilities and optical departments.</p> <p>Your vision care benefits for lenses, frames, industrial safety glasses and/or medically necessary contact lenses renews every 24 months from the date you last received them.</p> <p>If a significant change in correction occurs in one or both eyes within 12 months of the initial exam, we cover lenses, industrial safety lenses or medically necessary contact lenses with the new correction at these maximum values. Replacement coverage is for the original product type (contacts or eyeglasses) only.</p> <p>If you have selected non-medically necessary contact lenses in lieu of lenses and frames, and/or industrial safety glasses, and a significant change in correction occurs in one or both eyes within 12 months of the initial exam, we will cover replacement of non-medically necessary contact lenses at these maximum values. Replacement coverage is for the original product type (contacts or eyeglasses) only.</p>	<p>\$60 for single vision and cosmetic contact lenses;</p> <p>\$90 for multifocal lenses</p>	<p>\$60 for single vision and cosmetic contact lenses;</p> <p>\$90 for multifocal lenses</p>

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

Vision services (testing, treatment, and supplies) (continued)	You pay -Standard Option	You pay - High Option
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Repair or replacement of eyewear and accessories due to loss or damage</i> • <i>Contacts having no refractive value</i> • <i>Fitting and routine follow-up services for non-medically indicated contact lenses</i> • <i>Refractions for non-medically indicated contact lenses</i> • <i>Vision therapy (orthoptics or eye exercises)</i> • <i>Radial keratotomy, Photorefractive Keratectomy and other refractive surgery such as Lasik surgery and evaluations for these procedures</i> • <i>Visual training</i> • <i>Low vision aids</i> 	<i>All charges</i>	<i>All charges</i>
Foot Care		
<p>Routine foot care when you are under active treatment for a metabolic or peripheral vascular disease, such as diabetes</p>	\$15 per office visit	\$10 per office visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Cutting, trimming or removal of corns, calluses, or the free edge of toenails and similar routine treatment of conditions of the foot</i> • <i>Treatment of weak, strained or flat feet or bunions or spurs; and of any instability, imbalance or subluxation of the foot</i> 	<i>All charges</i>	<i>All charges</i>
Orthopedic and prosthetic devices		
<ul style="list-style-type: none"> • Internal prosthetic devices, such as artificial joints, pacemakers, and surgically implanted breast implant following mastectomy. Note: See Section 5(c) for payment information and Section 5(b) for coverage of the surgery to insert the device. 	Nothing	Nothing
<ul style="list-style-type: none"> • Externally worn breast prostheses and surgical bras, including necessary replacements, following a mastectomy • Corrective orthopedic appliances for nondental treatment of temporomandibular joint (TMJ) pain dysfunction syndrome 	50% of our allowance	50% of our allowance

Orthopedic and prosthetic devices -- continued on next page

Orthopedic and prosthetic devices <i>(continued)</i>	You pay -Standard Option	You pay - High Option
Maxillo-facial prosthetic devices to restore or manage head and facial structures that are defective	20% of our allowance	20% of our allowance
<p>When prescribed by a Plan physician, we cover orthopedic and other prosthetic devices not listed above, including repairs, adjustments or replacements other than those necessitated by misuse or loss.</p> <p>Note: We cover only those standard items that are adequate to meet the medical needs of the member.</p> <p>Note: Orthopedic and other prosthetic devices are provided in accordance with the Plan's DME formulary and its guidelines.</p>	50% of our allowance	50% of our allowance
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>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</i> • <i>Artificial larynxes</i> • <i>Voice machines</i> • <i>Artificial hearts</i> • <i>Internally implanted insulin pumps</i> • <i>Dentures (except High Option)</i> • <i>External and internally implanted hearing aids</i> • <i>Devices, equipment, supplies, and prosthetics related to the treatment of sexual dysfunction</i> • <i>Orthotic devices including corrective shoes</i> • <i>Arch supports</i> • <i>Foot orthotics</i> • <i>Heel pads and heel cups</i> • <i>Lumbosacral supports</i> • <i>Corsets, trusses, elastic stockings, support hose, and other supportive devices</i> 	<i>All charges</i>	<i>All charges</i>

Durable medical equipment (DME)	You pay -Standard Option	You pay - High Option
<p>When prescribed by a Plan physician, we cover or purchase, at our option, durable medical equipment intended to be used repeatedly and in the home.</p> <p>Necessary repairs, adjustments, and replacements other than those necessitated by misuse or loss are also covered.</p>	50% of our allowance	50% of our allowance
<p>When prescribed in conjunction with Home Health care that is in lieu of inpatient hospitalization.</p>	20% of our allowance	20% of our allowance
<p>Notes on DME benefits:</p> <ul style="list-style-type: none"> • We cover only those standard items that are adequate to meet the medical needs of the member. • DME-related supplies are provided in accordance with the Plan's DME formulary and its guidelines. • DME-related supplies for the treatment of diabetes are covered under your Prescription Drug benefit. 		
Home health services		
<p>If you are homebound and reside in the service area:</p> <ul style="list-style-type: none"> • You may receive home health services of nurses and health aides, physical or occupational therapists, and speech and language pathologists, when prescribed by your plan physician, who will periodically review the program for continuing appropriateness and need • Services include oxygen therapy, intravenous therapy, and medications 	Nothing	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Nursing care requested by, or for the convenience of, the patient or the patient's family</i> • <i>Home care primarily for personal assistance that does not include a medical component and is not diagnostic, therapeutic, or rehabilitative</i> • <i>Services outside our service area</i> 	<i>All charges</i>	<i>All charges</i>

Chiropractic	You pay -Standard Option	You pay - High Option
<p>Chiropractic services up to 20 visits per calendar year</p> <ul style="list-style-type: none"> • Services include evaluation and management, musculoskeletal treatments, physical therapy modalities such as hot and cold packs, and X-rays <p>Note: You must choose the chiropractor from our list of Participating Chiropractors. Contact us to get the list. You may see a chiropractor without referral from your Plan physician.</p>	\$20 per office visit	\$15 per office visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Non-neuroskeletal disorders</i> • <i>Vocational rehabilitation services</i> • <i>Laboratory services; MRI or other type of advanced diagnostic radiology</i> • <i>Durable medical equipment or supplies for use in the home</i> 	<i>All charges</i>	<i>All charges</i>
Alternative treatments		
<p>No benefit</p> <p>Note: No coverage for any services such as acupuncture, naturopathic services, hypnotherapy.</p>	<i>All charges</i>	<i>All charges</i>
Educational classes and programs		
No benefit	<i>All charges</i>	<i>All charges</i>

Section 5 (b). Surgical and anesthesia services provided by physicians and other health care professionals

**I
M
P
O
R
T
A
N
T**

Here are some important things to keep in mind about these benefits:

- 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.
- We have no calendar year deductible.
- Be sure to read Section 4, *Your costs 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 a physician or other health care professional for your surgical care. Look in Section 5(c) for charges associated with the facility (i.e. hospital, surgical center, etc.).
- **YOUR PHYSICIAN MUST GET PRE-AUTHORIZATION FOR SOME SURGICAL PROCEDURES.** Please refer to the pre-authorization shown in Section 3 to be sure which services and surgeries require pre-authorization.

**I
M
P
O
R
T
A
N
T**

Benefit Description	You pay	
Surgical procedures	You pay -Standard Option	You pay - High Option
<p>A comprehensive range of services, such as:</p> <ul style="list-style-type: none"> • Operative procedures • Treatment of fractures, including casting • Normal pre- and post-operative care by the surgeon • Pre-surgical testing • Correction of amblyopia and strabismus • Endoscopy procedures • Biopsy procedures • Removal of tumors and cysts • Correction of congenital anomalies (see reconstructive surgery) • Surgical treatment of morbid obesity - a condition in which an individual weighs 100 pounds or 100% over his or her normal weight according to current underwriting standards; eligible members must be age 18 or over • Insertion of internal prosthetic devices. See Section 5(a) Orthopedic and prosthetic devices for coverage information 	<p>\$15 per office visit for outpatient services</p> <p>Nothing for inpatient services</p>	<p>\$10 per office visit for outpatient services</p> <p>Nothing for inpatient services</p>

Surgical procedures -- continued on next page

Reconstructive surgery (continued)	You pay -Standard Option	You pay - High Option
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Cosmetic surgery – any surgical procedure (or any portion of a procedure) performed primarily to improve physical appearance through change in bodily form</i> • <i>Surgeries related to sex transformation</i> 	<i>All charges</i>	<i>All charges</i>
Oral and maxillofacial surgery		
<p>Oral surgical procedures, limited to:</p> <ul style="list-style-type: none"> • 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 • Other surgical procedures that do not involve the teeth or their supporting structures 	<p>\$15 per office visit for outpatient services</p> <p>Nothing for inpatient services</p>	<p>\$10 per office visit for outpatient services</p> <p>Nothing for inpatient services</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Oral implants and transplants</i> • <i>Procedures that involve the teeth or their supporting structures (such as the periodontal membrane, gingiva, and alveolar bone)</i> 	<i>All charges</i>	<i>All charges</i>

Organ/tissue transplants	You pay -Standard Option	You pay - High Option
<p>Limited to:</p> <ul style="list-style-type: none"> • Cornea • Heart • Heart/Lung • Kidney • Kidney/Pancreas • Liver • Lung: Single – Double • Pancreas • Stem cell • Autologous tandem • Allogeneic (donor) bone marrow transplants • Autologous bone marrow transplants (autologous stem cell and peripheral stem cell support) for the following conditions: acute lymphocytic or non-lymphocytic leukemia; advanced Hodgkin's lymphoma; advanced non-Hodgkin's lymphoma; advanced neuroblastoma; breast cancer; multiple myeloma; epithelial ovarian cancer; and testicular, mediastinal, retroperitoneal and ovarian germ cell tumors • Intestinal transplants (small intestine) and the small intestine with the liver or small intestine with multiple organs such as the liver, stomach, and pancreas <p>Note: We cover related medical and hospital expenses of the donor when we cover your transplant.</p>	<p>\$15 per office visit for outpatient services</p> <p>Nothing for inpatient services</p>	<p>\$10 per office visit for outpatient services</p> <p>Nothing for inpatient services</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Donor screening tests and donor search expenses, except those performed for the actual donor</i> • <i>Implants of non-human or artificial organs</i> • <i>Transplants not listed as covered</i> 	<p><i>All charges</i></p>	<p><i>All charges</i></p>

Anesthesia	You pay -Standard Option	You pay - High Option
Professional services provided in: <ul style="list-style-type: none"> • Hospital (inpatient) • Hospital outpatient department • Ambulatory surgical center • Office 	Nothing	Nothing

Section 5 (c). Services provided by a hospital or other facility, and ambulance services

I M P O R T A N T	<p>Here are some important things to keep in mind about these benefits:</p> <ul style="list-style-type: none"> 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. We have no calendar year deductible. Be sure to read Section 4, <i>Your costs for covered services</i>, 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 Section 5(a) or (b). 	I M P O R T A N T
--	--	--

Benefit Description	You pay	
Inpatient hospital	You pay -Standard Option	You pay - High Option
Room and board, such as: <ul style="list-style-type: none"> Ward, semiprivate, or intensive care accommodations General nursing care Meals and special diets Note: Your physician may prescribe private accommodations or private duty nursing (independent nursing) care if it is medically necessary. If you want a private room when it is not medically necessary, you pay the additional charge above the semiprivate room rate.	Nothing	Nothing

Inpatient hospital -- continued on next page

Inpatient hospital <i>(continued)</i>	You pay -Standard Option	You pay - High Option
<p>Other hospital services and supplies, such as:</p> <ul style="list-style-type: none"> • Operating, recovery, maternity, and other treatment rooms • Prescribed drugs and medicines • Diagnostic laboratory tests and X-rays • Administration of blood and blood products • Blood or blood plasma • Pre-surgical testing • Costs associated with blood donated by you for a scheduled covered surgery • Dressings, splints, casts, and sterile tray services • Medical supplies and equipment, including oxygen • Anesthetics, including nurse anesthetist services • Take-home items <p>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 conditions for which we will provide hospitalization include hemophilia and heart disease. The need for anesthesia, by itself, is not such a condition.</p>	Nothing	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Custodial care</i> • <i>Non-covered facilities</i> • <i>Personal comfort items, such as telephone, television, barber services, guest meals and beds</i> • <i>Private nursing care</i> • <i>Cord blood procurement and storage for possible future need or for a yet-to-be determined member recipient</i> • <i>Any inpatient dental procedures</i> 	<i>All charges</i>	<i>All charges</i>

Outpatient hospital or ambulatory surgical center	You pay -Standard Option	You pay - High Option
<ul style="list-style-type: none"> • Operating, recovery, and other treatment rooms • Prescribed drugs and medicines • Diagnostic laboratory tests, X-rays, and pathology services • Administration of blood, and blood products • Blood and blood plasma • Costs associated with blood donated by you for a scheduled covered surgery • Dressings, casts, and sterile tray services • Medical supplies • Anesthetics and anesthesia service <p>Note: Your regular prescription drug copayment will apply for prescriptions purchased at Plan pharmacies.</p>	Nothing	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Collection, processing, and storage of blood donated by donors designated by you or a family member</i> • <i>Cord blood procurement and storage for possible future need of for a yet-to-be determined member recipient</i> 	<i>All charges</i>	<i>All charges</i>
Skilled nursing care benefits		
<p>Up to 100 days per calendar year when full-time skilled nursing care is necessary and confinement in a skilled nursing facility is medically appropriate. We cover the following:</p> <ul style="list-style-type: none"> • Room, board, and general nursing care • Prescribed drugs and their administration, biologicals, supplies, and equipment ordinarily provided or arranged by the skilled nursing facility 	Nothing	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Custodial care</i> • <i>Care in an intermediate care facility</i> • <i>Personal comfort items such as telephone or television</i> 	<i>All charges</i>	<i>All charges</i>

Hospice care	You pay -Standard Option	You pay - High Option
<p>Supportive and palliative care for a terminally ill member:</p> <ul style="list-style-type: none"> You must reside in the service area Services are provided in the home Services are provided in a Plan approved hospice facility <p>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.</p> <p>Note: Hospice is a program for caring for the terminally ill that emphasizes supportive services, such as home care and pain control, rather than curative care of the terminal illness. A person who is terminally ill may elect to receive hospice benefits. These palliative and supportive services include nursing care, medical social services, physician services, and short-term inpatient care for pain control and acute and chronic symptom management. We also provide counseling and bereavement services for the individual and family members, and therapy for purposes of symptom control to enable the person to continue life with as little disruption as possible. If you make a hospice election, you are not entitled to receive other health care 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.</p>	Nothing	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <i>Private duty nursing (independent nursing)</i> <i>Homemaker services</i> 	<i>All charges</i>	<i>All charges</i>
Ambulance		
<ul style="list-style-type: none"> Local professional ambulance service when medically appropriate 	\$75 per transport	\$75 per transport
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <i>Transports that we determine are not medically necessary</i> 	<i>All charges</i>	<i>All charges</i>

Section 5 (d). Emergency services/accidents

I
M
P
O
R
T
A
N
T

Here are some important things to keep in mind about these benefits:

- 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.
- We have no calendar year deductible.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.

I
M
P
O
R
T
A
N
T

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 Patient Transfer Coordinator from Portland at 503/571-4540. From all other areas dial 877/813-5993 and ask for the Patient Transfer Coordinator. 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.

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.

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.

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 telephone 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 Membership Services department from Portland at 503/813-2000, or from other areas call 800/813-2000 or our TTY number at 800/735-2900.

Emergency within our service area -- begins on next page

Benefit Description	You pay	
	You pay -Standard Option	You pay - High Option
<p>Emergency within our service area</p> <p>Emergency care as an outpatient or inpatient at a hospital, including physicians' services</p> <ul style="list-style-type: none"> At a physician's office At a Plan urgent care center In a Plan hospital emergency room <p>Notes:</p> <ul style="list-style-type: none"> We waive your copayment if you are directly admitted to a Plan hospital from the emergency room. If you are transferred from emergency department care to an observation bed, there is no additional copayment. If you are directly admitted as an inpatient after being seen in an emergency department or from an observation bed, your emergency visit copayment will be waived and your inpatient copay will apply. 	<p>\$15 per visit</p> <p>\$15 per visit</p> <p>\$75 per visit</p>	<p>\$10 per visit</p> <p>\$10 per visit</p> <p>\$75 per visit</p>
Emergency care in a non-Plan hospital emergency room or urgent care center	\$75 per visit	\$75 per visit
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <i>Elective care or non-emergency care</i> 	<i>All charges</i>	<i>All charges</i>
<p>Emergency outside our service area</p> <p>Emergency care as an outpatient or inpatient at a hospital, including physicians' services</p> <ul style="list-style-type: none"> At a physician's office At an urgent care center In a hospital emergency room In a Kaiser Foundation hospital in another Kaiser Foundation Health Plan service area 	<p>\$15 per visit</p> <p>\$15 per visit</p> <p>\$75 per visit</p> <p>The amount you would be charged if you were a member in that service area</p>	<p>\$10 per visit</p> <p>\$10 per visit</p> <p>\$75 per visit</p> <p>The amount you would be charged if you were a member in that service area</p>

Emergency outside our service area -- continues on next page

Emergency outside our service area <i>(continued)</i>	You pay -Standard Option	You pay - High Option
<p>Notes:</p> <ul style="list-style-type: none"> • We waive your copayment if you are directly admitted to a hospital from ER. • If you are transferred from emergency department care to an observation bed, there is no additional copayment. • If you are directly admitted as an inpatient after being seen in an emergency department or from an observation bed, your emergency visit copayment will be waived and your inpatient copay will apply. • See the Travel Benefit for coverage of continuing or follow-up care. 		
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Elective care or non-emergency care</i> • <i>Emergency care provided outside the service area if the need for care could have been foreseen before leaving the service area</i> • <i>Medical and hospital costs resulting from a normal full-term delivery of a baby outside the service area</i> 	<i>All charges</i>	<i>All charges</i>
Ambulance		
Professional ambulance service, including air ambulance, when medically appropriate. See Section 5(c) for non-emergency service.	\$75 per transport	\$75 per transport
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Transports we determine are not medically necessary</i> 	<i>All charges</i>	<i>All charges</i>

Section 5 (e). Mental health and substance abuse benefits

I M P O R T A N T	<p>When you get our approval for services and follow a treatment plan we approve, cost-sharing and limitations for Plan mental health and substance abuse benefits will be no greater than for similar benefits for other illnesses and conditions.</p> <p>Here are some important things to keep in mind about these benefits:</p> <ul style="list-style-type: none"> • 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. • We have no calendar year deductible. • Be sure to read Section 4, <i>Your costs for covered services</i>, for valuable information about how cost sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare. 	I M P O R T A N T
--	--	--

Benefit Description	You pay	
Mental health and substance abuse benefits	You pay -Standard Option	You pay - High Option
<p>We cover all diagnostic and treatment services recommended by a Plan provider and contained in a treatment plan. The treatment plan may include services, drugs and supplies described elsewhere in this brochure.</p> <p>Notes:</p> <ul style="list-style-type: none"> • We cover the services only when we determine that the care is clinically appropriate to treat your condition, and only when you receive the care as part of a treatment plan developed by a Plan provider. • 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 in favor of another. 	<p>Your cost sharing responsibilities are no greater than for other illnesses or conditions</p>	<p>Your cost sharing responsibilities are no greater than for other illnesses or conditions</p>

Mental health and substance abuse benefits -- continued on next page

Mental health and substance abuse benefits <i>(continued)</i>	You pay -Standard Option	You pay - High Option
<p>Diagnosis and treatment of psychiatric disorders, mental illness or disorders of children, adolescents, and adults. Services include:</p> <ul style="list-style-type: none"> • Diagnostic evaluation • Treatment services (including individual and group therapy visits) • Crisis intervention and stabilization for acute episodes • Psychological testing necessary to determine the appropriate psychiatric treatment • Medication evaluation and management <p>Diagnosis and treatment of chemical dependency. Services include:</p> <ul style="list-style-type: none"> • Detoxification (medical management of withdrawal from the substance) • Treatment and counseling (including individual and group therapy visits) <p>Notes:</p> <ul style="list-style-type: none"> • Your mental health or substance abuse provider will develop a treatment plan to assist you in improving or maintaining your condition and functional level, or to prevent relapse. • You may see a Plan outpatient mental health or chemical dependency provider without a referral from your primary care physician. 	<p>\$15 per individual therapy office visit</p> <p>\$7 per group therapy office visit</p>	<p>\$10 per individual therapy office visit</p> <p>\$5 per group therapy office visit</p>
<ul style="list-style-type: none"> • Inpatient psychiatric care • Inpatient care • Residential treatment <p>Note: All inpatient admissions and hospital alternative services treatment programs require pre-approval by a Plan physician.</p>	<p>Nothing</p>	<p>Nothing</p>
<ul style="list-style-type: none"> • Intensive outpatient psychiatric treatment programs <p>Note: These services must be pre-approved by a Plan physician.</p>	<p>\$50 per day up to a maximum of \$250 per episode or course of treatment</p>	<p>\$50 per day up to a maximum of \$250 per episode or course of treatment</p>

Mental health and substance abuse benefits -- continued on next page

Mental health and substance abuse benefits (continued)	You pay -Standard Option	You pay - High Option
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Care that is not clinically appropriate for the treatment of your condition</i> • <i>Services we have not approved</i> • <i>Intelligence, IQ, aptitude ability, or interest testing not necessary to determine the appropriate treatment of a psychiatric condition</i> • <i>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</i> • <i>Services that are custodial in nature</i> • <i>Marital, family, or educational services</i> • <i>Services rendered or billed by a school or a member of its staff</i> • <i>Services provided under a federal, state, or local government program</i> • <i>Psychoanalysis or psychotherapy credited toward earning a degree or furtherance of education or training regardless of diagnosis or symptoms that may be present</i> 	<p><i>All charges</i></p>	<p><i>All charges</i></p>

Limitation

We may limit your benefits if you do not obtain a treatment plan.

Section 5 (f). Prescription drug benefits

I M P O R T A N T	<p>Here are some important things to keep in mind about these benefits:</p> <ul style="list-style-type: none"> • 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 we cover them only when we determine they are medically necessary. • We have no calendar year deductible. • Be sure to read Section 4, <i>Your costs for covered services</i>, for valuable information about how cost sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare. 	I M P O R T A N T
--	---	--

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

- **Who can write your prescription.** A Plan or referral physician, your primary care provider, or licensed dentist must write the prescription.
- **Where you can obtain them.** You must fill the prescription at a Plan medical office pharmacy, or through our mail order program.

You may also obtain your prescriptions online, using our Members Only website, <http://kaiserpermanente.org>. This site requires online registration. You can choose to have your prescriptions mailed to your home or to a Plan medical office pharmacy for you to pick up. Online prescription orders must be paid for in advance, by a credit card. Members may receive a 90-day supply of maintenance medications for one copayment, when purchased through the mail order/online prescription benefit.
- **We use a formulary.** A formulary is a listing of preferred pharmaceutical substances and formulas. A team of Kaiser Permanente physicians and pharmacists independently and objectively evaluates the scientific literature to identify the FDA-approved drugs best suited to treat specific medical conditions. These preferred drugs are included on our formulary. If your physician feels that a non-formulary drug is the most appropriate therapy to meet your individual medical needs, your physician may make an exception based on one of the following:
 1. You are intolerant of formulary alternatives.
 2. You have experienced treatment failure with formulary alternatives.
 3. You are allergic to formulary alternatives.
 4. You are a new member currently using a non-formulary drug. (A transition period is available while new members switch to the formulary alternative.)
 5. The non-formulary drug is for a dosage form or strength used in titrating a dose. (Titration is the process of gradually shifting a patient from one dosage level to another.)
- **These are the dispensing limitations.** We provide up to a 30-day supply. Maintenance medications may be obtained for up to a 90-day supply when ordered through our mail order/online program. Drugs requiring special handling, which may include professional administration or observation, refrigeration or high cost are not provided through mail order. Plan members called to active military duty (or members in time of national emergency) who need to obtain prescribed medications should call 800/813-2000.
- **Why use generic drugs?** The generic name of a drug is its chemical name; the name brand is the name under which the manufacturer advertises and sells a drug. Under federal law, generic and name brand drugs must meet the same standards for safety, purity, strength, and effectiveness. Generic drugs cost you and your plan less money than a name-brand drug
- **When you have to file a claim.** When you receive drugs from a Plan pharmacy, you do not have to file a claim. For a covered out-of-area emergency, you will need to file a claim when you receive drugs from a non-Plan pharmacy.

Covered medications and supplies -- begin on next page

Benefit Description	You pay	
Covered medications and supplies	You pay -Standard Option	You pay - High Option
<p>We cover the following medications and supplies prescribed by a Plan physician and obtained from a Plan pharmacy or through our mail order program:</p> <ul style="list-style-type: none"> • Drugs for which a prescription is required by law • Insulin • Glucose test strips • Disposable needles and syringes for administration of covered prescribed medications <p>Note: The cost of any needles and syringes (not for insulin) may be less than your copayment. If this is the case, you are required to pay the cost of the needles and syringes.</p> <ul style="list-style-type: none"> • Smoking cessation drugs and medication, including prescribed nicotine gum and patches, when used in conjunction with smoking cessation programs • Chemotherapy • Drugs for foreign travel • Certain over-the-counter medications prescribed by a Plan physician and listed on the Plan's formulary as the most appropriate treatment for a particular condition • Contraceptive drugs and devices: <ul style="list-style-type: none"> • Diaphragms and cervical caps • Intrauterine devices (IUDs) • Injectable contraceptive drugs • Implanted time-release contraceptive drug • Oral contraceptive drugs • Other implanted time-release drugs 	<p>\$15 per prescription or refill for generic drugs or devices</p> <p>\$30 per prescription or refill for brand-name drugs or devices</p>	<p>\$10 per prescription or refill for generic drugs or devices</p> <p>\$20 per prescription or refill for brand-name drugs or devices</p>

Covered medications and supplies -- continued on next page

Covered medications and supplies (continued)	You pay -Standard Option	You pay - High Option
<ul style="list-style-type: none"> • Drugs to treat sexual dysfunction <p>Note: These drugs have dispensing limitations. Contact the Plan for details.</p>	50% of our allowance	50% of our allowance
<ul style="list-style-type: none"> • Diabetic supplies such as external insulin pumps, infusion devices, lancets, glucose monitors, and diabetic foot care appliances 	20% of our allowance	20% of our allowance
<ul style="list-style-type: none"> • Amino acid modified products used in the treatment of inborn errors of amino acid metabolism (PKU) • Immunosuppressive drugs required after a transplant • Intravenous fluids and medication for home 	Nothing	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Drugs available without a prescription or for which there is a nonprescription equivalent available, except those listed on the Plan's formulary and prescribed by a Plan physician</i> • <i>Drugs obtained at a non-Plan pharmacy except for out-of-area emergencies</i> • <i>Vitamins and nutritional supplements that can be purchased without a prescription</i> • <i>Medical supplies such as dressings and antiseptics</i> • <i>Drugs for cosmetic purposes</i> • <i>Drugs to enhance athletic performance</i> • <i>Drugs used in the diagnosis and treatment of infertility</i> • <i>Drugs related to non-covered services</i> • <i>Drugs used for weight management</i> • <i>Any packaging other than the dispensing pharmacy's standard packaging</i> • <i>Replacement of lost, stolen, or damaged drugs and accessories</i> 	<i>All charges</i>	<i>All charges</i>

Section 5 (g). Special features

Feature	Description
Flexible benefits option	<p>Under the flexible benefits option, we determine the most effective way to provide services.</p> <ul style="list-style-type: none"> • We may identify medically appropriate alternatives to traditional care and coordinate other treatments as a less costly alternative benefit. • Alternative treatments are subject to our ongoing review. • By approving an alternative treatment, we cannot guarantee you will get it in the future. • The decision to offer an alternative treatment is solely ours, and we may withdraw it at any time and resume regular contract benefits. • Our decision to offer or withdraw alternative treatments is not subject to OPM review under the disputed claims process.
24 hour nurse line	<p>For any of your health concerns, 24 hours a day, 7 days a week, you may call from Portland at 503/813-2000, or from other areas call 800/813-2000 or our TTY number at 800/735-2900, and talk with a registered nurse who will discuss treatment options and answer your health questions.</p>
Services for deaf and hearing impaired	<p>We provide TTY/text telephone number at 800/735-2900. Sign language services are also available.</p>
Language interpretation	<p>Interpreters are available to assist non-English speaking members. Please see the listing in your Medical Directory.</p>
High risk pregnancies	<p>Starring Healthy Babies was born August 1995 in response to the need for a comprehensive program to prevent pre-term birth. Our program works with you to:</p> <ul style="list-style-type: none"> • Increase the gestational age of newborns and decrease our premature birth rate through prevention and education. • Decrease the length of stay our infants require in the Neonatal Intensive Care Unit due to premature birth. • Decrease the amount of time our high-risk mothers need to spend in the hospital during their pregnancies by helping with their care at home. <p>All pregnant Kaiser Permanente members are screened at their prenatal appointments or at an urgent hospital visit. We enroll those identified as being high risk for pre-term labor and assign them to their own case manager.</p>

Feature	Description
<p>Centers of Excellence</p>	<p>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.</p> <p>We have developed a 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.</p>
<p>Travel benefit</p>	<p>Kaiser Permanente’s travel benefits for Federal employees provide you with outpatient follow-up or continuing medical care when you are temporarily outside your home service area by more than 100 miles and outside of any other Kaiser Permanente service area. These benefits are in addition to your emergency and urgent care benefits and include:</p> <ul style="list-style-type: none"> • 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 conditions diagnosed and treated within the previous 90 days by a Kaiser Permanente health care 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 payment we make to you. • Your benefit is limited to \$1200 each calendar year. • For more information about this benefit call 800/813-2000. • File claims as shown on page 55. <p><i>The following are not included in your travel benefits coverage:</i></p> <ul style="list-style-type: none"> • <i>Non-emergency hospitalization</i> • <i>Infertility treatments</i> • <i>Medical and hospital costs resulting from a normal full-term delivery of a baby outside the service area</i> • <i>Transplants</i> • <i>DME</i> • <i>Prescription drugs</i> • <i>Home health services</i>

Feature	Description
<p>Services from other Kaiser Permanente Plans</p>	<p>When you visit the service area of another Kaiser Permanente plan, you are entitled to receive virtually all the benefits described in this brochure (including our mail order prescription program) at any Kaiser Permanente medical office or medical center. You will have to pay the copayments or other charges imposed by the Plan you are visiting, with the exception of mail order prescriptions which are administered by your home Plan. If the Plan you are visiting has a benefit that differs from the benefits of this Plan, you are not entitled to receive that benefit.</p> <p>Some services covered by this Plan, such as artificial reproductive services and the services of specialized rehabilitation facilities, will not be available in other Kaiser Permanente service areas. If a benefit is limited to a specific number of visits or days, you are entitled to receive only the number of visits or days covered by this Plan.</p> <p>If you are seeking routine, non-emergent, or non-urgent services, you should call the Kaiser Permanente Membership Services department in that service area and request an appointment. You may obtain routine follow-up or continuing care from these Plans, even when you have obtained the original services in the service area. If you require emergency services as the result of unexpected or unforeseen illness that requires immediate attention, you should go directly to the nearest Kaiser Permanente facility to receive care.</p> <p>At the time you register for services, you will be asked to pay the charges required by the local Plan.</p> <p>If you plan to travel to an area with another Kaiser Permanente plan, and wish to obtain more information about the benefits available to you from the Kaiser Permanente Plan, please call Membership Services at 503/813-2000 or 800/813-2000.</p>
<p>Student Coverage Outside the Service Area</p>	<p>We provide a limited benefit to dependents of eligible subscribers who are full time registered college students (at least 12 credit hours per semester) attending a recognized accredited institution outside Kaiser Permanente's service areas and within the United States. These benefits are in addition to your emergency and travel benefits.</p> <ul style="list-style-type: none"> • You are covered for routine, continuing and follow-up medical care • You pay 20% of the usual and customary charges. • Your benefit is limited to \$1,200 each calendar year. • You must certify your dependent's student status annually. • For more information about this benefit, call 800/813-2000. • File claims as shown on page 55. <p><i>The following are not included in your out-of-area student coverage benefit:</i></p> <ul style="list-style-type: none"> • <i>Transplants</i> • <i>Dental (High Option)</i>

Section 5 (h). Dental benefits

**I
M
P
O
R
T
A
N
T**

Here are some important things to keep in mind about these benefits:

- 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 dentists must provide or arrange your care.
- 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) for inpatient hospital benefits. We do not cover the dental procedure except as described below.
- We have no calendar year deductible.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost sharing works. Also read Section 9 about coordinating benefits with other coverage, including with Medicare.

Note: You will have to pay \$10 for each missed appointment, unless you notify the dental office in advance.

**I
M
P
O
R
T
A
N
T**

Dental Benefits

Service	You pay -Standard Option	You pay - High Option
<p>Members who have elected the High Option Plan will receive a comprehensive range of dental services as described below. All services must be prescribed by Plan dentists and provided at Plan dental offices.</p> <p>Note: These benefits are not covered under the standard option. Members covered under Standard Option may use Kaiser Dental facilities only as appointment access permits.</p>	No benefit	See below
<p>Diagnostic services and preventive care including:</p> <ul style="list-style-type: none"> • Routine oral examinations • X-rays • Routine teeth cleaning and topical application of fluoride when prescribed by a Plan dentist, but not more than two visits in any twelve-month period • Prescribed space maintainers and habit appliances 	<i>All charges</i>	\$10 per office visit

Dental benefits -- continued on next page

Dental Benefits *(continued)*

Service	You pay -Standard Option	You pay - High Option
<p>Basic Restorative Services including basic restorative services resulting from accidental injury as follows:</p> <ul style="list-style-type: none"> • Amalgam (silver) restorations in posterior teeth and anterior teeth • Synthetic (plastic, resin and glass ionomer) restorations in all primary teeth, anterior teeth and one-surface restorations of posterior permanent teeth • Stainless steel or plastic crowns when amalgam or synthetic restorative materials are not professionally appropriate • If a member requests a procedure or material in excess of that recommended by a Plan dentist, the desired procedure or material may be provided upon payment of charges that reflect the additional value of providing the procedure or material, only if a Plan dentist agrees to perform the service <p>Major Restorative Services as follows:</p> <ul style="list-style-type: none"> • Placement of crowns, inlays, bridge pontics, or other cast metal restoration when prescribed by a Plan dentist • If a member requests a procedure or material in excess of that recommended by a Plan dentist, the desired procedure or material may be provided upon payment of charges that reflect the additional value of providing the procedure or material, only if a Plan dentist agrees to perform the service <p>Note: We do not cover repair or replacement of existing cast crowns, inlays, bridge pontics, or other cast metal restorations less than five years after the date of the most recent placement or replacement.</p> <p>Oral Surgery Services as follows:</p> <ul style="list-style-type: none"> • Diagnosis, evaluation, consultation, and treatment for removal of teeth (including local anesthesia) • Minor surgical preparation of mouth for insertion of dentures • Surgical treatment normally performed by a dentist for minor pathological conditions 	<p><i>All charges</i></p>	<p>\$10 per office visit plus 50% of our allowance</p>

Dental benefits -- continued on next page

Dental Benefits (continued)		
Service	You pay -Standard Option	You pay - High Option
Periodontal Services as follows: <ul style="list-style-type: none"> • Diagnosis, evaluation, consultation, and treatment for diseases of tissues supporting the teeth including all follow-up cleaning visits Endodontic Services as follows: <ul style="list-style-type: none"> • Diagnosis, evaluation, consultation, and treatment for root canal therapy Removable Prosthetic Appliances and Services as follows: <ul style="list-style-type: none"> • Diagnosis, evaluation, consultation, and treatment for removable prosthetic appliances, including full or partial dentures, relines, and rebases Note: If the removable appliance cannot be satisfactorily repaired or adjusted, then we cover a new prosthetic appliance as long as the existing appliance is more than 5 years old.	<i>All charges</i>	\$10 per office visit plus 50% of our allowance
Emergency or Urgent Care Note: This copayment applies for emergency or urgent dental care received from a Plan dentist at Plan dental offices. Note: All other applicable copayments apply.	<i>All charges</i>	\$25 per office visit
Out-of-Area Emergency Care Note: The Plan pays up to \$100 for emergency care for relief of pain, acute infection, or hemorrhage, or necessary treatment (including local anesthesia and pre-medication) due to injury.	<i>All charges</i>	All charges exceeding \$100
Prescription Drugs Covered under Prescription Drug benefits		
Nitrous Oxide Adults and children over 12 years of age Children 12 years of age and under	<i>All charges</i> <i>All charges</i>	\$15 per occurrence Nothing
Nightguards	<i>All charges</i>	10% of our allowance

Dental benefits -- continued on next page

Dental Benefits (continued)		
Service	You pay -Standard Option	You pay - High Option
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Orthodontics</i> • <i>Dental treatment for problems of the jaw joint, including temporomandibular joint syndrome/ craniomandibular disorders; or other conditions of the joint linking the jaw bone and skull, and of the complex of muscles, nerves, and other tissues related to that joint</i> • <i>Dental implants, including bone augmentation and the fixed or removable prosthetic devices attached to or covering the implants; and all services and materials relating to the placement or removal of implants including, but not limited to, diagnostic consultations, impressions, oral surgery, and removal of implants for cleaning; and dental services related to post-operative conditions or complications arising from implants</i> • <i>Restorative or reconstructive services for congenital or developmental malformations</i> • <i>Full mouth reconstructions. This includes appliances, restoration, and procedures needed to alter vertical dimension or occlusion, or in conjunction with alteration of vertical dimension or occlusion or for the purpose of splinting teeth or correcting attrition or abrasion.</i> • <i>Cosmetic dental services, including replacement of cosmetic dental restoration</i> • <i>Restoration replacement. Clinically acceptable restorations or material will not be removed or replaced with alternative materials unless a pathological condition of the teeth exists</i> • <i>IV sedation</i> • <i>Genetic testing</i> • <i>Replacement of pre-fabricated, non-cast crowns, including non-cast stainless steel crowns, which have not been placed by a Kaiser Permanente dentist</i> • <i>Replacement of any permanent removable appliances with new permanent removable or fixed prosthetic appliances within 5 years of the date the member receives the appliance regardless of where the appliance was obtained</i> • <i>Replacement of any nightguards within 5 years of the date the member receives the appliance even if prescribed by a dentist outside the Plan</i> 	<p><i>All charges</i></p>	<p><i>All charges</i></p>

Section 5 (i). Non-FEHB benefits available to Plan members

The benefits on this page are not part of the FEHB contract or premium, **and you cannot file an FEHB disputed claim about them.** Fees you pay for these services do not count toward FEHB deductibles or catastrophic protection out-of-pocket maximums.

Classes to change your lifestyle and keep you healthy

At Kaiser Permanente, we actively encourage you to share responsibility for your health care. Choices you make every day, about what you eat and drink, whether you exercise or smoke, how you handle stress, or whether you wear a seat belt, are tied directly to your health. They affect your chances of having a stroke or a heart attack, getting cancer, or being at risk for handicapping injuries.

We have developed a wide range of health education classes and other services to help you stay healthy. You can learn how to kick the tobacco habit for good, effectively manage your weight, improve personal and family relationships, deal more effectively with a chronic health problem, have a safe and healthy pregnancy, and much more. Descriptions of the weight management and tobacco cessation services are shown below. Over 40 other classes are also offered. Class fees begin as low as \$8 per member for some classes.

Our classes are open to everyone, but we offer them at reduced rates to our members. You can register over the telephone or through the mail. For more information or to have a catalog mailed to your home, call:

Health Education Services

Portland 503/286-6816

8 am – 5 pm, Monday-Friday

Salem 503/316-2344

Vancouver 360/604-2070

Longview-Kelso 360/575-4870

Membership Services

Portland 503/813-2000

8 am – 6 pm, Monday-Friday

All other areas 800/813-2000

8 am – 6 pm, Monday-Friday

Weight Management

The Cultivating Health Weight Management Kit is an interactive guide to healthy weight management. It includes a resource guide, workbook, and more!

The Weight Management Class is a 5-week program using the Cultivating Health Weight Management Kit.

Freedom from Diets is a 12-week program led by dietitians. It is a lifestyle approach to weight management, developed by Kaiser Permanente researchers.

Tobacco Cessation

- The "cold turkey" approach to stop smoking or chewing tobacco. Learn the latest and most effective techniques for kicking the habit for good. We offer a Freedom from Tobacco Class and a telephone counseling program to help you quit.

Freedom from Tobacco Class

These classes are designed to provide you with techniques and support that will increase your chances for lifelong freedom from tobacco. Classes cover:

- Relaxation techniques
- Understanding cigarette addiction
- Practicing effective ways to remain a non-smoker

You have the option of using drug therapy with this class. Drug therapy has been proven to be most successful when used in conjunction with a behavior change program. The medication treatment is a short-term aid for people committed to learning how to stop smoking or chewing, and who have been unsuccessful with other methods.

Your present pharmacy benefit provides coverage for smoking cessation drugs, nicotine gum, and patches when used in conjunction with this program.

Benefits on this page are not part of the FEHB contract.

Section 6. General exclusions -- things we don't cover

The exclusions in this section apply to all benefits. **Although we may list a specific service as a benefit, we will not cover it unless your Plan physician determines it is medically necessary to prevent, diagnose, or treat your illness, disease, injury, or condition.**

We do not cover the following:

- Care by non-Plan providers except for authorized referrals or emergencies (see Section 5(d)), services under the Travel Benefit (see Section 5(g)), and services received from other Kaiser Permanente plans (see Section 5(g));
- Services, drugs, or supplies you receive while you are not enrolled in this Plan;
- Services, drugs, or supplies that are 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;
- 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 related to sex transformations;
- Services, drugs, or supplies you receive from a provider or facility barred from the FEHB 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; or
- Services provided or arranged by criminal justice institutions for members confined therein.

Section 7. Filing a claim for covered services

When you see Plan physicians, 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 will only need to file a claim when you receive emergency services from non-plan providers or when you use the travel benefit. Sometimes these providers bill us directly. Check with the provider. If you need to file the claim, here is the process:

Medical, hospital, and drug benefits

In most cases, providers and facilities file claims for you. Physicians must file on the form CMS-1500, Health Insurance Claim Form. Facilities will file on the UB-92 form. For claims questions and assistance, call us from Portland at 503/813-2000, or from other areas call 800/813-2000 or our TTY number at 800/735-2900.

When you must file a claim – such as for services you receive outside of the Plan's service area – please complete the Emergency Care Information (ECI) form and submit it with the CMS-1500 or a claim form that includes the information shown below. ECI forms may be obtained by calling us from Portland at 503/813-2000, or from other areas call 800/813-2000 or our TTY number at 800/735-2900. Bills and receipts should be itemized and show:

- Covered member's name and ID number;
- Name and address of the physician 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 payer – such as the Medicare Summary Notice (MSN); and
- Receipts, if you paid for your services.

Submit your claims to:

Claims Administration
Kaiser Foundation Health Plan of the Northwest
500 N.E. Multnomah, Suite 100
Portland, Oregon 97232-2099

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.

When we need more information

Please reply promptly when we ask for additional information. We may delay processing or deny your claim if you do not respond.

Section 8. The disputed claims process

Follow this Federal Employees Health Benefits Program disputed claims process if you disagree with our decision on your claim or request for services, drugs, or supplies – including a request for pre-authorization:

Step	Description
------	-------------

- | | |
|----------|---|
| 1 | Ask us in writing to reconsider our initial decision. You must: <ol style="list-style-type: none">Write to us within 6 months from the date of our decision; andSend your request to us at: Kaiser Foundation Health Plan of the Northwest, 500 N.E. Multnomah, Suite 100, Portland, Oregon 97232-2099; andInclude a statement about why you believe our initial decision was wrong, based on specific benefit provisions in this brochure; andInclude copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms. |
|----------|---|

- | | |
|----------|---|
| 2 | We have 30 days from the date we receive your request to: <ol style="list-style-type: none">Pay the claim (or, if applicable, arrange for the health care provider to give you the care); orWrite to you and maintain our denial -- go to step 4; orAsk you or your provider for more information. If we ask your provider, we will send you a copy of our request -- go to step 3. |
|----------|---|

- | | |
|----------|--|
| 3 | 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. |
|----------|--|

- | | |
|----------|--|
| 4 | If you do not agree with our decision, you may ask OPM to review it.

You must write to OPM within: <ul style="list-style-type: none">90 days after the date of our letter upholding our initial decision; or120 days after you first wrote to us -- if we did not answer that request in some way within 30 days; or120 days after we asked for additional information. |
|----------|--|

Write to OPM at: United States Office of Personnel Management, Insurance Services Programs, Health Insurance Group 3, 1900 E Street, NW, Washington, DC 20415-3620.

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.

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.

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

5 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 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 sue, 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 sue 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

- (a) We haven't responded yet to your initial request for care or preauthorization/prior approval, then call us from Portland at 503/813-2000, or from other areas call 800/813-2000 or our TTY number at 800/735-2900 and we will expedite our review; or
- (b) We denied your initial request for care or pre-authorization/prior approval, then:
 - If we expedite our review and maintain our denial, we will inform OPM so that they can give your claim expedited treatment too, or
 - You may call OPM's Health Insurance Group 3 at 202/606-0755 between 8 a.m. and 5 p.m. eastern time.

Section 9. Coordinating benefits with other coverage

When you have other health coverage

You must tell us if you or a covered family member have coverage under another group health plan or have automobile insurance that pays health care expenses without regard to fault. This is called "double coverage."

When you have double coverage, one plan is the primary payer; it pays benefits first. The other plan pays a reduced benefit as the secondary payer. We, like other insurers, determine which coverage is primary according to the National Association of Insurance Commissioners' Guidelines.

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

When we are the secondary payer, we will determine our allowance. After the primary payer plan pays, we will pay what is left of our allowance, up to our regular benefit. We will not pay more than our allowance. If we are the secondary payer, and you received your services from Plan providers, we may bill the primary carrier.

- **What is Medicare?**

Medicare is a Health Insurance Program for:

- People 65 years of age and older.
- Some people with disabilities, under 65 years of age.
- People with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant).

Medicare has two parts:

- Part A (Hospital Insurance). Most people do not have to pay for Part A. If you or your spouse worked for at least 10 years in Medicare-covered employment, you should be able to qualify for premium-free Part A insurance. (Someone who was a Federal employee on January 1, 1983 or since automatically qualifies.) Otherwise, if you are age 65 or older, you may be able to buy it. Contact 1-800-MEDICARE for more information.
- Part B (Medical Insurance). Most people pay monthly for Part B. Generally, Part B premiums are withheld from your monthly Social Security check or your retirement check.

If you are eligible for Medicare, you may have choices in how you get your health care. Medicare+Choice is the term used to describe the various health plan choices available to Medicare beneficiaries. The information in the next few pages shows how we coordinate benefits with Medicare, depending on the type of Medicare managed care plan you have.

- **Should I enroll in Medicare?**

The decision to enroll in Medicare is yours. We encourage you to apply for Medicare benefits 3 months before you turn age 65. It's easy. Just call the Social Security Administration toll-free number 1-800-772-1213 to set up an appointment to apply. If you do not apply for one or both Parts of Medicare, you can still be covered under the FEHB Program.

If you can get premium-free Part A coverage, we advise you to enroll in it. Most Federal employees and annuitants are entitled to Medicare Part A at age 65 **without cost**. When you don't have to pay premiums for Medicare Part A, it makes good sense to obtain the coverage. It can reduce your out-of-pocket expenses as well as costs to the FEHB, which can help keep FEHB premiums down.

Everyone is charged a premium for Medicare Part B coverage. The Social Security Administration can provide you with premium and benefit information. Review the information and decide if it makes sense for you to buy the Medicare Part B coverage.

- **If you enroll in Medicare Part B**
- **The Original Medicare Plan (Part A or 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.

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. Some things are not covered under Original Medicare, like prescription drugs.

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. We will not waive any of our copayments.

Claims process when you have the Original Medicare Plan -- You probably will never have to file a claim form when you have both our Plan and the Original Medicare Plan.

- When we are the primary payer, we process the claim first.
- When Original Medicare is the primary payer, Medicare processes your claim first. In most cases, your claim will be coordinated automatically and we will then provide secondary benefits for covered charges. You will not need to do anything. To find out if you need to do something to file your claim, call us from Portland at 503/813-2000 or from other areas at 800/813-2000 or our TTY number at 800/735-2900.

(Primary payer chart -- begins on next page.)

Medicare always makes the final determination as to whether they are the primary payer. The following chart illustrates whether Medicare or this Plan should be the primary payer 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.

Primary Payer Chart		
A. When you - or your covered spouse - are age 65 or over and have Medicare and you...	The primary payer for the individual with Medicare is...	
	Medicare	This Plan
1) Are an active employee with the Federal government and... • You have FEHB coverage on your own or through your spouse who is also an active employee • You have FEHB coverage through your spouse who is an annuitant	✓	✓
2) Are an annuitant and... • You have FEHB coverage on your own or through your spouse who is also an annuitant • You have FEHB coverage through your spouse who is an active employee	✓	✓
3) Are a reemployed annuitant with the Federal government and your position is excluded from the FEHB (your employing office will know if this is the case)	✓*	
4) Are a reemployed annuitant with the Federal government and your position is not excluded from the FEHB (your employing office will know if this is the case) and... • You have FEHB coverage on your own or through your spouse who is also an active employee • You have FEHB coverage through your spouse who is an annuitant	✓	✓
5) Are a Federal judge who retired under title 28, U.S.C., or a Tax Court judge who retired under Section 7447 of title 26, U.S.C. (or if your covered spouse is this type of judge)	✓*	
6) Are enrolled in Part B only, regardless of your employment status	✓ for Part B services	✓ for other services
7) Are a former Federal employee receiving Workers' Compensation and the Office of Workers' Compensation Programs has determined that you are unable to return to duty)	✓**	
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 payer before eligibility due to ESRD • Medicare was the primary payer before eligibility due to ESRD	✓	✓ for 30-month coordination period
C. When either you or your spouse are eligible for Medicare solely due to disability and you		
1) Are an active employee with the Federal government and... • You have FEHB coverage on your own or through your spouse who is also an active employee • You have FEHB coverage through your spouse who is an annuitant	✓	✓
2) Are an annuitant and... • You have FEHB coverage on your own or through your spouse who is also an annuitant • You have FEHB coverage through your spouse who is an active employee	✓	✓
D. Are covered under the FEHB Spouse Equity provision as a former spouse	✓	

* Unless you have FEHB coverage through your spouse who is an active employee

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

- **Medicare+Choice**

If you are eligible for Medicare, you may choose to enroll in and get your Medicare benefits from a Medicare+Choice plan. These are health care choices (like HMOs) in some areas of the country. In most Medicare+Choice plans, you can only go to doctors, specialists, or hospitals that are part of the plan. Medicare+Choice plans provide all the benefits that Original Medicare covers. Some cover extras, like prescription drugs. To learn more about enrolling in a Medicare+Choice plan, contact Medicare at 1-800-MEDICARE (1-800-633-4227) or at www.medicare.gov.

If you enroll in a Medicare+Choice plan, the following options are available to you:

This Plan and our Medicare+Choice plan: You may enroll in our Medicare+Choice plan, Kaiser Permanente Senior Advantage, and also remain enrolled in our FEHB Plan. There is no additional premium to enroll in Senior Advantage. In this case, we waive or lower some of our copayments and coinsurance for your FEHB and Medicare coverage. If you would like information about our Medicare+Choice plan, please call from Portland 503/813-2000 or from other areas 800/813-2000 or our TTY number at 800/735-2900. Your Kaiser Permanente Senior Advantage-FEHB benefits that we lowered or waived include:

- Primary and Specialty care visits such as physical exams, allergy testing and injections, respiratory therapy, radiation therapy, same-day outpatient surgery, gynecological visits, hearing and vision exams, and manual manipulation of the spine: \$0
- Dialysis: \$0
- Hospital care: \$0
- Durable medical equipment, prosthetics, orthotics, supplies (including diabetic supplies) and certain drugs per Medicare criteria: \$0
- Family planning: \$0
- Home health care: \$0
- Hospice care: \$0
- House calls: \$0
- Medical social services: \$0
- Mental health and substance abuse: inpatient and outpatient services (residential/day treatment does have a copayment): \$0
- Physical, occupational and speech therapy, and multidisciplinary rehabilitation services: \$0
- Reconstructive therapy: \$0
- Skilled Nursing Facility care: up to 100 days per benefit period: \$0
- Transplants: \$0
- Vision exams: \$0
- X-ray, lab tests, and other special procedures: \$0

This Plan and another plan's Medicare+Choice plan: You may enroll in another plan's Medicare+Choice plan and also remain enrolled in our FEHB plan. We will still provide benefits when your Medicare+Choice plan is primary if you use our Plan providers, but we will not lower or waive any of our copayments or coinsurance. If you enroll in a Medicare+Choice plan, tell us. We will need to know whether you are in the Original Medicare Plan or in a Medicare+Choice plan so we can correctly coordinate benefits with Medicare.

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

TRICARE and CHAMPVA

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

Workers' Compensation

We do not cover services that:

- you 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

Once OWCP or similar agency pays its maximum benefits for your treatment, we will cover your care. You must use our providers.

Medicaid

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

Suspended FEHB coverage to enroll in Medicaid or a similar State-sponsored program of medical assistance: If you are an annuitant or former spouse, you can suspend your FEHB coverage to enroll in one of these State programs, eliminating your FEHB premium. For information on suspending your FEHB enrollment, contact your retirement office. If you later want to re-enroll in the FEHB 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 others are responsible for 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.

Section 10. Definitions of terms we use in this brochure

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.
Coinsurance	Coinsurance is the percentage of our allowance that you must pay for your care.
Copayment	A copayment is a fixed amount of money you pay when you receive covered services.
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 medicine. (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	A deductible is a fixed amount of covered expenses you must incur for certain covered services and supplies before we start paying benefits for those services.
Durable medical equipment	Durable medical equipment (DME) is equipment that is intended for repeated use, medically necessary, primarily and customarily used to serve a medical purpose, generally not useful to a person who is not ill or injured, designed for prolonged use, appropriate for use in the home, and serves a specific therapeutic purpose in the treatment of an illness or injury.
Experimental or investigational services	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. When the service or supply, including a 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; then this Plan considers that service, supply, or drug to be experimental, and not covered by the Plan.
Group health coverage	Health care 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. Health care coverage may be insured or indemnity coverage, self-insured or self-funded coverage, or coverage through health maintenance organizations or other managed care plans. Health care coverage purchased through membership in an organization is also "group health coverage."

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 your 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.

Our allowance

The amount we use to determine your coinsurance. When you receive services or supplies from Plan providers, it is the amount that we set for the services or supplies if we were to charge for them. When you receive services from non-Plan providers, it is either the amount that we have negotiated with the non-Plan Provider, or if we do not have a negotiated amount, the amount that we believe is usual and customary for the service or supply, compared to the billed charges. Our allowance is based upon the reasonableness of the billed charges. If the billed charges exceed what we believe is reasonable, you may be responsible for the excess over our allowance in addition to your coinsurance.

Us/We

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

You

You refers to the enrollee and each covered family member.

Section 11. FEHB facts

Coverage information

No pre-existing condition limitation

We will not refuse to cover the treatment of a condition that you had before you enrolled in this Plan solely because you had the condition before you enrolled.

Where you can get information about enrolling in the FEHB Program

See www.opm.gov/insure. Also, your employing or retirement office can answer your questions, and give you a *Guide to Federal Employees Health Benefits Plans*, brochures for other plans, and other materials you need to make an informed decision about your FEHB 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;
- When your enrollment ends; and
- When the next open season for enrollment begins.

We don't determine who is eligible for coverage and, in most cases, cannot change your enrollment status without information from your employing or retirement office.

Types of coverage available for you and your family

Self Only coverage is for you alone. Self and Family coverage is for you, your spouse, and your unmarried dependent children under age 22, including any foster children or stepchildren your employing or retirement office authorizes coverage for. Under certain circumstances, you may also continue coverage for a disabled child 22 years of age or older who is incapable of self-support.

If you have a Self Only enrollment, you may change to a 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 and Family enrollment begins on the first day of the pay period in which the child is born or becomes an eligible family member. When you change to 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 form; benefits will not be available to your spouse until you marry.

Your employing or retirement office will **not** notify you when a family member is no longer eligible to receive health benefits, nor will we. Please tell us immediately when you add or remove family members from your coverage for any reason, including divorce, or when your child under age 22 marries or turns 22.

If you or one of your family members is enrolled in one FEHB plan, that person may not be enrolled in or covered as a family member by another FEHB plan.

Children's Equity Act

OPM has implemented the Federal Employees Health Benefits Children's Equity Act of 2000. This law mandates that you be enrolled for Self and Family coverage in the Federal Employees Health Benefits (FEHB) 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 for 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 FEHB coverage, your employing office will enroll you for Self and Family coverage in the Blue Cross and Blue Shield Service Benefit Plan's Basic Option,
- 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 and Family 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 and Family in the Blue Cross and Blue Shield Service Benefit Plan's Basic Option.

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 FEHB Program, you cannot cancel your enrollment, change to Self Only, or change to a plan that doesn't 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 FEHB coverage, you must continue your FEHB coverage into retirement (if eligible) and cannot cancel your coverage, change to Self Only, or change to a plan that doesn't serve the area in which your children live as long as the court/administrative order is in effect. Contact your employing office for further information.

When benefits and premiums start

The benefits in this brochure are effective on January 1. If you joined this Plan during Open Season, your coverage begins on the first day of your first pay period that starts on or after January 1. If you changed plans or plan options during Open Season and you receive care between January 1 and the effective date of coverage under your new plan or option, your claims will be paid according to the 2004 benefits of your old plan or option. However, if your old plan left the FEHB Program at the end of the year, you are covered under that plan's 2003 benefits until the effective date of your coverage with your new plan. Annuitants' coverage and premiums begin on January 1. If you joined at any other time during the year, your employing office will tell you the effective date of coverage.

When you retire

When you retire, you can usually stay in the FEHB Program. Generally, you must have been enrolled in the FEHB Program for the last five years of your Federal 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 FEHB 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.

You may be eligible for spouse equity coverage or Temporary Continuation of Coverage (TCC), or a conversion policy (a non-FEHB individual policy).

- **Spouse equity coverage**

If you are divorced from a Federal employee or annuitant, you may not continue to get benefits under your former spouse's enrollment. This is the case even when the court has ordered your former spouse to supply health coverage to you. But, you may be eligible for your own FEHB coverage under the spouse equity law or Temporary Continuation of Coverage (TCC). If you are recently divorced or are anticipating a divorce, contact your ex-spouse's employing or retirement office to get RI 70-5, the *Guide to Federal Employees Health Benefits Plans for Temporary Continuation of Coverage and Former Spouse Enrollees*, or other information about your coverage choices. You can also download the guide from OPM's website, www.opm.gov/insure.

- **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 FEHB enrollment after you retire, if you lose your job, if you are a covered dependent child and you turn 22 or marry, etc.

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, and the RI 70-5, the *Guide to Federal Employees Health Benefits Plans for Temporary Continuation of Coverage and Former Spouse Enrollees*, from your employing or retirement office or from www.opm.gov/insure. It explains what you have to do to enroll.

- **Converting to Individual Coverage**

You may convert to a non-FEHB 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 apply in writing to us 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 apply in writing to us within 31 days after you are no longer eligible for coverage. Conversion to an individual dental plan is not available.

Your benefits and rates will differ from those under the FEHB Program; however, you will not have to answer questions about your health, and we will not impose a waiting period or limit your coverage due to pre-existing conditions.

- **Getting a Certificate of Group Health Plan Coverage**

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a Federal law that offers limited Federal protections for health coverage availability and continuity to people who lose employer group coverage. If you leave the FEHB Program, we will give you a Certificate of Group Health Plan Coverage that indicates how long you have been enrolled with us. You can use this certificate when getting health insurance or other health care coverage. Your new plan must reduce or eliminate waiting periods, limitations, or exclusions for health related conditions based on the information in the certificate, as long as you enroll within 63 days of losing coverage under this Plan. If you have been enrolled with us for less than 12 months, but were previously enrolled in other FEHB plans, you may also request a certificate from those plans. For more information, get OPM pamphlet RI 79-27, Temporary Continuation of Coverage (TCC) under the FEHB Program. See also the FEHB website (www.opm.gov/insure/health); refer to the "TCC and

HIPAA" frequently asked questions. These highlight HIPAA rules, such as the requirement that Federal employees must exhaust any TCC eligibility as one condition for guaranteed access to individual health coverage under HIPAA, and have information about Federal and State agencies you can contact for more information.

Two new Federal Programs complement FEHB benefits

Important information

OPM wants to be sure you know about two new Federal programs that complement the FEHB Program. First, the **Flexible Spending Account (FSA) Program**, also known as **FSAFEDS**, lets you set aside tax-free money to pay for health and dependent care expenses. The result can be a discount of 20 to more than 40 percent on services you routinely pay for out-of-pocket. Second, the **Federal Long Term Care Insurance Program (FLTCIP)** covers long term care costs not covered under the FEHB.

The Federal Flexible Spending Account Program - *FSAFEDS*

- **What is an FSA?**

It is a tax-favored benefit that allows you to set aside pre-tax money from your paychecks to pay for a variety of eligible expenses. *By using an FSA, you can reduce your taxes while paying for services you would have to pay for anyway, producing a discount that can be over 40%!!*

There are two types of FSAs offered by the FSAFEDS Program:

Health Care Flexible Spending Account (HCFSA)

- Covers eligible health care expenses not reimbursed by this Plan, or any other medical, dental, or vision care plan you or your dependents may have
- Eligible dependents for this account include anyone you claim on your Federal income tax return as a qualified dependent under the U.S. Internal Revenue Service (IRS) definition and/or with whom you jointly file your Federal income tax return, even if you don't have self and family health benefits coverage. **Note:** The IRS has a broader definition than that of a "family member" than is used under the FEHB Program to provide benefits by your FEHB Plan.
- The maximum amount that can be allotted for the HCFSA is \$3,000 annually. The minimum amount is \$250 annually.

Dependent Care Flexible Spending Account (DCFSA)

- Covers eligible dependent care expenses incurred so you can work, or if you are married, so you and your spouse can work, or your spouse can look for work or attend school full-time.
- Eligible dependents for this account include anyone you claim on your Federal income tax return as a qualified IRS dependent and/or with whom you jointly file your Federal income tax return.
- The maximum that can be allotted for the DCFSA is \$5,000 annually. The minimum amount is \$250 annually. **Note:** The IRS limits contributions to a Dependent Care FSA. For single taxpayers and taxpayers filing a joint return, the maximum is \$5,000 per year. For taxpayers who file their taxes separately with a spouse, the maximum is \$2,500 per year. The limit includes any child care subsidy you may receive.

- **Enroll during Open Season**

You **must make an election** to enroll in an FSA during the FEHB Open Season.

Even if you enrolled during the initial Open Season for 2003, you must make a new election to continue participating in 2004. Enrollment is easy!

- Enroll online anytime during Open Season (November 10 through December 8, 2003) at www.fsafeds.com.

- Call the toll –free number 1-877-FSAFEDS (372-3337) Monday through Friday, from 9 a.m. until 9 p.m. eastern time and a FSAFEDS Benefit Counselor will help you enroll.

What is SHPS?

SHPS is a third-party administrator hired by OPM to manage the FSAFEDS Program.

SHPS is the largest FSA administrator in the nation and will be responsible for enrollment, claims processing, customer service, and day-to-day operations of FSAFEDS.

Who is eligible to enroll?

If you are a Federal employee eligible for FEHB – even if you’re not enrolled in FEHB—you can choose to participate in either, or both, of the flexible spending accounts. If you are not eligible for FEHB, you are not eligible to enroll for a Health Care FSA. However, almost all Federal employees are eligible to enroll for the Dependent Care FSA. The only exception is intermittent (also called when actually employed [WAE] employees expected to work less than 180 days during the year.

Note: FSAFEDS is the FSA Program established for all Executive Branch employees and Legislative Branch employees whose employers signed on. Under IRS law, FSAs are not available to annuitants. In addition, the U.S. Postal Service and the Judicial Branch, among others, are Federal agencies that have their own plans with slightly different rules, but the advantages of having an FSA are the same no matter what agency you work for.

- **How much should I contribute to my FSA?**

Plan carefully when deciding how much to contribute to an FSA.

Because of the tax benefits of an FSA, the IRS places strict guidelines on them. You need to estimate how much you want to allocate to an FSA because current IRS regulations require you forfeit any funds remaining in your account(s) at the end of the FSA plan year. This is referred to as the “use-it-or-lose-it” rule. You will have until April 29, 2004 to submit claims for your eligible expenses incurred during 2003 if you enrolled in FSAFEDS when it was initially offered. You will have until April 30, 2005 to submit claims for your eligible expenses incurred from January 1 through December 31, 2004 if you elect FSAFEDS during this Open Season.

The **FSAFEDS Calculator** at www.fsafeds.com will help you plan your FSA allocations and provide an estimate of your tax savings based on your individual situation.

- **What can my HCFSA pay for?**

Every FEHB health plan includes cost sharing features, such as deductibles you must meet before the Plan provides benefits, coinsurance or copayments that you pay when you and the Plan share costs, and medical services and supplies that are not covered by the Plan and for which you must pay. These out-of-pocket costs are summarized on page 14 and detailed throughout this brochure. Your HCFSA will reimburse you for such costs when they are for tax deductible medical care for you and your dependents that is NOT covered by this FEHB Plan or any other coverage that you have.

Under the High Option of this Plan, typical out-of-pocket expenses include: office visit copayments, pharmacy copayments and durable medical goods coinsurance.

Under the Standard Option of this Plan, typical out-of-pocket expenses include: office visit copayments, pharmacy copayments and durable medical goods coinsurance.

The IRS governs expenses reimbursable by a HCFSA. See Publication 502 for a comprehensive list of tax-deductible medical expenses. **Note: While you will see insurance premiums listed in Publication 502, they are NOT a reimbursable expense for FSA purposes.** Publication 502 can be found on the IRS website at <http://www.irs.gov/pub/irs-pdf/p502.pdf>. If you do not see your service or expense listed in Publication 502, please call a FSAFEDS Benefit Counselor at 1-877-FSAFEDS (372-3337), who will be able to answer your specific questions.

- **Tax savings with an FSA**

An FSA lets you allot money for eligible expenses *before* your agency deducts taxes from your paycheck. This means the amount of income that your taxes are based on will be lower, so your tax liability will also be lower. Without an FSA, you would still pay for these expenses, but you would do so using money remaining in your paycheck after Federal (and often state and local) taxes are deducted. The following chart illustrates a typical tax savings example:

Annual Tax Savings Example	With FSA	Without FSA
If your taxable income is:	\$50,000	\$50,000
And you deposit this amount into a FSA:	\$ 2,000	-\$0-
Your taxable income is now:	\$48,000	\$50,000
Subtract Federal & Social Security taxes:	\$13,807	\$14,383
If you spend after-tax dollars for expenses:	-\$0-	\$ 2,000
Your real spendable income is:	\$34,193	\$33,617
Your tax savings:	\$576	\$0-

Note: This example is intended to demonstrate a typical tax savings based on 27% Federal and 7.65% FICA taxes. Actual savings will vary based upon in which retirement system you are enrolled (CSRS or FERS), as well as your individual tax situation. In this example, the individual received \$2,000 in services for \$1,424, a discount of almost 36%! You may also wish to consult a tax professional for more information on the tax implications of an FSA.

- **Tax credits and deductions**

You *cannot* claim expenses on your Federal income tax return if you receive reimbursement for them from your HCFSA or DCFSA. Below are some guidelines that may help you decide whether to participate in FSAFEDS.

Health care expenses

The HCFSA is tax-free from the first dollar. In addition, you may be reimbursed from the HCFSA at any time during year for expenses up to the annual amount you've elected to contribute.

Only health care expenses exceeding 7.5% of your adjusted gross income are eligible to be deducted on your Federal income tax return. Using the example listed in the above chart, only health care expenses exceeding \$3,750 (7.5% of \$50,000) would be eligible to be deducted on your Federal income tax return. In addition, money set aside through a HCFSA is also exempt from FICA taxes. This exemption is not available on your Federal income tax return.

Dependent care expenses

The DCFSA generally allows many families to save more than they would with the Federal tax credit for dependent care expenses. Note that you may only be reimbursed from the DCFSA up to your current account balance. If you file a claim for more than your current balance, it will be held until additional payroll allotments have been added to your account.

Visit www.fsafeds.com and download the Dependent Care Tax Credit Worksheet from the Quick Links box to help you determine what is best for your situation. You may also wish to consult a tax professional for more details.

- **Does it cost me anything to participate in FSAFEDS?**

Probably not. While there is an administrative fee of \$4.00 per month for an HCFSA and 1.5% of the annual election for a DCFSA, most agencies have elected to pay these fees out of their share of employment tax savings. To be sure, check the FSAFEDS.com website or call 1-877-FSAFEDS (372-3337). Also, remember that participating in FSAFEDS can cost you money if don't spend your entire account balance by the end of the plan year and wind up forfeiting your end of year account balance, per the IRS "use-it-or-lose-it" rule.

- **Contact us**

To find out more or to enroll, please visit the **FSAFEDS website** at www.fsafeds.com, or contact SHPS by email or by phone. SHPS Benefit Counselors are available from 9:00 a.m. until 9:00 p.m. eastern time, Monday through Friday.

- E-mail: fsafeds@shps.net
- Telephone: 1-877-FSAFEDS (372-3337)
- TTY: 1-800-952-0450 (for hearing impaired individuals that would like to utilize a text messaging service)

The Federal Long Term Care Insurance Program

It's important protection

Here's why you should consider enrolling in the Federal Long Term Care Insurance Program:

- **FEHB plans do not cover the cost of long term care.** Also called "custodial care," long term care is help you receive when you need assistance performing activities of daily living – such as bathing or dressing yourself. This need can strike anyone at any age and the cost of care can be substantial.
- **The Federal Long Term Care Insurance Program can help protect you from the potentially high cost of long term care.** This coverage gives you control over the type of care you receive and where you receive it. It can also help you remain independent, so you won't have to worry about being a burden to your loved ones.
- **It's to your advantage to apply sooner rather than later.** Long term care insurance is something you must apply for, and pass a medical screening (called underwriting) in order to be enrolled. Certain medical conditions will prevent some people from being approved for coverage. By applying while you're in good health, you could avoid the risk of having a change in health disqualify you from obtaining coverage. Also, the younger you are when you apply, the lower your premiums.
- **You don't have to wait for an open season to apply.** The Federal Long Term Care Insurance Program accepts applications from eligible persons at any time. You will have to complete a full underwriting application, which asks a number of questions about your health. However, if you are a new or newly eligible employee, you (and your spouse, if applicable) have a limited opportunity to apply using the abbreviated underwriting

application, which asks fewer questions. If you marry, your new spouse will also have a limited opportunity to apply using abbreviated underwriting. Qualified relatives are also eligible to apply with full underwriting.

**To find out more and
to request an application**

Call 1-800-LTC-FEDS (1-800-582-3337) (TTY 1-800-843-3557)
or visit www.ltcfeds.com.

Index

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

- Accidental injury to teeth 50
- Allergy Care 20
- Alternative treatment 27
- Ambulance 33, 36, 39
- Anesthesia 32
- Autologous bone marrow transplant 20, 31
- B** biopsy 28
- Blood and blood plasma 34
- Breast cancer screening 17
- Casts 34, 35
- Centers of Excellence 47
- Changes for 2004 10
- Chemotherapy 20
- Chiropractic 27
- Cholesterol tests 17
- Coinsurance 63
- Colorectal cancer screening 17
- Congenital anomalies 28, 29
- Contraceptive devices and drugs 10, 19, 29, 44
- Coordination of benefits 58
- Covered providers 11
- D** deaf and hearing impaired service 46
- Deductible 14, 63
- Dental care 49, 50, 51, 52
- Diagnostic services 16
- Disputed claims review 56
- Donor expenses (transplants) 31
- Dressings 34
- Drugs, prescription 43, 44, 45
- Durable medical equipment (DME) 26, 63
- Educational classes and programs 53
- Effective date of enrollment 66
- Emergency 37, 38, 39
- Exclusions, general 54
- Experimental or investigational 63
- Eyeglasses 22
- F** family planning 19
- Fecal occult blood test 17
- Flexible benefits options 46
- G** general exclusions 54
- H** hearing services 22
- Home health services 26
- Hospice care 36
- Hospital 33
- I** immunizations 18
- Infertility 20
- Inpatient hospital benefits 33
- Insulin 44
- Laboratory and pathological services 17, 27
- Long term care insurance 72
- Magnetic resonance imaging (MRIs) 17, 27
- Mail order prescription drugs 43
- Mammograms 17
- Maternity benefits 19
- Medicaid 62
- Medically necessary 64
- Medicare 58
- Mental conditions/substance abuse benefits 40
- Newborn care 16, 19
- Non-FEHB benefits 53
- Nursery charges 19
- O** obstetrical care 19
- Occupational therapy 21
- Oral and maxillofacial surgery 30
- Orthopedic devices 24
- Out-of-pocket expenses 14
- Outside the service area student coverage 48
- Oxygen 26, 34
- P** pap test 17
- Physical examination 18
- Physical therapy 21
- Prescription drugs 43, 44, 45
- Preventive care, adult 17
- Preventive care, children 18
- Preventive services 17
- Prior approval 13
- Prostate cancer screening 17
- Prosthetic devices 24
- Psychotherapy 42
- R** radiation therapy 20
- Renal dialysis 20
- Room and board 33
- Second surgical opinion 16
- Services from other Kaiser Permanente Plans 48
- Skilled nursing care benefits 35
- Smoking cessation 53
- Speech therapy 22
- Splints 34
- Sterilization procedures 29
- Student coverage outside the service area 48
- Subrogation 62
- Substance abuse 40
- Surgery 28
 - Anesthesia 32
 - Oral 30
- Outpatient 35
- Reconstructive 29
- Syringes 44
- Temporary continuation of coverage 67
- Transplants 31
- Travel benefit 47
- Treatment therapies 20
- Vision services 22, 23, 24
- W** well child care 18
- Workers' compensation 62
- X**-rays 17
- 24** hour nurse line 46

Summary of benefits for Kaiser Foundation Health Plan of the Northwest – Standard Option – 2004

- **Do not rely on this chart alone.** All benefits are provided in full unless indicated and are subject to the definitions, limitations, and exclusions in this brochure. On this page we summarize specific expenses we cover; for more detail, look inside.
- 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.

Benefits	You Pay	Page
Medical services provided by physicians:		
• Diagnostic and treatment services provided in the office	\$15 per office visit	16
Services provided by a hospital:		
• Inpatient	Nothing	33
• Outpatient.....	Nothing	35
Emergency benefits:		
• In-area	\$75 per visit	38
• Out-of-area.....	\$75 per visit	38
Mental health and substance abuse treatment:	Regular cost sharing	40
• Prescription drugs	\$15 per prescription or refill for generic drugs	43
	\$30 per prescription or refill for brand-name drugs	
Dental Care.....	No current benefit	NA
Vision Care.....	Refractions; \$15 per office visit	22
Special features: Flexible benefits option; 24 hour nurse line; Services for deaf and hearing impaired; Language interpretation; High risk pregnancies; Centers of Excellence; Travel benefit; Services from other Kaiser Permanente Plans; Student coverage outside the service area		46
Protection against catastrophic costs (your catastrophic protection out-of-pocket maximum).....	Nothing after \$600/Self Only or \$1,200/Family enrollment per year Some costs do not count toward this protection	14

Summary of benefits for Kaiser Foundation Health Plan of the Northwest – High Option – 2004

- **Do not rely on this chart alone.** All benefits are provided in full unless indicated and are subject to the definitions, limitations, and exclusions in this brochure. On this page we summarize specific expenses we cover; for more detail, look inside.
- 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.

Benefits	You Pay	Page
Medical services provided by physicians: • Diagnostic and treatment services provided in the office	\$10 per office visit	16
Services provided by a hospital: • Inpatient	Nothing	33
• Outpatient.....	Nothing	35
Emergency benefits: • In-area	\$75 per visit	38
• Out-of-area.....	\$75 per visit	38
Mental health and substance abuse treatment:	Regular cost sharing	40
• Prescription drugs	\$10 per prescription or refill for generic drugs	43
	\$20 per prescription or refill for brand-name drugs	
Dental Care.....	Various copayments based on procedure rendered	49
Vision Care.....	Refractions; \$10 per office visit	22
Special features: Flexible benefits option; 24 hour nurse line; Services for deaf and hearing impaired; Language interpretation; High risk pregnancies; Centers of Excellence; Travel benefit; Services from other Kaiser Permanente Plans; Student coverage outside the service area		46
Protection against catastrophic costs (your catastrophic protection out-of-pocket maximum).....	Nothing after \$600/Self Only or \$1,200/Family enrollment per year Some costs do not count toward this protection	14

Notes

Notes

Notes

Notes

2004 Rate Information for Kaiser Foundation Health Plan of the Northwest

Non-Postal rates apply to most non-Postal enrollees. If you are in a special enrollment category, refer to the FEHB Guide for that category or contact the agency that maintains your health benefits enrollment.

Postal rates apply to career Postal Service employees. Most employees should refer to the FEHB Guide for United States Postal Service Employees, RI 70-2. Different postal rates apply and a special FEHB guide is published for Postal Service Inspectors and Office of Inspector General (OIG) employees (see RI 70-2IN).

Postal rates do not apply to non-career postal employees, postal retirees, or associate members of any postal employee organization who are not career postal employees. Refer to the applicable FEHB Guide.

Type of Enrollment	Code	Non-Postal Premium				Postal Premium	
		Biweekly		Monthly		Biweekly	
		Gov't Share	Your Share	Gov't Share	Your Share	USPS Share	Your Share

High Option Self Only	571	\$121.40	\$49.22	\$263.03	\$106.65	\$143.32	\$27.30
High Option Self and Family	572	\$277.09	\$114.48	\$600.36	\$248.04	\$327.12	\$64.45
Standard Option Self Only	574	\$112.25	\$37.42	\$243.22	\$81.07	\$132.83	\$16.84
Standard Option Self and Family	575	\$257.62	\$85.87	\$558.17	\$186.06	\$304.85	\$38.64