

Kaiser Permanente - Washington Core

www.kp.org/feds/wa-core

Member Services 888-901-4636



2021

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

This plan's health coverage qualifies as minimum essential coverage and meets the minimum value standard for the benefits it provides. See page 7 for details. This plan is accredited. See page 12.

Serving: Most of Washington State and Northern Idaho

Enrollment in this Plan is limited. You must live or work in our geographic service area to enroll. See pages 13 and 14 for requirements.

Enrollment codes for this Plan:

541 High Option - Self Only
543 High Option - Self Plus One
542 High Option - Self and Family

544 Standard Option - Self Only
546 Standard Option - Self Plus One
545 Standard Option - Self and Family

PT4 Prosper - Self Only
PT6 Prosper - Self Plus One
PT5 Prosper - Self and Family

IMPORTANT

- Rates: Back Cover
- Changes for 2021: Page 15
- Summary of Benefits: Page 85

Special Notice

This Plan has added Prosper for 2021. See page 26 through 63.



Authorized for distribution by the:



United States
Office of Personnel Management

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

RI 73-012

**Important Notice from Kaiser Foundation Health Plan of Washington About
Our Prescription Drug Coverage and Medicare**

The Office of Personnel Management (OPM) has determined that the Kaiser Foundation Health Plan of Washington's Plan prescription drug coverage is, on average, expected to pay out as much as the standard Medicare prescription drug coverage will pay for all plan participants and is considered Creditable Coverage. This means you do not need to enroll in Medicare Part D and pay extra for prescription drug coverage. If you decide to enroll in Medicare Part D later, you will not have to pay a penalty for late enrollment as long as you keep your FEHB coverage.

However, if you choose to enroll in Medicare Part D, you can keep your FEHB coverage and Kaiser Foundation Health Plan of Washington will coordinate benefits with Medicare.

Remember: If you are an annuitant and you cancel your FEHB coverage, you may not re-enroll in the FEHB Program.

Please be advised

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

Medicare's Low Income Benefits

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

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

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

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Introduction

This brochure describes the benefits of Kaiser Permanente - Washington Core under Kaiser Foundation Health Plan of Washington's contract (CS 1043) with the United States Office of Personnel Management, as authorized by the Federal Employees Health Benefits law. Member Services may be reached at 888-901-4636 or through our website: www.kp.org/wa. The address for Kaiser Foundation Health Plan of Washington's administrative office is:

Kaiser Foundation Health Plan of Washington
MSBD (GNW-C1W-04) 1300 SW 27th St
Renton, WA 98057

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

If you are enrolled in this Plan, you are entitled to the benefits described in this brochure. If you are enrolled in Self Plus One or Self and Family coverage, each eligible family member is also entitled to these benefits. You do not have a right to benefits that were available before January 1, 2021, unless those benefits are also shown in this brochure.

OPM negotiates benefits and rates with each plan annually. Benefit changes are effective January 1, 2021, and changes are summarized on page 15. Rates are shown at the end of this brochure.

Plain Language

All FEHB brochures are written in plain language to make them easy to understand. Here are some examples,

- Except for necessary technical terms, we use common words. For instance, “you” means the enrollee and each covered family member, “we” means Kaiser Foundation Health Plan of Washington.
- 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.
- Our brochure and other FEHB plans' brochures have the same format and similar descriptions to help you compare plans.

Stop Health Care Fraud!

Fraud increases the cost of health care for everyone and increases your Federal Employees Health Benefits 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 that you can do to prevent fraud:

- Do not give your plan identification (ID) number over the phone or to people you do not know, except to your health care providers, authorized health benefits plan or OPM representative.
- Let only the appropriate medical professionals review your medical record or recommend services.
- Avoid using health care providers who say that an item or service is not usually covered, but they know how to bill us to get it paid.
- Carefully review explanations of benefits (EOBs) that you receive from us.
- Periodically review your claim history for accuracy to ensure we have not been billed for services you did not receive.
- Do not ask your doctor to make false entries on certificates, bills, or records in order to get us to pay for an item or service.
- If you suspect that a provider has charged you for services you did not receive, billed you twice for the same service, or misrepresented any information, do the following:
 - Call the provider and ask for an explanation. There may be an error.

- If the provider does not resolve the matter, call us at 888-901-4636 and explain the situation.
- If we do not resolve the issue:

CALL - THE HEALTH CARE FRAUD HOTLINE

877-499-7295

OR GO TO: www.opm.gov/our-inspector-general/hotline-to-report-fraud-waste-or-abuse/complaint-form/

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

You can also write to:

**United States Office of Personnel Management
Office of the Inspector General Fraud Hotline
1900 E Street NW Room 6400
Washington, DC 20415-1100**

- Do not maintain 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)
 - Your child age 26 or over (unless he/she was disabled and incapable of self-support prior to age 26)
 - We may request that an enrollee verify the eligibility of any or all family members listed as covered under the enrollee's FEHB enrollment.
- 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 (TCC).
- Fraud or intentional misrepresentation of material fact is prohibited under the Plan. You can be prosecuted for fraud and your agency may take action against you. Examples of fraud include, falsifying a claim to obtain FEHB benefits, trying to or obtaining service or coverage for yourself or for someone else who is not eligible for coverage, or enrolling in the Plan when you are no longer eligible.
- If your enrollment continues after you are no longer eligible for coverage (i.e. you have separated from Federal service) and premiums are not paid, you will be responsible for all benefits paid during the period in which premiums were not paid. You may be billed by your provider for services received. You may be prosecuted for fraud for knowingly using health insurance benefits for which you have not paid premiums. It is your responsibility to know when you or a family member is no longer eligible to use your health insurance coverage.

Discrimination is Against the Law

Kaiser Foundation Health Plan of Washington complies with all applicable Federal Civil rights laws including, Title VII of the Civil Rights Act of 1964.

You can also file a civil rights complaint with the Office of Personnel Management by mail at:

Office of Personnel Management
Healthcare and Insurance
Federal Employee Insurance Operations
Attention: Assistant Director, FEIO
1900 E Street NW, Suite 3400-S
Washington, D.C. 20415-3610

Preventing Medical Mistakes

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

1. Ask questions if you have doubts or concerns.

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

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

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

3. Get the results of any test or procedure.

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

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

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

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

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

- "Exactly what will you be doing?"
 - "About how long will it take?"
 - "What will happen after surgery?"
 - "How can I expect to feel during recovery?"
- Tell the surgeon, anesthesiologist, and nurses about any allergies, bad reaction to anesthesia, and any medications or nutritional supplements you are taking.

Patient Safety Links

For more information on patient safety, please visit:

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

Preventable Healthcare Acquired Conditions ("Never Events")

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

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

FEHB Facts

Coverage information

- **No pre-existing condition limitation** We will not refuse to cover the treatment of a condition you had before you enrolled in this Plan solely because you had the condition before you enrolled.
- **Minimum essential coverage (MEC)** Coverage under this plan qualifies as minimum essential coverage. Please visit the Internal Revenue Service (IRS) website at www.irs.gov/uac/Questions-and-Answers-on-the-Individual-Shared-Responsibility-Provision for more information on the individual requirement for MEC.
- **Minimum value standard** Our health coverage meets the minimum value standard of 60% established by the ACA. This means that we provide benefits to cover at least 60% of the total allowed costs of essential health benefits. The 60% standard is an actuarial value, your specific out-of-pocket costs are determined as explained in this brochure.
- **Where you can get information about enrolling in the FEHB Program**

See www.opm.gov/healthcare-insurance for enrollment information as well as:

 - Information on the FEHB Program and plans available to you
 - A health plan comparison tool
 - A list of agencies that participate in Employee Express
 - A link to Employee Express
 - Information on and links to other electronic enrollment systems

Also, your employing or retirement office can answer your questions, and give you 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
 - What happens when your enrollment ends
 - 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. For information on your premium deductions, you must also contact your employing or retirement office.
- **Types of coverage available for you and your family** Self Only coverage is for you alone. Self Plus One coverage is for you and one eligible family member. Self and Family coverage is for you, and one eligible family member, or your spouse, and your dependent children under age 26, including any foster children authorized for coverage by your employing agency or retirement office. Under certain circumstances, you may also continue coverage for a disabled child 26 years of age or older who is incapable of self-support.

If you have a Self Only enrollment, you may change to a Self Plus One or Self and Family enrollment if you marry, give birth, or add a child to your family. You may change your enrollment 31 days before to 60 days after that event. The Self Plus One or Self and Family enrollment begins on the first day of the pay period in which the child is born or becomes an eligible family member. When you change to Self Plus One or Self and Family because you marry, the change is effective on the first day of the pay period that begins after your employing office receives your enrollment form. Benefits will not be available to your spouse until you are married. We may request that an enrollee verify the eligibility of any or all family members listed as covered under the enrollee's FEHB enrollment.

Your employing or retirement office will **not** notify you when a family member is no longer eligible to receive benefits, nor will we. Please tell us immediately of changes in family member status, including your marriage, divorce, annulment, or when your child reaches age 26.

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

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

• **Family member coverage**

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

Children	Coverage
Natural children, adopted children, and stepchildren	Natural, adopted children and stepchildren are covered until their 26 th birthday.
Foster children	Foster children are eligible for coverage until their 26 th birthday if you provide documentation of your regular and substantial support of the child and sign a certification stating that your foster child meets all the requirements. Contact your human resources office or retirement system for additional information.
Children incapable of self-support	Children who are incapable of self-support because of a mental or physical disability that began before age 26 are eligible to continue coverage. Contact your human resources office or retirement system for additional information.
Married children	Married children (but NOT their spouse or their own children) are covered until their 26th birthday.
Children with or eligible for employer-provided health insurance	Children who are eligible for or have their own employer-provided health insurance are covered until their 26th birthday.

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

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

- **Children's Equity Act**

OPM has implemented the Federal Employees Health Benefits Children's Equity Act of 2000. This law mandates that you be enrolled for Self Plus One or Self and Family coverage in the 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 in Self Plus One or 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 Plus One or Self and Family coverage, as appropriate, in the lowest-cost nationwide plan option as determined by OPM.
- If you have a Self Only enrollment in a fee-for-service plan or in an HMO that serves the area where your children live, your employing office will change your enrollment to Self Plus One or Self and Family, as appropriate, in the same option of the same plan; or
- If you are enrolled in an HMO that does not serve the area where the children live, your employing office will change your enrollment to Self Plus One or Self and Family, as appropriate, in the lowest-cost nationwide plan option as determined by OPM.

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

If the court/administrative order is still in effect when you retire, and you have at least one child still eligible for 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 does not serve the area in which your children live as long as the court/administrative order is in effect. Similarly, you cannot change to Self Plus One if the court/administrative order identifies more than one child. Contact your employing office for further information.

- **When benefits and premiums start**

The benefits in this brochure are effective 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 processed according to the 2021 benefits of your prior plan or option.** If you have met (or pay cost-sharing that results in your meeting) the out-of-pocket maximum under the prior plan or option, you will not pay cost-sharing for services covered between January 1 and the effective date of coverage under your new plan or option. However, if your prior plan left the FEHB Program at the end of the year, you are covered under that plan's 2020 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.

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

- **When you retire** When you retire, you can usually stay in the 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.

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

You may be eligible for spouse equity coverage or Temporary Continuation of Coverage (TCC).

- **Upon divorce** 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 provide health coverage for you. However, you may be eligible for your own FEHB coverage under either 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 additional information about your coverage choices. You can also visit OPM’s website at www.opm.gov/healthcare-insurance/healthcare/plan-information/. We may request that an enrollee verify the eligibility of any or all family members listed as covered under the enrollee’s FEHB enrollment.

- **Temporary Continuation of Coverage (TCC)** If you leave Federal service, tribal employment, or if you lose coverage because you no longer qualify as a family member, you may be eligible for Temporary Continuation of Coverage (TCC). The Affordable Care Act (ACA) did not eliminate TCC or change the TCC rules. For example, you can receive TCC if you are not able to continue your FEHB enrollment after you retire, if you lose your Federal or Tribal job, if you are a covered dependent child and you turn 26, etc.

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

Enrolling in TCC. Get the RI 79-27, which describes TCC, from your employing or retirement office or from www.opm.gov/healthcare-insurance. It explains what you have to do to enroll.

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

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

Your benefits and rates will differ from those under the FEHB Program; however, you will not have to answer questions about your health, a waiting period will not be imposed, and your coverage will not be limited due to pre-existing conditions. When you contact us we will assist you in obtaining information about health benefits coverage inside or outside the Affordable Care Act's Health Insurance Marketplace in your state. For assistance in finding coverage, please contact us toll-free at 888-901-4636; for the deaf and hearing-impaired use Washington state's relay line by dialing either 800-833-6388 or 711 or visit our website at www.kp.org/wa.

- **Health Insurance Marketplace**

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

Section 1. How This Plan Works

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

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 covered services from Plan providers, you generally will not have to submit claim forms or pay bills. You only pay the copayments, coinsurance, and deductibles described in this brochure. When you receive emergency services 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 if a provider leaves our Plan. We cannot guarantee that any one provider, hospital, or other provider will be available and/or remain under contract with us.

General features of our High Option, Standard Option and Prosper

On High Option, Standard Option and Prosper, when you receive covered services, you will be responsible for a copayment or a coinsurance unless the service is covered in full. There is no dental coverage on this Plan. See Section 5 for Plan specifics.

How we pay providers

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

Who provides my health care?

Kaiser Foundation Health Plan of Washington is a Mixed Model Prepayment (MMP) Plan. The Plan provides medical care by doctors, nurse practitioners, and other skilled Medical personnel working as medical teams. Specialists are available as part of the medical teams for consultation and treatment.

In some of the Kaiser Foundation Health Plan of Washington Service areas, participating providers are practitioners who provide routine care within their private office settings in the community.

The first and most important decision each member must make is the selection of a primary care provider. The decision is important since it is usually through this provider that all other health services, particularly those of specialists, are obtained. It is the responsibility of your primary care provider to obtain any necessary authorizations from the Plan before referring you to a specialist or making arrangements for hospitalization. Services of other providers are covered only when there has been a Plan approved written referral by the member's primary care provider, with the following exception: a woman may see a participating General and Family Practitioner, Physician's Assistant, Gynecologist, Certified Nurse Midwife, Doctor of Osteopathy, Obstetrician or Advanced Registered Nurse Practitioner who provide women's health care services directly, without a referral from her primary care provider, for medically appropriate maternity care, reproductive health services, preventive care and general examination, gynecological care and medically appropriate follow-up visits for the above services. If your chosen provider diagnoses a condition that requires referral to other specialists or hospitalization, you or your chosen provider must obtain preauthorization and care coordination in accordance with applicable Plan requirements.

Your Rights and responsibilities

OPM requires that all FEHB plans provide certain information to their FEHB members. You can also find out about Care Management, which includes medical practice guidelines, disease management programs and how we determine if procedures are experimental or investigational. 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 health maintenance organization that has provided health care services to Washingtonians since 1947.
- This medical benefit plan is provided by Kaiser Foundation Health Plan of Washington. Medical, hospital and administrative services are provided through our integrated health care delivery organization known as Kaiser Permanente. Kaiser Permanente is composed of Kaiser Foundation Health Plan, Inc. (a not-for-profit organization), and the Washington Permanente Medical Group (a for-profit Washington-based partnership) which operates Plan medical offices throughout Washington.

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

If you would like more information about us, call 888-901-4636, or write to Kaiser Foundation Health Plan of Washington, Member Services, P.O. Box 34590, Seattle WA 98124-1590. You may also visit our website at www.kp.org/feds/wa-core to get information about us, our networks, providers and facilities.

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

Your medical and claims records are confidential

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

Service Area

To enroll in this Plan, you must live or work in our service area. Kaiser Foundation Health Plan of Washington providers practice in the following areas. Our service area is:

Western Washington (entire counties): Island, King, Kitsap, Lewis, Mason, Pierce, Skagit, Snohomish, Thurston, and Whatcom.

In Grays Harbor County, the following cities, by Zip Code:

- Elma (98541)
- Malone (98559)
- McCleary (98557)
- Oakville (98568)

In Jefferson County, the following cities, by Zip Code:

- Brinnon (98320)
- Chimacum (98325)
- Gardner (98334)
- Hadlock (98339)
- Nordland (98358)

- Port Ludlow (98365)
- Port Townsend (98368)
- Quilcene (98376)

Central and Eastern Washington (entire counties): Benton, Columbia, Franklin, Kittitas, Spokane, Walla Walla, Whitman, and Yakima.

Northern Idaho (entire counties): Kootenai and Latah

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 region, you can receive visiting member care from designated providers in that area. See Section 5(h), Special features, for more details. We also pay for certain follow-up services or continuing care services while you are traveling outside the service area, as described in Section 5(h); and for emergency care obtained from any non-Plan provider, as described in Section 5(d), Emergency services/accidents. We will not pay for any other 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 service 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 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. Changes for 2021

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

Changes to this plan

- We are offering a New Option for 2021 called Prosper. See Section 5 for details. See page 24

Changes to High and Standard Option

- **Premium.** Your share of the non-Postal premium will increase for Self Only, Self Plus One and Self and Family. See page xxx.
- **Preventive care.** To align with preventive care guidelines, member now pay \$0 cost-sharing for: (1) screening for anxiety in adolescent and adult women; (2) aromatase inhibitors for women at increased risk for breast cancer and at low risk for adverse medication effects; and (3) preexposure prophylaxis (PrEP) to persons at risk of HIV acquisition. See page 28.
- **Applied Behavior Analysis (ABA) therapy.** We have increased coverage to include treatment for developmental disabilities. See page 54.

Section 3. How You Get Care

Identification cards

We will send you an identification (ID) card when you enroll. You should carry your ID card with you at all times. You must show it whenever you receive services from a Plan provider, or fill a prescription at a Plan pharmacy. Until you receive your ID card, use your copy of the Health Benefits Election Form, SF-2809, your health benefits enrollment confirmation letter (for annuitants), or your electronic enrollment system (such as 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, please call Member Services at 888-901-4636 or write to us at Kaiser Foundation Health Plan of Washington, Member Services, P.O. Box 34590, Seattle WA 98124-1590. You may also request replacement cards through our website, www.kp.org/wa

Where you get covered care

You get care from "Plan providers" and "Plan facilities." You will only pay copayments, deductibles, and/or coinsurance as described in Section 4. *Your Cost for Covered Services.*

- **Plan providers**

Plan providers are physicians and other health care professionals in our service area that we contract with to provide covered services to our members. We contract with Washington Permanente Medical Group (Medical Group) to provide or arrange covered services for our members. Medical care is provided through physicians, nurse practitioners, physician assistants, and other skilled medical personnel. Specialists in most major specialties are available as part of the medical teams for consultation and treatment. We credential Plan providers according to national standards.

We list Plan providers in the provider directory, which we update periodically. Directories are available at the time of enrollment or upon request by calling our Member Service at 888-901-4636 (TTY: 711). The list is also on our website at www.kp.org/feds/wa-core.

- **Plan facilities**

Plan facilities are hospitals and other facilities in our service area that we contract with to provide covered services to our members. Kaiser Permanente offers comprehensive health care at Plan facilities conveniently located throughout our service areas.

We list Plan facilities in the facility directory, with their locations and phone numbers. Directories are updated on a regular basis and are available at the time of enrollment or upon request by calling our Member Service Call Center at 800-464-4000 (TTY: 711). The list is also on our website at www.kp.org/feds/wa-core.

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

What you must do to get covered care

You and each family member should choose a primary care physician. This decision is important since your primary care physician provides or arranges for most of your health care. There are several ways to select a physician; you may contact Member Services at 888-901-4636 or your chosen Plan facility for assistance.

- **Primary care**

Your primary care physician (such as family practitioner or pediatrician) will arrange for 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 Member Services at 888-901-4636 or contact your chosen Plan facility. We will help you select a new one.

- **Specialty care**

Your primary care physician will refer you to a specialist for needed care, but you may also self-refer to many specialists at Kaiser Foundation Health Plan of Washington facilities. 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. However, you may see a woman's health care specialist or a mental health provider without a referral. A woman may see a participating General or Family Practitioner, Physician's Assistant, Gynecologist, Certified Nurse Midwife, Doctor of Osteopathy, Obstetrician or Advanced Registered Nurse Practitioner who provide women's health care services directly, without a referral from her primary care provider, for medically appropriate maternity care, reproductive health services, preventive care and general examination, gynecological care, and medically appropriate follow-up visits for the above services. If the chosen provider diagnoses a condition that requires a referral to other specialists or hospitalization, you or your chosen provider must obtain preauthorization and care coordination in accordance with applicable Plan requirements.

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

- If you need to see a specialist frequently because of a chronic, complex, or serious medical condition, your primary care 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 (the physician may have to get an authorization or approval beforehand).
- Your primary care physician will create your treatment plan. The physician may have to get an authorization or approval beforehand. If you are seeing a specialist when you enroll in our Plan, talk to your primary care physician. 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 and disabling condition and lose access to your specialist because we:
 - terminate our contract with your specialist for other than cause;
 - drop out of the Federal Employees Health Benefits (FEHB) Program and you enroll in another FEHB program plan;
 - 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 our Member Services Department at 888-901-4636 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.

- **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 hospitalized when your enrollment begins**

We pay for covered services from the effective date of your enrollment. However, if you are in the hospital when your enrollment in our Plan begins, call our Member Services department immediately at 888-901-4636. If you are new to the FEHB Program, we will arrange for you to receive care and provide benefits for your covered services while you are in the hospital beginning on the effective date of your coverage.

If you changed from another 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;
- 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.

You need prior Plan approval for certain services

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

Your Plan physician must obtain prior authorization for:

- Specialty care
- Inpatient hospital
- Surgical treatment of morbid obesity
- Non-emergency ambulance
- Durable Medical Equipment
- Transgender surgery

To confirm if a referral has been approved for a service or item that requires prior authorization, please call Member Service at 888-901-4636 (TTY: 711). Prior authorization determinations are made based on the information available at the time the service or item is requested. We will not cover the service or item unless you are a Plan member on the date you receive the service or item.

How to request Precertification for an admission or get prior authorization for Other services

First, your physician, your hospital, you, or your representative, must call us at 888-901-4636 before admission or services requiring prior authorization are rendered.

Next, provide the following information:

- enrollee's name and Plan identification number;
- patient's name, birth date, identification number and phone number;
- reason for hospitalization, proposed treatment, or surgery;
- name and phone number of admitting physician;
- name of hospital or facility; and
- number of days requested for hospital stay.

- **Non-urgent care claims**

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

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

- **Urgent care claims**

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

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

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

You may request that your urgent care claim on appeal be reviewed simultaneously by us and OPM. Please let us know that you would like a simultaneous review of your urgent care claim by OPM either in writing at the time you appeal our initial decision, or by calling us at 888-901-4636. You may also call OPM's FEHB 3 at (202) 606-0737 between 8 a.m. and 5 p.m. Eastern Time to ask for the simultaneous review.

We will cooperate with OPM so they can quickly review your claim on appeal. In addition, if you did not indicate that your claim was a claim for urgent care, call us at 888-901-4636. If it is determined that your claim is an urgent care claim, we will expedite our review (if we have not yet responded to your claim).

- **Concurrent care claims**

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

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

- **Emergency inpatient admission**

If you have an emergency admission due to a condition that you reasonably believe puts your life in danger or could cause serious damage to bodily function, you, your representative, the physician, or the hospital must phone us within two business days following the day of the emergency admission, even if you have been discharged from the hospital.

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

If you request an extension of an ongoing course of treatment at least 24 hours prior to the expiration of the approved time period and this is also an urgent care claim, we will make a decision within 24 hours after we receive the claim.
- What happens when you do not follow the Precertification rules when using non-Plan facilities**

We will not cover any care you receive from a non-Plan facility without following the Precertification rules.
- 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.
- If you disagree with our pre-service claim decision**

If you have a **pre-service claim** and you do not agree with our decision regarding precertification on an inpatient admission or prior approval of other services, you may request a review in accord with the procedures detailed below.

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

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

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

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

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

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

 3. Write to you and maintain our denial.
- **To reconsider an urgent care claim**

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

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

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

 - Health Care FSA (HCFSA)—Reimburses you for eligible out-of-pocket health care expenses (such as copayments, deductibles, **physician prescribed** over-the-counter drugs and medications, vision and dental expenses, and much more) for you and your tax dependents, including adult children(through the end of the calendar year in which they turn 26).

**The Federal Flexible
Spending Account
Program –FSAFEDSA**

- FSAFEDS offers paperless reimbursement for your HCFSAs through a number of FEHB and FEDVIP plans. This means that when you or your provider files claims with your FEHB or FEDVIP plan, FSAFEDS will automatically reimburse your eligible out-of-pocket expenses based on the claim information it receives from your plan.

Section 4. Your Costs for Covered Services

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

Cost-sharing	Cost-sharing is the general term used to refer to your out-of-pocket costs (e.g. deductible, coinsurance and copayments) for the covered care you receive.
Copayments	<p>A copayment is a fixed amount of money you pay to the provider, facility, pharmacy, etc., when you receive certain services. The amount of copayment will depend upon whether you are enrolled in the High Option, Standard Option or Prosper, the type of provider, and the service or supply that you receive.</p> <p>You pay a primary care provider copayment when you visit any primary care provider as described in Section 3, How you get care. You pay a specialist copayment when you receive care from a specialist as described in Section 3.</p> <p>For example, for diagnostic and treatment services as described in Section 5(a):</p> <ul style="list-style-type: none">• Under the High Option, you pay a \$25 copayment when you receive diagnostic and treatment services in a physician's office.• Under the Standard Option, you pay a \$25 copayment when you receive diagnostic and treatment services from a primary care provider or a \$35 copayment when you receive diagnostic and treatment services from a specialty care provider.• Under Prosper, you pay a \$15 copayment when you receive diagnostic and treatment services from a primary care provider and a \$40 copayment when you receive these services from a specialty care provider.
Deductible	<p>A deductible is a fixed expense you must incur for certain covered services and supplies before we start paying benefits for them. Copayments do not count toward any deductible.</p> <ul style="list-style-type: none">• We do not have a deductible for the High Option and Standard Option.• The calendar year deductible for Prosper is \$250 per person. Under a Self Plus One or Self and Family enrollment, the deductible is considered satisfied and benefits are payable for all family members when the combined covered expenses applied to the calendar year deductible for family members reach \$500. <p>Annual Deductible Carryover: Under Prosper, charges from the last 3 months of the prior year which were applied toward the individual annual deductible will also apply to the current year individual annual deductible. The individual annual deductible carryover will apply only when expenses incurred have been paid in full. The Family deductible does not carry over into the next year.</p>
Coinsurance	We have different coinsurance percentages for some benefits, and in those cases, we specify the percentage that you must pay. For example, there is a 50% coinsurance for certain types of infertility services. Durable medical equipment and ambulance services are other services that require you to pay a coinsurance.
Your catastrophic protection out-of-pocket maximum	After your cost-sharing total is \$3,000 per person up to \$6,000 per family enrollment (High Option), \$5,000 per person or per family enrollment (Standard Option), or \$6,000 per person up to \$12,000 per family enrollment (Prosper) in any calendar year, you do not have to pay any more for certain covered services. This includes any services required by group health plans to count toward the catastrophic protection out-of-pocket maximum by federal health care reform legislation (Affordable Care Act and implementing regulations).

Example: Your plan has a \$3,000 per person up to \$6,000 per family maximum out-of-pocket limit. If you or one of your eligible family members has out-of-pocket qualified medical expenses of \$3,000 in a calendar year, any cost-sharing for qualified medical expenses for that individual will be covered fully by your health plan for the remainder of the calendar year. With a family enrollment, the out-of-pocket maximum will be satisfied once two or more family members have out-of-pocket qualified medical expenses or \$6,000 in a calendar, any cost-sharing for qualified medical expenses for all enrolled family members will be covered fully by your health plan for the remainder of the calendar year.

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

Carryover

If you changed to this Plan during open season from a plan with a catastrophic protection benefit and the effective date of the change was after January 1, any expenses that would have applied to that plan's catastrophic protection benefit during the prior year will be covered by your prior plan if they are for care you received in January before your effective date of coverage in this Plan. If you have already met your prior plan's catastrophic protection benefit level in full, it will continue to apply until the effective date of your coverage in this Plan. If you have not met this expense level in full, your prior plan will first apply your covered out-of-pocket expenses until the prior year's catastrophic level is reached and then apply the catastrophic protection benefit to covered out-of-pocket expenses incurred from that point until the effective date of your coverage in this Plan. Your prior plan will pay these covered expenses according to this year's benefits; benefit changes are effective January 1.

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

When Government facilities bill us

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

Section 5. High Option, Standard Option and Prosper Benefits

See page 15 for how our benefits changed this year. Page 85 page 87 are a benefits summary of each option. Make sure that you review the benefits that are available under the option in which you are enrolled.

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

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

High Option, Standard Option and Prosper Section 5 is divided into subsections. Please read *Important things you should keep in mind* at the beginning of the subsections. Also read the general exclusions in Section 6; they apply to the benefits in the following subsections. To obtain claim forms, claims filing advice, or more information about our benefits, contact us at 888-901-4636 or on our website at www.kp.org/feds/wa-core.

Each option offers unique features.

- **High Option**

The High Option covers most outpatient services subject to a copayment. Select services are covered subject either to a copayment or to a coinsurance and some services are covered in full. See Section 5 for Plan specifics.

- **Standard Option**

The Standard Option covers some services, such as specialty care and hospital services, at a higher copayment than on the High Option. Select services are covered subject either to a copayment or to a coinsurance and some services are covered in full. See Section 5 for Plan specifics.

- **Prosper**

With Prosper, there is a calendar year deductible of \$250 per person (\$500 per Self Plus One or Self and Family) and your cost-sharing may be higher than for the Standard Option; however, your bi-weekly premium contribution is lower.

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

Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care.
- We have no calendar year deductible for High Option and Standard Option.
- The calendar year deductible for Prosper is \$250 per person (\$500 per family). The calendar year deductible applies to some benefits in this Section. We added "after the deductible" when the calendar year deductible applies.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works. Also read Section 9, *Coordinating benefits with Medicare and other coverage*.

Benefit Description	You pay		
Note: The Prosper calendar year deductible applies to some benefits in this Section. We say “after the deductible” when the calendar year deductible applies.			
Diagnostic and treatment services	High Option	Standard Option	Prosper
Professional services of physicians and other health care professionals <ul style="list-style-type: none"> • In provider’s office 	\$25 per office visit	\$25 per primary care office visit (nothing for children through age 17) \$35 per specialty care office visit	\$15 per primary care office visit \$40 per specialty care office visit
Procedures received during an office visit	Nothing after you pay the office visit copayment	Nothing after you pay the office visit copayment	Nothing after the deductible
Professional services of physicians and other health care professionals <ul style="list-style-type: none"> • In an urgent care center • Office medical consultation • Second surgical opinion 	\$25 per office visit	\$25 per primary care office visit (nothing for children through age 17) \$35 per specialty care office visit	\$15 per primary care office visit \$40 per specialty care office visit
<ul style="list-style-type: none"> • At home 	Nothing	Nothing	Nothing
Telehealth services	High Option	Standard Option	Prosper
Professional services of physicians and other health care professionals delivered through telehealth, such as: <ul style="list-style-type: none"> • Interactive videos • Phone visits • Email <p>Note: Visits may be limited by provider type, location and benefit specific limitations, such as visit limits.</p>	Nothing	Nothing	Nothing

High Option, Standard Option and Prosper

Benefit Description	You pay		
Lab, X-ray and other diagnostic tests	High Option	Standard Option	Prosper
Tests, such as: <ul style="list-style-type: none"> • Blood tests • Urinalysis • Non-routine pap tests • Pathology 	Nothing	Nothing	Nothing
<ul style="list-style-type: none"> • X-rays • Non-routine mammograms • Ultrasound • Electrocardiogram, EEG and echocardiogram 	Nothing	Nothing	\$50 per visit
<ul style="list-style-type: none"> • CAT scans/MRI • PET scans 	Nothing	\$100 per visit	\$150 per visit
Preventive care, adult	High Option	Standard Option	Prosper
Routine physical according to the Plan's well adult schedule	Nothing	Nothing	Nothing
<p>We cover preventive services required by federal health care reform legislation (the Affordable Care Act and implementing regulations) and additional services that we include in our preventive services benefit.</p> <p>Including:</p> <ul style="list-style-type: none"> • Immunizations such as Pneumococcal, influenza, shingles, tetanus/DTaP, and human papillomavirus (HPV). For a complete list of immunizations visit the Centers for Disease Control (CDC) website at www.cdc.gov/vaccines/schedules • Screenings such as for breast cancer, osteoporosis, depression, diabetes, high blood pressure, total blood cholesterol, HIV, and colorectal cancer. For a complete list of A and B recommended screenings visit the U.S. Preventive Services Task Force (USPSTF) website at www.uspreventiveservicestaskforce.org • Individual counseling on prevention and reducing health risks 	Nothing	Nothing	Nothing

Preventive care, adult - continued on next page

Benefit Description	You pay		
	High Option	Standard Option	Prosper
Preventive care, adult (cont.)			
<ul style="list-style-type: none"> Well woman care such as Pap smears, gonorrhea prophylactic medication to protect newborns, annual counseling for sexually transmitted infections, contraceptive methods, and screening for interpersonal and domestic violence. For a complete list of Well Women preventive care services please visit the Health and Human Services (HHS) website at www.healthcare.gov/preventive-care-women Services such as routine prostate specific antigen (PSA) test and retinal photography screening. For a complete list of Kaiser Permanente preventive services visit our website at https://wa.kaiserpermanente.org/healthandwellness 	Nothing	Nothing	Nothing
Routine mammogram - covered for women.	Nothing	Nothing	Nothing
<p>Notes:</p> <ul style="list-style-type: none"> You may pay cost-sharing for any procedure, injection, diagnostic service, laboratory or X-ray service that is provided in conjunction with a routine physical exam and is not included in the recommended list of preventive services. You should consult with your physician to determine what is appropriate for you. 			
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <i>Physical exams and immunizations required for:</i> <ul style="list-style-type: none"> <i>- obtaining or continuing employment or insurance</i> <i>- attending schools or camp</i> <i>- athletic exams</i> 	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>
Preventive care, children			
<p>We cover preventive services required by federal health care reform legislation (the Affordable Care Act and implementing regulations) and additional services that we include in our preventive services benefit. Including:</p> <ul style="list-style-type: none"> Well-child visits, examinations, and other preventive services as described in the Bright Future Guidelines provided by the American Academy of Pediatrics. For a complete list of the American Academy of Pediatrics Bright Futures Guidelines visit www.brightfutures.aap.org 	Nothing	Nothing	Nothing

Preventive care, children - continued on next page

High Option, Standard Option and Prosper

Benefit Description	You pay		
Preventive care, children (cont.)	High Option	Standard Option	Prosper
<ul style="list-style-type: none"> • Immunizations such as DTaP, Polio, Measles, Mumps, and Rubella (MMR), and Varicella. For a complete list of immunizations visit the Centers for Disease Control (CDC) website at www.cdc.gov/vaccines/schedules/index.html • You can also find a complete list of A and B recommended preventive care services under the U.S. Preventive Services Task Force (USPSTF) online at www.uspreventiveservicestaskforce.org • For a complete list of Kaiser Permanente preventive services visit our website at https://wa.kaiserpermanente.org/healthandwellness 	Nothing	Nothing	Nothing
Notes: You may pay cost-sharing for any procedure, injection, diagnostic service, laboratory or X-ray service that is provided in conjunction with a routine physical exam and is not included in the recommended list of preventive services.			
Maternity care	High Option	Standard Option	Prosper
Routine maternity (obstetrical) care, such as: <ul style="list-style-type: none"> • Prenatal care • Screening for gestational diabetes for pregnant women. • Delivery • Postnatal care 	Nothing for routine prenatal and postpartum care Non-routine care: \$25 per office visit	Nothing for routine prenatal and postpartum care Non-routine care: \$25 per primary care office visit (nothing for children through age 17) \$35 per specialty care office visit	Nothing for routine prenatal and postnatal care Non-routine care: \$15 per primary care office visit \$40 per specialty care office visit
Breastfeeding support, supplies and counseling for each birth	Nothing	Nothing	Nothing
Notes: Here are some things to keep in mind: <ul style="list-style-type: none"> • You do not need to have “prior approval” for your vaginal delivery; see below for other circumstances, such as extended stays for you or your baby. • You may remain in the hospital up to 48 hours after a vaginal delivery and 96 hours after a cesarean delivery. We will extend your inpatient stay if medically necessary. 			

Maternity care - continued on next page

High Option, Standard Option and Prosper

Benefit Description	You pay		
	High Option	Standard Option	Prosper
<p>Maternity care (cont.)</p> <ul style="list-style-type: none"> We cover routine nursery care of the newborn child during the covered portion of the mother's maternity stay. We will cover other care of an infant who requires non-routine treatment only if we cover the infant under a Self Plus One or Self and Family enrollment. Surgical benefits, not maternity benefits, apply to medically necessary circumcision. We cover routine circumcision under Preventive care, children. When a newborn requires definitive treatment during or after the mother's confinement, the newborn is considered a patient in his or her own right. If the newborn is eligible for coverage, regular medical or surgical benefits apply rather than maternity benefits. We pay hospitalization and surgeon services (delivery) the same as for illness and injury. Hospital services are covered under Section 5(c) and Surgery benefits Section 5(b). See <i>Section 5(a), Diagnostic and treatment services</i>, Procedures received during an office visit. 			
<p>Family planning</p> <p>A range of voluntary family planning services, limited to:</p> <ul style="list-style-type: none"> Contraceptive counseling Voluntary sterilization - tubal ligation and vasectomy Intrauterine devices (IUDs) - insertion Injectable contraceptive drugs (such as Depo Provera) Diaphragms - fittings Oral contraceptives Implantable contraceptives 	Nothing	Nothing	Nothing
<p><i>Not covered: Reversal of voluntary or involuntary surgical sterilization</i></p>	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>

High Option, Standard Option and Prosper

Benefit Description	You pay		
Infertility services	High Option	Standard Option	Prosper
<ul style="list-style-type: none"> • Specific diagnosis and treatment of infertility, such as: <ul style="list-style-type: none"> - Artificial insemination (AI): <ul style="list-style-type: none"> • Intravaginal insemination (IVI) • Intracervical insemination (ICI) • Intrauterine insemination (IUI) - Semen analysis - Hysterosalpingogram - Hormone evaluation 	50% of all charges	50% of all charges	50% of all charges after the deductible
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Assisted reproductive technology (ART) procedures, such as:</i> <ul style="list-style-type: none"> - <i>In vitro fertilization (IVF)</i> - <i>Embryo transfer, gamete intra-fallopian transfer (GIFT) and zygote intra-fallopian transfer (ZIFT)</i> • <i>Services and supplies related to excluded ART procedures</i> • <i>Cost of donor sperm</i> • <i>Cost of donor egg</i> • <i>Fertility drugs</i> 	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>
Allergy care	High Option	Standard Option	Prosper
<ul style="list-style-type: none"> • Testing and treatment <p>Note: See <i>Section 5(a), Diagnostic and treatment services</i>, Procedures received during an office visit.</p>	\$25 per office visit	\$25 per primary care office visit (nothing for children through age 17) \$35 per specialty care office visit	\$15 per primary care office visit \$40 per specialty care office visit
<ul style="list-style-type: none"> • Allergy injections • Allergy Serum 	Nothing	Nothing	Nothing
<i>Not covered: any testing or treatment that does not meet Plan protocols</i>	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>
Treatment therapies	High Option	Standard Option	Prosper
<ul style="list-style-type: none"> • Chemotherapy and radiation therapy <p>Note: High dose chemotherapy in association with autologous bone marrow transplants are limited to those transplants listed under Organ/Tissue Transplants Section 5(b).</p> <ul style="list-style-type: none"> • Respiratory and inhalation therapy • Cardiac rehabilitation following qualifying event/condition 	\$25 per office visit	\$25 per primary care for individual office visit (nothing for children through age 17) \$35 per specialty care office visit	\$15 per primary care office visit \$40 per specialty care office visit

Treatment therapies - continued on next page

High Option, Standard Option and Prosper

Benefit Description	You pay		
	High Option	Standard Option	Prosper
Treatment therapies (cont.) <ul style="list-style-type: none"> • Dialysis – hemodialysis and peritoneal dialysis • Intravenous (IV)/Infusion Therapy in a medical office or outpatient hospital facility • Growth hormone therapy (GHT) • Ultraviolet light treatments <p>Notes:</p> <ul style="list-style-type: none"> • See <i>Section 5(a), Diagnostic and treatment services</i>, Procedures received during an office visit. • See <i>Section 5(f), Prescription drugs</i> for coverage of growth hormone therapy drugs. • See <i>Section 5(e), Professional services</i>, for coverage of Applied Behavior Analysis (ABA). 	\$25 per office visit	\$25 per primary care for individual office visit (nothing for children through age 17) \$35 per specialty care office visit	\$15 per primary care office visit \$40 per specialty care office visit
<ul style="list-style-type: none"> • Intravenous (IV)/Infusion Therapy - Home IV and antibiotic therapy 	Nothing when administered at home	Nothing when administered at home	Nothing when administered at home
<ul style="list-style-type: none"> • Dietary formula for the treatment of Phenylketonuria (PKU) 	Nothing	Nothing	Nothing
<ul style="list-style-type: none"> • Enteral nutritional therapy when necessary due to malabsorption and an eosinophilic gastrointestinal disorder, including equipment and supplies <p>Note: See <i>Section 5(a), Durable medical equipment (DME)</i> for coverage of equipment and supplies.</p>	20% of charges for enteral nutritional therapy	20% of charges for enteral nutritional therapy	20% of charges for enteral nutritional therapy after the deductible
<ul style="list-style-type: none"> • Total parenteral nutritional therapy and supplies necessary for its administration <p>Note: See <i>Section 5(a), Durable medical equipment (DME)</i> for coverage of equipment and supplies.</p>	Nothing for formula.	Nothing for formula.	Nothing for formula
<ul style="list-style-type: none"> • Routine nutritional counseling 	\$25 per office visit	\$25 per primary care office visit (nothing for children through age 17) \$35 per specialty care office visit	\$15 per primary care office visit \$40 per specialty care office visit
<i>Not covered: over the counter formulas</i>	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>

High Option, Standard Option and Prosper

Benefit Description	You pay		
Physical and occupational therapies	High Option	Standard Option	Prosper
<p>Up to 60 combined visits for rehabilitative or habilitative care per condition per calendar year for physical, occupational, massage, pulmonary, and speech therapy. This visit limit does not apply to rehabilitative or habilitative care for the treatment of mental health conditions. Services must be provided by qualified physical, occupational, speech, pulmonary or massage therapists.</p>	<p>\$25 per individual office visit</p> <p>\$12 per group office visit</p> <p>See Section 5(c) for Hospital charges</p>	<p>\$25 per primary care individual and \$12 per primary care group office visit (nothing for children through age 17)</p> <p>\$35 per specialty care individual and \$17 per specialty care group office visit</p> <p>See Section 5(c) for Hospital charges</p>	<p>\$15 per primary care individual and \$7 per primary care group office visit</p> <p>\$40 per specialty care individual and \$20 per specialty care group office visit</p> <p>See <i>Section 5(a), Diagnostic and treatment services</i>, Procedures received during an office visit.</p> <p>See Section 5(c) for Hospital charges</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Long-term rehabilitative therapy</i> • <i>Exercise programs</i> 	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>
Speech therapy	High Option	Standard Option	Prosper
<p>Up to 60 combined visits for rehabilitative or habilitative care per condition per calendar year for physical, occupational and speech therapy. This visit limit does not apply to rehabilitative or habilitative care for the treatment of mental health conditions. Services must be provided by qualified physical, occupational, speech or massage therapists.</p>	<p>\$25 per individual office visit</p> <p>\$12 per group office visit</p> <p>See Section 5(c) for Hospital charges</p>	<p>\$25 per primary care individual and \$12 per primary care group office visit (nothing for children through age 17)</p> <p>\$35 per specialty care individual and \$17 per specialty care group office visit</p> <p>See Section 5(c) for Hospital charges</p>	<p>\$15 per primary care individual and \$7 per primary care group office visit</p> <p>\$40 per specialty care individual and \$20 per specialty care group office visit</p> <p>See <i>Section 5(a), Diagnostic and treatment services</i>, Procedures received during an office visit.</p> <p>See Section 5(c) for hospital charges</p>
Hearing services (testing, treatment, and supplies)	High Option	Standard Option	Prosper
<p>Hearing testing to determine hearing loss.</p> <p>Note: For routine hearing screening performed during a child's preventive care visit, see Section 5(a) <i>Preventive care, children</i></p> <ul style="list-style-type: none"> • Implanted hearing-related devices, such as bone anchor hearing aids (BAHA) and cochlear implants <p>Notes:</p>	<p>\$25 per office visit</p>	<p>\$25 per primary care office visit (nothing for children through age 17)</p> <p>\$35 per specialty care office visit</p>	<p>\$15 per primary care office visit</p> <p>\$40 per specialty care office visit</p>

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

High Option, Standard Option and Prosper

Benefit Description	You pay		
	High Option	Standard Option	Prosper
Hearing services (testing, treatment, and supplies) (cont.) <ul style="list-style-type: none"> For benefits for the devices, see Section 5(a) <i>orthopedic and prosthetic devices</i> See Section 5(a), <i>Diagnostic and treatment services for procedures received during an office visit</i> 	\$25 per office visit	\$25 per primary care office visit (nothing for children through age 17) \$35 per specialty care office visit	\$15 per primary care office visit \$40 per specialty care office visit
<i>Not covered: Hearing aids, testing and examinations for them</i>	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>
Vision services (testing, treatment, and supplies) <ul style="list-style-type: none"> When dispensed through a Plan facility contact lenses are covered when medically necessary for eye pathology, including following cataract surgery. Replacement lenses for eye pathology, including following cataract surgery will be provided only when needed due to change in your medical condition and will be replaced only one time within any 12 month period. Eye exam to determine the need for vision correction Annual eye exams or refractions Notes: <ul style="list-style-type: none"> See <i>Preventive care, children</i> for eye exams for children. See Section 5(a), <i>Diagnostic and treatment services</i>, Procedures received during an office visit. 	\$25 per office visit	\$25 per primary care office visit (nothing for children through age 17) \$35 per specialty care office visit	\$15 per primary care office visit \$40 per specialty care office visit
<i>Not covered:</i> <ul style="list-style-type: none"> <i>Eyeglasses</i> <i>Contacts lenses and related supplies including examinations and fittings for them, except as provided above</i> <i>Eye exercises and orthoptics</i> <i>Evaluations and surgical procedures to correct refractions which are not related to eye pathology including complications</i> 	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>

High Option, Standard Option and Prosper

Benefit Description	You pay		
	High Option	Standard Option	Prosper
<p>Foot care</p> <p>Routine foot care when you are under active treatment for a metabolic or peripheral vascular disease, such as diabetes</p> <p>Notes:</p> <ul style="list-style-type: none"> • See Orthopedic and prosthetic devices for information on podiatric shoe inserts • See <i>Section 5(a), Diagnostic and treatment services</i>, Procedures received during an office visit. 	\$25 per office visit	\$25 per primary care office visit (nothing for children through age 17) \$35 per specialty care office visit	\$15 per primary care office visit \$40 per specialty care 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, except as stated above</i> • <i>Treatment of weak, strained or flat feet or bunions or spurs; and of any instability, imbalance or subluxation of the foot (unless the treatment is by open cutting surgery)</i> 	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>
<p>Orthopedic and prosthetic devices</p> <ul style="list-style-type: none"> • Artificial limbs and eyes • Prosthetic sleeve or sock • Externally worn breast prostheses and surgical bras, including necessary replacements, following a mastectomy • Ostomy supplies necessary for the removal of bodily secretions or waste through an artificial opening • Internal prosthetic devices, such as artificial joints, pacemakers, cochlear implants, auditory osseointegrated implants/bone anchored health assistance (BAHA), intraocular lenses, and surgically implanted breast implant following mastectomy <p>Note: We pay internal prosthetic devices as hospital benefits; see Section 5(c) for payment information. See Section 5(b) for coverage of the surgery to insert the device.</p> <ul style="list-style-type: none"> • Occlusal splints (including fittings) for non-dental treatment of temporomandibular joint (TMJ) pain dysfunction syndrome • Therapeutic shoe inserts for severe diabetic foot disease • Braces, such as back, knee, and leg braces, but not dental braces 	20% of all charges	20% of all charges	20% of all charges after the deductible

Orthopedic and prosthetic devices - continued on next page

High Option, Standard Option and Prosper

Benefit Description	You pay		
Orthopedic and prosthetic devices (cont.)	High Option	Standard Option	Prosper
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>orthopedic and corrective shoes, arch supports, foot orthotics, heel pads and heel cups</i> • <i>lumbosacral supports</i> • <i>corsets, trusses, elastic stockings, support hose, and other supportive devices</i> • <i>cost of artificial or mechanical hearts</i> • <i>cost of penile implanted device</i> • <i>orthopedic and prosthetic replacements provided except when medically necessary</i> • <i>replacement of devices, equipment and supplies due to loss, theft, breakage or damage</i> 	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>
Durable medical equipment (DME)	High Option	Standard Option	Prosper
<p>Rental or purchase, at our option, including repair and adjustment, of durable medical equipment prescribed by your Plan physician. Under this benefit, we cover:</p> <ul style="list-style-type: none"> • hospital beds • standard wheelchairs • crutches • walkers • speech generating devices • canes • oxygen and oxygen equipment for home use • nasal CPAP device • blood glucose monitors • external insulin pumps • medically necessary replacement of supplies 	20% of our allowance	20% of our allowance	20% of all charges after the deductible
<ul style="list-style-type: none"> • peak flow meter • glucometer 	20% our allowance	20% our allowance	20% of all charges
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Motorized wheelchairs except when approved by the medical director as medically necessary</i> • <i>Replacement of devices, equipment and supplies due to loss, theft, breakage or damage</i> • <i>Wigs/hair prosthesis</i> 	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>

High Option, Standard Option and Prosper

Benefit Description	You pay		
Home health services	High Option	Standard Option	Prosper
<ul style="list-style-type: none"> Home health care ordered by a Plan physician and provided by a registered nurse (R.N.), physical therapist, occupational therapist or speech therapist. Home health services require the skill of one of the listed providers based on the complexity of the service and the condition of the patient. Services may include oxygen therapy, intravenous therapy or services provided by a Social Worker, licensed practical nurse (L.P.N.), licensed vocational nurse (L.V.N.), or home health aide, when provided in connection with the skilled services described above 	<p>Nothing</p> <p>20% for oxygen therapy</p>	<p>\$25 per office visit (nothing for children through age 17)</p> <p>20% for oxygen therapy</p>	<p>\$15 per office visit after the deductible</p> <p>20% for oxygen therapy after the deductible</p>
<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, custodial care or maintenance care that is not diagnostic, therapeutic, or rehabilitative</i> 	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>
Chiropractic	High Option	Standard Option	Prosper
<p>Up to 20 treatments per calendar year for manipulation of spine and extremities</p> <p>Note: See <i>Section 5(a), Diagnostic and treatment services</i>, Procedures received during an office visit.</p>	\$25 per office visit	\$25 per office visit (nothing for children through age 17)	<p>\$15 per primary care office visit</p> <p>\$40 per specialty care office visit</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <i>Maintenance therapy</i> <i>Care given on a non-acute asymptomatic basis</i> <i>Services provided for the convenience of the member</i> 	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>
Alternative treatments	High Option	Standard Option	Prosper
<p>Acupuncture services – Self referral to a Plan provider for up to 8 visits per medical diagnosis per calendar year. Additional visits must meet Plan protocols and be authorized in advance by your Plan.</p> <ul style="list-style-type: none"> anesthesia pain relief substance use disorder - unlimited <p>Note: See <i>Section 5(a), Diagnostic and treatment services</i>, Procedures received during an office visit.</p>	\$25 per office visit	<p>\$25 per primary care office visit (nothing for children through age 17)</p> <p>\$35 per specialty care office visit</p>	<p>\$15 per primary care office visit</p> <p>\$40 per specialty care office visit</p>

Alternative treatments - continued on next page

High Option, Standard Option and Prosper

Benefit Description	You pay		
Alternative treatments (cont.)	High Option	Standard Option	Prosper
<p>Naturopathic services – Self referral to a Plan provider for up to 3 visits per medical diagnosis per calendar year. Additional visits must meet Plan protocols and be authorized in advance by your Plan.</p> <p>Note: See <i>Section 5(a), Diagnostic and treatment services</i>, Procedures received during an office visit.</p>	\$25 per office visit	<p>\$25 per primary care office visit (nothing for children through age 17)</p> <p>\$35 per specialty care office visit</p>	<p>\$15 per primary care office visit</p> <p>\$40 per specialty care office visit</p>
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Maintenance therapy</i> • <i>Vitamins</i> • <i>Food supplements</i> • <i>Care given on a non-acute asymptomatic basics</i> • <i>Services provided for the convenience of the member</i> • <i>Hypnotherapy</i> • <i>Biofeedback</i> • <i>Botanical and herbal medicines</i> 	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>
Educational classes and programs	High Option	Standard Option	Prosper
<p>Coverage is provided for:</p> <ul style="list-style-type: none"> • Tobacco cessation - Participation in an individual or group program, including educational materials and approved pharmacy products, provided you are actively participating in a Kaiser Foundation Health Plan of Washington -designated tobacco cessation program. 	Nothing	Nothing	Nothing
<ul style="list-style-type: none"> • Diabetes self-management <p>Note: See <i>Section 5(a), Diagnostic and treatment services</i>, Procedures received during an office visit.</p>	\$25 per office visit	<p>\$25 per primary care office visit (nothing for children through age 17)</p> <p>\$35 per specialty care office visit</p>	<p>\$15 per primary care office visit</p> <p>\$40 per specialty care office visit</p>

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

Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care.
- We have no calendar year deductible for High Option and Standard Option.
- The calendar year deductible for Prosper is \$250 per person (\$500 per family). The calendar year deductible applies to some benefits in this Section. We added "after the deductible" when the calendar year deductible applies.
- Be sure to read *Section 4, Your costs for covered services*, for valuable information about how cost-sharing works. Also read *Section 9, Coordinating benefits with Medicare and other coverage*.
- *The cost-sharing listed below applies to services billed by a physician or other health care professional for your surgical care. See Section 5(a) for cost-sharing you pay for services performed during an office visit or 5(c) for cost-sharing you pay for services in an inpatient hospital, outpatient hospital or ambulatory surgical center facility*

Benefit Description	You pay		
<p>Note: The Prosper calendar year deductible applies to some benefits in this Section. We say "after the deductible" when the calendar year deductible applies.</p>			
Surgical procedures	High Option	Standard Option	Prosper
<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 • Correction of amblyopia and strabismus • Endoscopy procedures • Biopsy procedures • Removal of tumors and cysts • Surgical treatment for gender reassignment to treat gender dysphoria • Correction of congenital anomalies (see reconstructive surgery) • Insertion of internal prosthetic devices. See Section 5(a) – "Orthopedic and prosthetic devices" for device coverage information. • Treatment of burns • Non-routine Circumcision <p>Note: Generally, we pay for internal prostheses (devices) according to where the procedure is done. For example, we pay Hospital benefits for a pacemaker and Surgery benefits for insertion of the pacemaker.</p>	Nothing	Nothing	Nothing after the deductible

Surgical procedures - continued on next page

Benefit Description	You pay		
Surgical procedures (cont.)	High Option	Standard Option	Prosper
<p>Surgical treatment of morbid obesity (bariatric surgery), subject to the following criteria:</p> <ul style="list-style-type: none"> • You must be at least 20 years of age • Your BMI (Body Mass Index) must be 40 or greater (or between 35 and 39, with medical record documentation of one or more complicating medical conditions) • You must have failed all non-surgical methods of weight loss • Your medical record must show the absence of medical contraindications for the procedure <p>Note: You will need to meet the above qualifications before your Plan provider will refer you to our bariatric surgery program. This program may refer you to other Plan providers to determine if you meet the additional criteria necessary for bariatric surgery, including nutritional, psychological, medical and social readiness for surgery. Final approval for surgical treatment will be required from the Kaiser Permanente clinical review physician.</p>	Nothing	Nothing	Nothing after the deductible
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Reversal of voluntary sterilization</i> • <i>Routine treatment of conditions of the foot; see Foot care</i> • <i>Cost of penile implanted device</i> • <i>Services for the promotion, prevention, or other treatment of hair loss or hair growth</i> • <i>Cosmetic surgery, any surgery procedure (or any portion of the procedure) performed primarily to improve physical appearance through change in bodily form</i> • <i>Facial feminization and breast augmentation for the treatment of gender dysphoria</i> • <i>Cost of an artificial or mechanical heart</i> • <i>Weight loss programs</i> • <i>Adjustable gastric banding, Laparoscopic or Open</i> • <i>Bilio-pancreatic bypass</i> • <i>Distal gastric bypass</i> • <i>Duodenal Switch</i> • <i>Mini-gastric bypass</i> 	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>

Benefit Description	You pay		
	High Option	Standard Option	Prosper
<p>Reconstructive surgery</p> <ul style="list-style-type: none"> • Surgery to correct a functional defect • Surgery to correct a condition caused by injury or illness if: <ul style="list-style-type: none"> - the condition produced a major effect on the member’s appearance and - the condition can reasonably be expected to be corrected by such surgery • Surgery to correct a condition that existed at or from birth and is a significant deviation from the common form or norm. Examples of congenital anomalies are: protruding ear deformities; cleft lip; cleft palate; birth marks; and webbed fingers and webbed toes. • All stages of breast reconstruction surgery following a mastectomy, such as: <ul style="list-style-type: none"> - Surgery to produce a symmetrical appearance of breasts - Treatment of any physical complications, such as lymphedemas - Compression garments to treat lymphedemas (see <i>Durable Medical Equipment</i>) - Breast prostheses and surgical bras and replacements (see <i>Prosthetic devices</i>) <p>Note: If you need a mastectomy, you may choose to have the procedure performed on an inpatient basis and remain in the hospital up to 48 hours after the procedure.</p>	Nothing	Nothing	Nothing after the deductible
<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, except repair of accidental injury</i> 	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>
<p>Oral and maxillofacial surgery</p> <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 or cleft palate • Removal of stones from salivary ducts • Excision of malignancies • Excision of non-dental cysts and incision of non-dental abscesses when done as independent procedures; and • Other surgical procedures that do not involve the teeth or their supporting structures 	Nothing	Nothing	Nothing after the deductible

Oral and maxillofacial surgery - continued on next page
High and Standard Option and Prosper Section 5(b)

Benefit Description	You pay		
Oral and maxillofacial surgery (cont.)	High Option	Standard Option	Prosper
<ul style="list-style-type: none"> • TMJ related services (non-dental) 	Nothing	Nothing	Nothing after the deductible
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • Oral implants including preparation for implants and transplants • Procedures that involve the teeth or their supporting structures (such as the periodontal membrane, gingiva, and alveolar bone) • Surgical correction of malocclusion done solely to improve appearance 	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>
Organ/tissue transplants	High Option	Standard Option	Prosper
<p>Solid organ transplants are limited to:</p> <ul style="list-style-type: none"> • Autologous pancreas islet cell transplant (as an adjunct to total or near total pancreatectomy) only for patients with chronic pancreatitis • Cornea • Heart • Heart/lung • Intestinal transplants <ul style="list-style-type: none"> - Isolated small intestine - Small intestine with the liver - Small intestine with multiple organs, such as the liver, stomach, and pancreas • Kidney • Kidney/pancreas • Liver • Lung: single/bilateral/lobar • Pancreas 	Nothing	Nothing	Nothing after the deductible
<p>These tandem blood or marrow stem cell transplants for covered transplants are subject to medical necessity review by the Plan.</p> <ul style="list-style-type: none"> • Autologous tandem transplants for <ul style="list-style-type: none"> - AL Amyloidosis - Multiple myeloma (de novo and treated) - Recurrent germ cell tumors (including testicular cancer) 	Nothing	Nothing	Nothing after the deductible
<p>Blood or marrow stem cell transplants The Plan extends coverage for the diagnoses as indicated below.</p>	Nothing	Nothing	Nothing after the deductible

Organ/tissue transplants - continued on next page

Benefit Description	You pay		
	High Option	Standard Option	Prosper
<p>Organ/tissue transplants (cont.)</p> <ul style="list-style-type: none"> • Allogeneic transplants for <ul style="list-style-type: none"> - Acute lymphocytic or non-lymphocytic (i. e., myelogeneous) leukemia - Acute myeloid leukemia - Advanced Hodgkin’s lymphoma with recurrence (relapsed) - Advanced Myeloproliferative Disorders (MPDs) - Advanced non-Hodgkin’s lymphoma with recurrence (relapsed) - Amyloidosis - Chronic lymphocytic leukemia/small lymphocytic lymphoma (CLL/SLL) - Hemoglobinopathy - Marrow failure and related disorders (i.e., Fanconi's, Paroxysmal Nocturnal Hemoglobinuria, Pure Red Cell Aplasia) - Myelodysplasia/Myelodysplastic syndromes - Paroxysmal Nocturnal Hemoglobinuria - Phagocytic/Hemophagocytic deficiency diseases (e.g., Wiskott-Aldrich syndrome) - Severe combined immunodeficiency - Severe or very severe aplastic anemia - Sickle cell anemia - X-linked lymphoproliferative syndrome • Autologous transplant for <ul style="list-style-type: none"> - Acute lymphocytic or nonlymphocytic (i. e., myelogenous) leukemia - Advanced Hodgkin’s lymphoma with recurrence (relapsed) - Advanced non-Hodgkin’s lymphoma with recurrence (relapsed) - Amyloidosis - Epithelia ovarian cancer - Multiple myeloma - Neuroblastoma - Testicular, mediastinal, retroperitoneal, and Ovarian germ cell tumors 	Nothing	Nothing	Nothing after the deductible
<p>Mini-transplants performed in a clinical trial setting (non myeloablative, reduced intensity conditioning or RIC) for members with a diagnosis listed below are subject to medical necessity review by the Plan.</p>	Nothing	Nothing	Nothing after the deductible

Organ/tissue transplants - continued on next page

Benefit Description	You pay		
	High Option	Standard Option	Prosper
<p>Organ/tissue transplants (cont.)</p> <ul style="list-style-type: none"> • Allogeneic transplants for <ul style="list-style-type: none"> - Acute lymphocytic or non-lymphocytic (i.e., myelogenous) leukemia - Acute myeloid leukemia - Advanced Hodgkin’s lymphoma with recurrence (relapsed) - Advanced Myeloproliferative Disorders (MPDs) - Advanced non-Hodgkin’s lymphoma with recurrence (relapsed) - Amyloidosis - Chronic lymphocytic leukemia/small lymphocytic lymphoma (CLL/SLL) - Hemoglobinopathy - Marrow failure and related disorders (i.e., Fanconi’s, Paroxysmal Nocturnal Hemoglobinuria, Pure Red Cell Aplasia) - Myelodysplasia/Myelodysplastic syndromes - Paroxysmal Nocturnal Hemoglobinuria - Severe combined immunodeficiency - Severe or very severe aplastic anemia • Autologous transplants for <ul style="list-style-type: none"> - Acute lymphocytic or nonlymphocytic (i.e., myelogenous) leukemia - Advanced Hodgkin’s lymphoma with recurrence (relapsed) - Advanced non-Hodgkin’s lymphoma with recurrence (relapsed) - Amyloidosis - Neuroblastoma 	Nothing	Nothing	Nothing after the deductible
<p>These blood or marrow stem cell transplants are covered only in a National Cancer Institute or National Institutes of Health approved clinical trial at a Plan-designated center of excellence and if approved by the Plan’s medical director in accordance with the Plan’s protocols for:</p> <ul style="list-style-type: none"> • National Transplant Program (NTP) • Autologous Transplants for <ul style="list-style-type: none"> - Advanced childhood kidney cancers - Advanced Ewing sarcoma - Breast cancer - Childhood rhabdomyosarcoma 	Nothing	Nothing	Nothing after the deductible

Organ/tissue transplants - continued on next page

High Option, Standard Option and Prosper

Benefit Description	You pay		
Organ/tissue transplants (cont.)	High Option	Standard Option	Prosper
<ul style="list-style-type: none"> - Epithelial Ovarian Cancer - Mantle Cell (Non-Hodgkin lymphoma) - Aggressive non-Hodgkin's lymphomas (Mantel Cell lymphoma, adult T-cell leukemia/lymphoma, peripheral T-cell lymphomas and aggressive Dendritic Cell neoplasms) <p>If you are a participant in a clinical trial, the Plan will provide benefits for related routine care that is medically necessary (such as doctor visits, lab tests, X-rays and scans, and hospitalization related to treating the patient's condition) if it is not provided by the clinical trial. Section 9 has additional information on costs related to clinical trials. We encourage you to contact the Plan to discuss specific services if you participate in a clinical trial.</p> <p>Kaiser Foundation Health Plan of Washington contracts with transplant centers who deal directly with a National Organ Transplant Clearinghouse</p>	Nothing	Nothing	Nothing after the deductible
<p><i>Note: We cover related medical and hospital expenses of the donor when we cover the recipient. We cover donor testing for the actual solid organ donor or up to four bone marrow/stem cell transplant donors in addition to the testing of family members.</i></p>			
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • Donor screening tests and donor search expenses, except as shown above • Implants of artificial organs • Transplants not listed as covered 	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>
Anesthesia	High Option	Standard Option	Prosper
<p>Professional services provided in –</p> <ul style="list-style-type: none"> • Hospital (inpatient) • Skilled nursing facility • Hospital outpatient department • Ambulatory surgical center • Provider's office 	Nothing	Nothing	Nothing after the deductible

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

Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care.
- We have no calendar year deductible for High Option and Standard Option.
- The calendar year deductible for Prosper is \$250 per person (\$500 per family). The calendar year deductible applies to some benefits in this Section. We added "after the deductible" when the calendar year deductible applies
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works. Also read Section 9, *Coordinating benefits with Medicare and other coverage*.
- 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 in Sections 5(a) or (b).

Benefit Description	You pay		
<p>Note: The Prosper calendar year deductible applies to some benefits in this Section. We say "after the deductible" when the calendar year deductible applies.</p>			
Inpatient hospital	High Option	Standard Option	Prosper
<p>Room and board, such as</p> <ul style="list-style-type: none"> • Semiprivate room accommodations • Special care units such as intensive care or cardiac units • General nursing care • Meals and special diets <p>Note: If you want a private room when it is not medically necessary, you pay the additional charge above the semiprivate room rate.</p>	<p>\$350 per inpatient hospitalization per person</p>	<p>\$750 per inpatient hospitalization per person</p>	<p>\$350 per day up to \$1,050 after the deductible</p>
<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 medications • Diagnostic laboratory tests and X-rays • Administration of blood and blood products • Blood and blood derivatives • Dressing, splints, casts, and sterile tray services • Medical supplies and equipment, including oxygen • Anesthetics, including nurse anesthetist services 	<p>Nothing</p>	<p>Nothing</p>	<p>Nothing after the deductible</p>

Inpatient hospital - continued on next page

High Option, Standard Option and Prosper

Benefit Description	You pay		
Inpatient hospital (cont.)	High Option	Standard Option	Prosper
<ul style="list-style-type: none"> Take-home items Medical supplies, appliances, medical equipment, and any covered items billed by a hospital for use at home 	According to the benefit of the specific item you take home, i.e., hospital bed, pharmacy items, etc.	According to the benefit of the specific item you take home, i.e., hospital bed, pharmacy items, etc.	According to the benefit of the specific item you take home, i.e., hospital bed, pharmacy items, etc.
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <i>Custodial care, rest cures, domiciliary or convalescent care</i> <i>Non-covered facilities, such as nursing home, schools</i> <i>Personal comfort items, such as phone, television, barber services, guest meals and beds</i> <i>Private nursing care, except when medically necessary</i> 	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>
Outpatient hospital or ambulatory surgical center	High Option	Standard Option	Prosper
<ul style="list-style-type: none"> Operating, recovery, and other treatment rooms Prescribed drugs and medications administered at the facility Diagnostic laboratory tests, X-rays, and pathology services Administration of blood, blood plasma, and other biologicals Blood and blood derivatives Pre-surgical testing Dressings, casts, and sterile tray services Medical supplies, including oxygen Anesthetics and anesthesia service <p>Note:</p> <ul style="list-style-type: none"> We cover hospital services and supplies related to dental procedures when necessitated by a non-dental physical impairment. We do not cover the dental procedures. See Section 5(a). for Telehealth services. 	\$75 per procedure or visit.	\$150 per procedure or visit.	\$250 per procedure or visit after the deductible
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> <i>Telehealth services when the originating site is not a rural health professional shortage area as defined by the Centers for Medicare and Medicaid Services</i> <i>The site fee from the originating location</i> 	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>

High Option, Standard Option and Prosper

Benefit Description	You pay		
Rehabilitative facility	High Option	Standard Option	Prosper
Up to 2 months of Physical therapy, occupational therapy, and speech therapy – per condition per calendar year	\$350 per inpatient hospitalization per person	\$750 per inpatient hospitalization per person	\$350 per inpatient hospitalization per person per day up to \$1,050 after the deductible
<i>Not covered: Long-term rehabilitative therapy</i>	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>
Extended care benefits/Skilled nursing care facility benefits	High Option	Standard Option	Prosper
Skilled nursing facility (SNF) benefit: When full-time skilled nursing care is necessary and confinement in a skilled nursing facility is medically appropriate as determined by a Plan doctor and authorized by the Plan, you will receive up to 100 days per calendar year.	Nothing	Nothing	Nothing after the deductible
<i>Not covered:</i>	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>
<ul style="list-style-type: none"> • <i>Custodial care</i> • <i>Rest cures</i> • <i>Domiciliary or convalescent care</i> • <i>Personal comfort items such as phone or television</i> 			
Hospice care	High Option	Standard Option	Prosper
Supportive and palliative care for a terminally ill member is covered in the home or a hospice facility. Services could include:	Nothing	Nothing	Nothing after the deductible
<ul style="list-style-type: none"> • Inpatient and outpatient care • Drugs • Biologicals • Medical appliances and supplies that are used primarily for the relief of pain and symptom management • Family counseling <p>These services are provided under the direction of a Plan doctor who certifies that the patient is in the terminal stages of illness, with a life expectancy of approximately 6 months or less</p>			
<i>Not covered: Independent nursing, homemaker services</i>	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>

High Option, Standard Option and Prosper

Benefit Description	You pay		
Ambulance	High Option	Standard Option	Prosper
Ground and air ambulance transportation to a Plan facility, Plan designated facility, or non-Plan designated facility, when medically appropriate and ordered or authorized by a Plan doctor.	20% of charges	\$100 per trip	20% of charges

Section 5(d). Emergency Services/Accidents

Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care.
- We have no calendar year deductible for High Option and Standard Option.
- The calendar year deductible for Prosper is \$250 per person (\$500 per family). The calendar year deductible applies to some benefits in this Section. We added "after the deductible" when the calendar year deductible applies.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works. Also read Section 9, *Coordinating benefits with Medicare and other coverage*.

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:

Emergencies within our service area: If you are in an emergency situation, go to the nearest hospital emergency room. In extreme emergencies, contact the local emergency system (e.g., the 911 phone system) or go to the nearest hospital emergency room. Remember, it is your responsibility to notify the Plan.

If you need to be hospitalized in a non-Plan facility, the Plan must be notified within 24 hours by calling the Plan notification line at 888-457-9516, unless it was not reasonably possible to do so. If you are hospitalized in a non-Plan facility and a Plan doctor believes that better care can be provided in a Plan hospital, you will be transferred when medically feasible with ambulance charges covered in full. If you have questions about acute illnesses other than emergencies, you should call your primary care physician.

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

To be covered by this Plan, any follow-up care recommended by non-Plan providers must be approved by the Plan or provided by Plan providers.

If you are admitted to an in-Plan hospital or designated facility directly from the emergency room, we will waive the Emergency Room copayment. An observation bed is an extension of the emergency room and is not considered an inpatient admission.

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 within 24 hours or on the first working day following your admission, unless it was not reasonably possible to do so. If you are hospitalized in a non-Plan facility and a Plan doctor believes that better care can be provided in a Plan hospital, you will be transferred when medically feasible with ambulance charges covered in full.

To be covered by this Plan, any follow-up care recommended by non-Plan providers must be approved by the Plan or provided by Plan providers.

High Option, Standard Option and Prosper

Benefit Description	You pay		
Emergency within our service area	High Option	Standard Option	Prosper
<ul style="list-style-type: none"> Emergency or urgent care at a Plan doctor's office Emergency or urgent care at a Plan urgent care center <p>Note: See Section 5(a), <i>Diagnostic and treatment services</i> for procedures received during an office visit</p>	\$25 per office visit	\$25 per primary care office visit \$35 per specialty care office visit	\$15 per primary care office visit \$40 per specialty care office visit
<ul style="list-style-type: none"> Emergency care at a Plan or Plan designated emergency department Emergency care at a non-Plan facility, including doctors' services <p>Notes:</p> <ul style="list-style-type: none"> If you receive emergency care and then are transferred to an observation bed or status, you pay the emergency services cost-sharing. If you are admitted as an inpatient, we will waive your emergency room copayment and you will pay your cost-sharing related to your inpatient hospital stay. 	\$100 per member per visit	\$150 per member per visit	\$200 per member per visit after the deductible
<i>Not covered: Elective care or non-emergency care</i>	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>
Emergency outside our service area	High Option	Standard Option	Prosper
<ul style="list-style-type: none"> Emergency or urgent care at a doctor's office Emergency or urgent care at an urgent care center <p>Note: See Section 5(a), <i>Diagnostic and treatment services</i> for procedures received during an office visit</p>	\$25 per member per visit	\$25 per primary care services office visit \$35 per specialty care services office visit	\$15 per primary care office visit \$40 per specialty care office visit
<ul style="list-style-type: none"> Emergency care at a hospital, including doctors' services <p>Note: If you receive emergency care and then are transferred to an observation bed or status, you pay the emergency services cost-sharing. If you are admitted as an inpatient, we will waive your emergency room copayment and you will pay your cost-sharing related to your inpatient hospital stay.</p>	\$100 per member per visit	\$150 per member per visit	\$200 per member per visit after the deductible
<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>All charges</i>	<i>All charges</i>	<i>All charges</i>

Emergency outside our service area - continued on next page

High Option, Standard Option and Prosper

Benefit Description	You pay		
Emergency outside our service area (cont.)	High Option	Standard Option	Prosper
<ul style="list-style-type: none"> • <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>	<i>All charges</i>
Ambulance	High Option	Standard Option	Prosper
Professional ambulance service which include both ground and air ambulance transportation, when medically appropriate and approved by the Plan. See Section 5(c) for non-emergency service.	20% of charges	\$100 per trip	20% of charges
<i>Not covered: Cabulance</i>	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>

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

Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Plan physicians must provide or arrange your care.
- We have no calendar year deductible for High Option and Standard Option.
- The calendar year deductible for Prosper is \$250 per person (\$500 per family). The calendar year deductible applies to some benefits in this Section. We added "after the deductible" when the calendar year deductible applies.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works. Also read Section 9, *Coordinating benefits with Medicare and other coverage*.
- OPM will base its review of disputes about treatment plans on the treatment plan’s clinical appropriateness. OPM will generally not order us to pay or provide one clinically appropriate treatment plan in favor of another.

Benefit Description	You pay		
Note: The Prosper calendar year deductible applies to some benefits in this Section. We say “after the deductible” when the calendar year deductible applies.			
Professional Services	High Option	Standard Option	Prosper
We cover all diagnostic and treatment services for the treatment of mental health and substance use conditions that are clinically necessary and recommended by the member’s primary physician and approved by the Plan Medical Director or designee.	Your cost-sharing responsibilities are no greater than for other illnesses or conditions.	Your cost-sharing responsibilities are no greater than for other illnesses or conditions.	Your cost-sharing responsibilities are no greater than for other illnesses or conditions
Diagnostic and treatment of psychiatric conditions, mental illness, or mental disorders. Services include: <ul style="list-style-type: none"> • Diagnostic evaluation • Consultation services • Psychiatric treatment (individual, family and group therapy) by providers such as psychiatrists, psychologists, or clinical social workers • Diagnosis, treatment and counseling for alcoholism and drug use • Medication management visits • Alcohol and drug education • Applied Behavioral Analysis (ABA) therapy for the treatment of autism spectrum disorder or a developmental disability 	\$25 per individual therapy office visit Nothing per group therapy office visit See Section 5(f) for mental health prescription drug coverage	\$25 per individual therapy office visit (nothing for children through age 17) Nothing per group therapy office visit Nothing for diagnostic tests See Section 5(f) for mental health prescription drug coverage.	\$15 per individual therapy office visit Nothing per group therapy office visit See Section 5(a), <i>Diagnostic and treatment services</i> for procedures received during an office visit See Section 5(f) for mental health prescription drug coverage

High Option, Standard Option and Prosper

Benefit Description	You pay		
Diagnostics	High Option	Standard Option	Prosper
<ul style="list-style-type: none"> • Outpatient diagnostic tests provided and billed by a licensed mental health and substance use disorder practitioner • Outpatient diagnostic tests provided and billed by a laboratory, hospital or other covered facility 	Nothing	Nothing	Nothing for lab \$50 per visit for X-ray and imaging \$150 per visit for MRI/CT/PET Scan
Inpatient diagnostic tests provided and billed by a hospital or other covered facility	\$350 per person per hospitalization	\$750 per person per hospitalization	\$350 per day up to \$1,050 after the deductible
Inpatient hospital or other covered facility	High Option	Standard Option	Prosper
<ul style="list-style-type: none"> • Hospitalization (including inpatient professional services) • Detoxification • Diagnostic tests • Diagnostic evaluation • Consultation services • Residential treatment 	\$350 per person per hospitalization	\$750 per person per hospitalization	\$350 per day up to \$1,050 after the deductible
Outpatient hospital or other covered facility	High Option	Standard Option	Prosper
Outpatient services provided and billed by a hospital or other covered facility <ul style="list-style-type: none"> • Services in approved treatment programs, such as partial hospitalization 	\$25 per office visit. \$25 per day for partial hospitalization; no day limit.	\$25 per primary care office visit (nothing for children through age 17) \$35 per specialty care office visit. \$25 per day for partial hospitalization; no day limit. (nothing for children through age 17)	\$250 per visit after the deductible
Not Covered	High Option	Standard Option	Prosper
Not covered: Mental health inpatient and outpatient treatment that the Plan excludes are: <ul style="list-style-type: none"> • Psychiatric evaluation or therapy that is court ordered as a condition of parole or probation unless determined by a Plan provider to be necessary and appropriate • Psychological testing that is not medically necessary • Services that are custodial in nature 	<i>All charges</i>	<i>All charges</i>	<i>All charge</i>

Not Covered - continued on next page

High Option, Standard Option and Prosper

Benefit Description	You pay		
Not Covered (cont.)	High Option	Standard Option	Prosper
<ul style="list-style-type: none"> • <i>Assessment and treatment services that are primarily vocational and academic in nature (i.e., educational testing)</i> • <i>Services provided under a Federal, state, or local government</i> • <i>Services rendered or billed by a school or a member of its staff</i> • <i>Continued services if you do not substantially follow your treatment plan</i> • <i>Treatment not authorized by a Plan provider, provided by the Plan, or specifically contracted for by the Plan</i> 	<i>All charges</i>	<i>All charges</i>	<i>All charge</i>

Section 5(f) Prescription Drug Benefits

Important things you should keep in mind about these benefits:

- We cover prescribed drugs and medications, as described in the chart beginning on the next page.
- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- Members must make sure their prescribers obtain prior approval/authorizations for certain prescription drugs and supplies before coverage applies. Prior approval/authorization must be renewed periodically.
- Federal law prevents the pharmacy from accepting unused medications.
- We have no calendar year pharmacy deductible.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works. Also read Section 9, *Coordinating benefits with Medicare and other coverage*.

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

- **Who can write your prescription.** A licensed physician or dentist, and in states allowing it, licensed/certified providers with prescriptive authority prescribing within their scope of practice.
- **Where you can obtain them.** You must fill the prescription at a Plan pharmacy.
- **We use a formulary.** Prescriptions written by Plan physicians are dispensed in accordance with the Plan’s drug formulary. A drug formulary is a list of preferred pharmaceutical products that our pharmacists and physicians have developed to assure that you receive quality prescription drugs at a reasonable price. Non-formulary drugs will be covered only if based on medical necessity and if prescribed by a Plan doctor. For information about specific formulary drugs, please call Member Services at 888-901-4636.
- We classify MOST drugs into one of five "tier categories"
 - Tier 1 includes generic formulary drugs, including preventive generic drugs. Usually represents the lowest copays.
 - Tier 2 generally includes brand formulary and preferred brand drugs. Usually represents brand or middle-range copays.
 - Tier 3 may include all other covered drugs not on tiers 1 and 2 (i.e., non-formulary or non-preferred).
 - Tier 4 includes preferred specialty drugs.
 - Tier 5 includes non-preferred specialty drugs.
- **A generic equivalent to a brand name drug will be dispensed if it is available.** If your physician believes that a name brand product is medically necessary, or if there is no generic equivalent available, your physician may prescribe a name brand drug. You pay a higher copayment when a brand name drug is prescribed. If you elect to purchase a brand name drug instead of the generic equivalent (if available), you will be responsible for paying the difference in cost in addition to the prescription drug cost share.
- **These are the dispensing limitations.** Prescription drugs prescribed by Plan doctors and filled at Plan pharmacies will be dispensed for up to a 30-day supply. You will be required to pay a copayment for each 30-day supply. If your prescription is written for more than a 30-day supply, such as a 90-day supply, you are responsible for three copayments, one for each 30-day supply. For prescribed hormonal contraceptives, you may obtain up to a 12-month supply at a Plan pharmacy or through our mail-delivery program. If you have a new prescription for a chronic condition, you may request a coordination of medications so that medications for chronic conditions are refilled on the same schedule (synchronized). Cost-shares for the initial fill of the medication will be adjusted if the fill is less than the standard quantity. Plan members called to active military duty (or members in time of national emergency) who need to obtain prescribed medications should call Member Services at 888-901-4636. Most drugs can be mailed from our mail order pharmacy. Some drugs (for example, drugs that are extremely high cost, require special handling, have standard packaging or requested to be mailed outside of the state of Washington) may not be eligible for mailing and/or a mail order discount. The pharmacy may reduce the day supply dispensed if the pharmacy determines that the item is in limited supply in the market or for specific drugs (your Plan pharmacy can tell you if a drug you take is one of these drugs).

High Option, Standard Option and Prosper

- Why use generic drugs?** Generic drugs offer a safe and economic way to meet your prescription drug needs. The generic name of a drug is its chemical name; the name brand is the name under which the manufacturer advertises and sells that drug. They must contain the same active ingredients and must be equivalent in strength and dosage to the original brand-name product. 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.

Benefit Description	You pay		
Covered medications and supplies	High Option	Standard Option	Prosper
<p>We cover the following medications and supplies prescribed by a Plan physician and obtained from a Plan pharmacy:</p> <ul style="list-style-type: none"> Drugs (including injectable)s for which a prescription is required by Federal law Insulin Diabetic supplies limited to: <ul style="list-style-type: none"> Disposable needles, syringes, lancets, urine and blood glucose testing reagents; a copayment charge applies per item per each 30-day supply Compound dermatological preparations Disposable needles and syringes for the administration of covered prescribed medications Allergy serum <p>Intravenous fluids and medication for home use are covered under (Section 5(a) for Treatment therapies)</p>	<p>\$20 for generic formulary drugs or \$40 for brand name formulary drugs (including insulin and diabetic supplies), per prescription unit or refill for up to a 30-day supply or 100-unit supply, whichever is less; or one commercially prepared unit (i.e., one inhaler, one vial ophthalmic medication or insulin).</p> <p>\$60 for non-formulary drugs when prescribed by a Plan doctor.</p> <p>25% coinsurance up to \$200 per 30-day supply for preferred specialty drugs when prescribed by a Plan doctor.</p> <p>50% coinsurance up to \$500 per 30-day supply for non-preferred specialty drugs when prescribed by a Plan doctor.</p> <p>Nothing for allergy serum.</p>	<p>\$5 for preventive generic formulary drugs, \$20 for all other generic formulary drugs, or \$40 for brand name formulary drugs (including insulin and diabetic supplies), per prescription unit or refill for up to a 30-day supply or 100-unit supply, whichever is less; or one commercially prepared unit (i.e., one inhaler, one vial ophthalmic medication or insulin).</p> <p>\$60 for non-formulary drugs when prescribed by a Plan doctor.</p> <p>25% coinsurance up to \$200 per 30-day supply for preferred specialty drugs when prescribed by a Plan doctor.</p> <p>50% coinsurance up to \$500 per 30-day supply for non-preferred specialty drugs when prescribed by a Plan doctor.</p> <p>Nothing for allergy serum.</p>	<p>\$5 for preventive generic formulary drugs, \$20 for all other generic formulary drugs or \$60 for brand name formulary drugs (including insulin and diabetic supplies), per prescription unit or refill for up to a 30-day supply or 100-unit supply, whichever is less; or one commercially prepared unit (i.e., one inhaler, one vial ophthalmic medication or insulin).</p> <p>\$100 for non-formulary drugs when prescribed by a Plan doctor.</p> <p>35% coinsurance up to \$300 per 30-day supply for preferred specialty drugs when prescribed by a Plan doctor.</p> <p>50% coinsurance up to \$500 per 30-day supply for non-preferred specialty drugs when prescribed by a Plan doctor.</p> <p>Nothing for allergy serum.</p>
<p>Contraceptive drugs and devices, including over-the-counter emergency contraceptives, such as the morning after pill.</p>	Nothing	Nothing	Nothing

Covered medications and supplies - continued on next page

High Option, Standard Option and Prosper

Benefit Description	You pay		
	High Option	Standard Option	Prosper
Covered medications and supplies (cont.) Mail Order Drug Program <ul style="list-style-type: none"> • Prescription medications mailed to your home by the Kaiser Permanente mail order pharmacy. (Mail order issues up to a 90-day supply) 	2 times the applicable prescription drug copayment for a supply of 90 days or less of each prescription or refill. Mail order not available for specialty drugs.	2 times the applicable prescription drug copayment for a supply of 90 days or less of each prescription or refill. Mail order not available for specialty drugs.	2 times the applicable prescription drug copayment for a supply of 90 days or less of each prescription or refill. Mail order not available for specialty drugs.
Limited benefits: <ul style="list-style-type: none"> • Drugs to aid in tobacco cessation when prescribed and dispensed as part of our designated tobacco cessation program. 	Nothing	Nothing	Nothing
<ul style="list-style-type: none"> • Sexual dysfunction drugs; dosage limits set by the Plan. Contact Member Services toll-free at 888-901-4636 for details. 	50% coinsurance	50% coinsurance	50% coinsurance
<i>Not covered:</i> <ul style="list-style-type: none"> • <i>Drugs available without a prescription or for which there is a nonprescription equivalent available</i> • <i>Drugs obtained at a non-Plan pharmacy except when due to an out-of-area emergency</i> • <i>Vitamins and nutritional substances not listed as a covered benefit even if a physician prescribes or administers them, including dietary formulas and special diets, except for the treatment of phenylketonuria (PKU); total parenteral; and enteral nutrition therapy</i> • <i>Oral nutritional supplements</i> • <i>Medical supplies such as dressings, antiseptics, etc.</i> • <i>Experimental drugs, devices and biological products</i> • <i>Drugs for cosmetic purposes</i> • <i>Drugs to enhance athletic performance</i> • <i>Fertility drugs</i> • <i>Replacement of lost or stolen drugs, medications or devices</i> • <i>Weight loss medications</i> <p><i>Note: Over-the-counter and prescription drugs approved by the FDA to treat tobacco dependence are covered under the Tobacco cessation benefit. (See Section 5(a))</i></p>	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>

High Option, Standard Option and Prosper

Benefit Description	You pay		
Preventive care medications	High Option	Standard Option	Prosper
<p>Prescribed medications, including prescribed over-the-counter medications, required to be covered by group health plans at no cost share by federal health care reform (the Affordable Care Act and implementing regulations), such as:</p> <ul style="list-style-type: none"> • Aspirin to reduce the risk of heart attack • Oral fluoride for children to reduce the risk of tooth decay • Folic acid for women to reduce the risk of birth defects • Medications to reduce the risk of breast cancer <p>Note: For current recommendations go to www.uspreventiveservicestaskforce.org/BrowseRec/Index/browse-recommendations</p>	Nothing	Nothing	Nothing
<p><i>Not covered:</i></p> <ul style="list-style-type: none"> • <i>Prescriptions filled at a non-Plan pharmacy except for emergencies as described in Section 5(d), Emergency services/accidents</i> • <i>Vitamins, nutritional, herbal supplements that can be purchased without a prescriptions, unless they are included in our drug formulary or listed as covered above</i> • <i>Nonprescription drugs, unless they are included in our drug formulary or listed as covered above</i> • <i>Prescription drugs not on our drug formulary, unless approved through an exception process</i> • <i>Any requested packaging of drugs other than the dispensing pharmacy's standard packaging</i> • <i>Replacement of lost, stolen, damaged prescription, drugs, and accessories</i> • <i>Drugs related to non-covered services</i> 	<i>All charges</i>	<i>All charges</i>	<i>All charges</i>

Section 5(g). Dental benefits

Important things you should keep in mind about these benefits:

- Please remember that all benefits are subject to the definitions, limitations, and exclusions in this brochure and are payable only when we determine they are medically necessary.
- If you are enrolled in a Federal Employees Dental/Vision Insurance Program (FEDVIP) Dental Plan, your FEHB Plan will be First/Primary payor of any Benefit payment and your FEDVIP Plan is secondary to your FEHB Plan. See Section 9, *Coordinating benefits with Medicare and other coverage*.
- We cover hospitalization for dental procedures 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.
- Be sure to read Section 4, *Your costs for covered services*, for valuable information about how cost-sharing works. Also read Section 9, *Coordinating benefits with Medicare and other coverage*.

Dental benefits

We have no other dental benefits.

Section 5(h). Wellness and Other Special Features

Feature	Description
<p>Flexible benefits option</p>	<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 regular contract benefits as a less costly alternative. If we identify a less costly alternative, we will ask you to sign an alternative benefits agreement that will include all of the following terms in addition to other terms as necessary. Until you sign and return the agreement, regular contract benefits will continue. • Alternative benefits will be made available for a limited time period and are subject to our ongoing review. You must cooperate with the review process. • By approving an alternative benefit, we do not guarantee you will get it in the future. • The decision to offer an alternative benefit is solely ours, and except as expressly provided in the agreement, we may withdraw it at any time and resume regular contract benefits. • If you sign the agreement, we will provide the agreed-upon alternative benefits for the stated time period (unless circumstances change). You may request an extension of the time period, but regular contract benefits will resume if we do not approve your request. • Our decision to offer or withdraw alternative benefits is not subject to OPM review under the disputed claims process. However, if at the time we make a decision regarding alternative benefits, we also decide that regular contract benefits are not payable, then you may dispute our regular contract benefits decision under the OPM disputed claim process (see Section 8).
<p>Services for deaf, hard of hearing, or speech impaired</p>	<p>We provide a TTY/text phone number at: 711. Sign language services are also available.</p>
<p>Services from other Kaiser Permanente regions</p>	<p>When you visit a different Kaiser Foundation Health Plan service area, you can receive visiting member services from designated providers in that area. Visiting member services are subject to the terms, conditions, and cost-sharing described in this FEHB brochure. Certain services are not covered as a visiting member. Visiting member services are described in our visiting member brochure. For more information about receiving visiting member services, including provider and facility locations in other Kaiser Permanente services areas, please call our Washington Visiting Member Services at 800-466-4296 or visit wa.kaiserpermanente.org/html/public/services/traveling.</p>
<p>Travel benefit</p>	<p>Kaiser Permanente’s travel benefits for Federal employees provide you with outpatient follow-up and/or continuing medical and mental health and substance use disorder care when you are temporarily (for example, on a temporary work assignment or attending school) outside your home service area by more than 100 miles and outside of any other Kaiser Permanente service area. These benefits are in addition to your emergency services/accident 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 covered services for conditions diagnosed and treated within the previous 12 months by a Kaiser Permanente health care provider or affiliated Plan provider. Services include dialysis and prescription drug monitoring.

	<p>You pay the applicable copayment for each follow-up and/or continuing care office visit. This amount will be deducted from the reimbursement we make to you or to the provider. We limit our payment for this travel benefit to no more than \$2,000 each calendar year. For more information about this benefit, call our Member Services Call Center at 888-901-4636 (TTY: 711). File claims as shown in Section 7.</p> <p>The following are a few examples of services not included in your travel benefits coverage:</p> <ul style="list-style-type: none">• Nonemergency hospitalization• Infertility treatments• Medical and hospital costs resulting from a normal full-term delivery of a baby outside the service area• Durable medical equipment (DME)• Prescription drugs• Home health services
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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 a FEHB disputed claim about them.** Fees you pay for these services do not count toward FEHB deductibles or catastrophic protection out-of-pocket maximum. These programs and materials are the responsibility of the Plan and all appeals must follow their guidelines. For additional information contact the Plan at 888-901-4636 or visit our website at www.kp.org/feds/wa-core.

Eyewear Discount	www.kp.org/wa/eyecare
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Vision hardware discount members get discounts on vision hardware including eyeglasses, prescription sunglasses and contact lenses once per year. Call Member Services at 888-901-4636, or go online to kp.org/wa/eyecare for more information.

Health classes and programs	www.kp.org/classes
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You can sign up for wellness programs and classes designed to help you achieve your health goals. All sessions are taught by our team of experts who walk you through how to make actionable lifestyle changes.

Fitness deals	www.kp.org/exercise
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- **ClassPass** makes it easier for you to work out from anywhere. ClassPass partners with 30,000 gyms and studios around the world and offers a range of classes including yoga, dance, cardio, boxing, Pilates, boot camp, and more. You can get unlimited on-demand video workouts at no cost and reduced rates on livestream and in-person fitness classes.
- **Active&Fit Direct®**. As a Kaiser Permanente member, get access to more than 11,000 gyms with one membership. When Kaiser Permanente members sign up for an Active&Fit Direct gym membership, they can visit any of the 11,000 participating fitness centers in the nationwide Active&Fit Direct network.
- **ChooseHealthy®** provides reduced rates on a variety of fitness

Emotional Wellness Apps	www.kp.org/selfcareapps
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Kaiser Permanente provides wellness apps at no cost that can help you navigate life's challenges and make small changes to improve your sleep, mood, relationships and more.

- **Calm** is an app for meditation and sleep designed to lower stress, reduce anxiety and more. Member can access great features at no cost including the Daily Calm (mindful theme each day), more than 100 guided meditations, Sleep Stories (soothe you into deeper and better sleep) and video lessons on mindful movement and gentle stretching.
- **myStrength** is a personalized program that helps you improve your awareness and change behaviors. You can explore interactive activities, in-the-moment coping tools, community support, and more.

Section 6. General Exclusions - Services, Drugs and Supplies We Do Not Cover

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

We do not cover the following:

- When a service is not covered, all services, drugs, or supplies related to the non-covered service are excluded from coverage, except services we would otherwise cover to treat complications of the non-covered service or services from other Kaiser Permanente plans (see Emergency services/accidents and special features).
- Fees associated with non-payment (including interest), missed appointments and special billing arrangements.
- Care by non-Plan providers except for authorized referrals or emergencies.
- Services, drugs, or supplies you receive while you are not enrolled in this Plan.
- Services, drugs, or supplies not medically necessary.
- Services, drugs, or supplies not required according to accepted standards of medical, dental, or psychiatric practice.
- Experimental or investigational procedures, treatments, drugs or devices (see specifics regarding transplants), or related extra care costs or research costs.
- 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.
- Cosmetic procedures 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 or supplies we are prohibited from covering under the Federal Law.

Section 7. Filing a Claim for Covered Services

This section primarily deals with post-service claims (claims for services, drugs, or supplies you have already received). See Section 3 for information on pre-service claims procedures (services, drugs, or supplies requiring prior Plan approval), including urgent care claim procedures. When you see Plan providers, receive services at Plan hospitals and facilities, or fill your prescription drugs at Plan pharmacies, you will not have to file claims. Just present your identification card and pay your applicable cost-shares.

You will only need to file a claim when you receive emergency services from non-Plan providers. Sometimes these providers bill us directly. Check with the provider. If you need to file the claim, here is the process:

Medical and hospital benefits

In most cases, providers and facilities file claims for you. Providers must file on the form CMS-1500, Health Insurance Claim Form. Facilities will file on the UB-04 form. For claims questions and assistance, contact us at 888-901-4636 or at our website at www.kp.org/wa.

When you must file a claim – such as for services you received outside of the Plan's service area – submit it on the CMS-1500 or a claim form that includes the information shown below. Bills and receipts should be itemized and show:

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

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

Submit your claims to: Kaiser Foundation Health Plan of Washington, Claims Administration, P.O. Box 30766, Salt Lake City, UT 84130-0766

Phone: 888-901-4636

Prescription drugs

Outpatient drugs and medicines obtained at non-Plan pharmacies are not covered; except when due to an out of area emergency.

Submit your claims to: Kaiser Foundation Health Plan of Washington, Claims Administration, P.O. Box 30766, Salt Lake City, UT 84130-0766

Phone: 888-901-4636

Other supplies or services

Submit your claims to: Kaiser Foundation Health Plan of Washington, Claims Administration, P.O. Box 30766, Salt Lake City, UT 84130-0766

Phone: 888-901-4636

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.

Post-service claims procedures

We will notify you of our decision within 30 days after we receive your post-service claim. If matters beyond our control require an extension of time, we may take up to an additional 15 days for review and we will notify you before the expiration of the original 30-day period. Our notice will include the circumstances underlying the request for the extension and the date when a decision is expected.

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

If you do not agree with our initial decision, you may ask us to review it by following the disputed claims process detailed in Section 8 of this brochure.

Authorized Representative

You may designate an authorized representative to act on your behalf for filing a claim or to appeal claims decisions to us. For urgent care claims, we will permit a health care professional with knowledge of your medical condition to act as your authorized representative without your express consent. For the purposes of this section, we are also referring to your authorized representative when we refer to you.

Notice Requirements

If you live in a county where at least 10 percent of the population is literate only in a non-English language (as determined by the Secretary of Health and Human Services), we will provide language assistance in that non-English language. You can request a copy of your Explanation of Benefits (EOB) statement, related correspondence, oral language services (such as phone customer assistance), and help with filing claims and appeals (including external reviews) in the applicable non-English language. The English versions of your EOBs and related correspondence will include information in the non-English language about how to access language services in that non-English language.

Any notice of an adverse benefit determination or correspondence from us confirming an adverse benefit determination will include information sufficient to identify the claim involved (including the date of service, the health care provider, and the claim amount, if applicable), and a statement describing the availability, upon request, of the diagnosis and procedure codes

Section 8. The Disputed Claims Process

You may appeal directly to the Office of Personnel Management (OPM) if we do not follow required claims processes. For more information or to make an inquiry about situations in which you are entitled to immediate appeal to OPM, including, including additional requirement not listed in Sections 3, 7, and 8 of this brochure please call your plan's customer service representative at the phone number found on your enrollment card, plan brochure, or plan website.

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

To help you prepare your appeal, you may arrange with us to review and copy, free of charge, all relevant materials and Plan documents under our control relating to your claim, including those that involve any expert review(s) of your claim. To make your request, please contact our Member Services Department by writing to P.O. Box 34593, Seattle, WA 98124-1593 or calling 866-458-5479.

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

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

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

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

Step	Description
1	<p>Ask us in writing to reconsider our initial decision. You must:</p> <ul style="list-style-type: none">a) Write to us within 6 months from the date of our decision; andb) Send your request to us at: Kaiser Foundation Health Plan of Washington, Member Appeal Department, P. O. Box 34593, Seattle, WA 98124-1593, 866-458-5479; andc) Include a statement about why you believe our initial decision was wrong, based on specific benefit provisions in this brochure; andd) Include copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms.e) Include your email address (optional for member), if you would like to receive our decision via email. Please note that by giving us your email, we may be able to provide our decision more quickly. <p>We will provide you, free of charge and in a timely manner, with any new or additional evidence considered, relied upon, or generated by us or at our direction in connection with your claim and any new rationale for our claim decision. We will provide you with this information sufficiently in advance of the date that we are required to provide you with our reconsideration decision to allow you a reasonable opportunity to respond to us before that date. However, our failure to provide you with new evidence or rationale in sufficient time to allow you to timely respond shall not invalidate our decision on reconsideration. You may respond to that new evidence or rationale at the OPM review stage described in step 4.</p>

Step	Description
2	<p>In the case of a post-service claim, we have 30 days from the date we receive your request to:</p> <ol style="list-style-type: none"> Pay the claim or Write to you and maintain our denial or Ask you or your provider for more information <p>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.</p> <p>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.</p>
3	<p>If you do not agree with our decision, you may ask OPM to review it.</p> <p>You must write to OPM within:</p> <ul style="list-style-type: none"> 90 days after the date of our letter upholding our initial decision; or 120 days after you first wrote to us -- if we did not answer that request in some way within 30 days; or 120 days after we asked for additional information. <p>Write to OPM at: United States Office of Personnel Management, Healthcare and Insurance, Federal Employee Insurance Operations, FEHB 3, 1900 E Street, NW, Washington, DC 20415-3630.</p> <p>Send OPM the following information:</p> <ul style="list-style-type: none"> A statement about why you believe our decision was wrong, based on specific benefit provisions in this brochure; Copies of documents that support your claim, such as physicians' letters, operative reports, bills, medical records, and explanation of benefits (EOB) forms; Copies of all letters you sent to us about the claim; Copies of all letters we sent to you about the claim; and Your daytime phone number and the best time to call. Your email address, if you would like to receive OPM's decision via email. Please note that by providing your email address, you may receive OPM's decision more quickly. <p>Note: If you want OPM to review more than one claim, you must clearly identify which documents apply to which claim.</p> <p>Note: You are the only person who has a right to file a disputed claim with OPM. Parties acting as your representative, such as medical providers, must include a copy of your specific written consent with the review request. However, for urgent care claims, a health care professional with knowledge of your medical condition may act as your authorized representative without your express consent.</p> <p>Note: The above deadlines may be extended if you show that you were unable to meet the deadline because of reasons beyond your control.</p>
4	<p>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.</p>

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

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

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

Note: **If you have a serious or life threatening condition** (one that may cause permanent loss of bodily functions or death if not treated as soon as possible), and you did not indicate that your claim was a claim for urgent care, then call us at 888-901-4636. We will expedite our review (if we have not yet responded to your claim); or we will inform OPM so they can quickly review your claim on appeal. You may call OPM's FEHB 3 at 202-606-0737 between 8am and 5pm Eastern Time.

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

Section 9. Coordinating Benefits with Medicare and Other Coverage

When you have other health coverage

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

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

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

When we are the secondary payor, we will determine our allowance. After the primary plan pays, we will pay what is left of our allowance, up to our regular benefit, except you must pay cost sharing described in this FEHB brochure (See Sections 4 and 5. Members with Medicare should also see Section 9). We will not pay more than our allowance.

• 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 TRICARE or CHAMPVA.

• Workers' Compensation

We do not cover services that:

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

Once OWCP or similar agency pays its maximum benefits for your treatment, we will cover your care, up to the benefit limits of this Plan. 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

Our right to pursue and receive subrogation and reimbursement recoveries is a condition of, and a limitation on, the nature of benefits or benefit payments and on the provision of benefits under our coverage.

If you have received benefits or benefit payments as a result of an injury or illness and you or your representatives, heirs, administrators, successors, or assignees receive payment from any party that may be liable, a third party's insurance policies, your own insurance policies, or a workers' compensation program or policy, you must reimburse us out of that payment. Our right of reimbursement extends to any payment received by settlement, judgment, or otherwise.

We are entitled to reimbursement to the extent of the benefits we have paid or provided in connection with your injury or illness. However, we will cover the cost of treatment that exceeds the amount of the payment you received.

Reimbursement to us out of the payment shall take first priority (before any of the rights of any other parties are honored) and is not impacted by how the judgment, settlement, or other recovery is characterized, designated, or apportioned. Our right of reimbursement is not subject to reduction based on attorney fees or costs under the "common fund" doctrine and is fully enforceable regardless of whether you are "made whole" or fully compensated for the full amount of damages claimed.

We may, at our option, choose to exercise our right of subrogation and pursue a recovery from any liable party as successor to your rights.

If you do pursue a claim or case related to your injury or illness, you must promptly notify us and cooperate with our reimbursement or subrogation efforts.

If you need more information, contact Member Services toll-free at 888-901-4636 for our subrogation procedures.

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

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

Clinical Trials

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

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

- Routine care costs – costs for routine services such as doctor visits, lab tests, X-rays and scans, and hospitalizations related to treating the patient's condition, whether the patient is in a clinical trial or is receiving standard therapy. This plan does not cover these costs when provided as part of the clinical trial, except when Kaiser Foundation Health Plan of Washington's exception to clinical trial exclusion criteria are met.
- Extra care costs – costs related to taking part in a clinical trial such as additional tests that a patient may need as part of the trial, but not as part of the patient's routine care. This plan does not cover these costs.

- Research costs – costs related to conducting the clinical trial such as research physician and nurse time, analysis of results, and clinical tests performed only for research purposes. These costs are generally covered by the clinical trials. This plan does not cover these costs.

When you have Medicare

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

• **The Original Medicare Plan (Part A or Part B)**

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

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

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

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

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

When Original Medicare is the primary payor, Medicare processes your claim first. In most cases, your claim will be coordinated automatically and we will then provide secondary benefits for covered charges. To find out if you need to do something to file your claim, call us at 888-901-4636.

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

• **Tell us about your Medicare coverage**

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

• **Medicare Part B Premium Reimbursement**

We offer two programs designed to help members with their Medicare Part B premium.

The first program is called, "Medicare Advantage 2". For each month you are enrolled in Medicare Advantage 2, have Medicare Parts A and B and are enrolled in Medicare Advantage for Federal Members, you will be reimbursed up to \$100 (up to \$1,200 per year) of your Medicare Part B monthly premium.

The second program is called, "Medicare Choice for High Option". This program is for High Option members who are not enrolled in Medicare Advantage. You will be reimbursed \$50 of your Medicare Part B premium (up to \$600 per year). We will not reimburse for any amount for the Part B late enrollment penalty or Income Related Monthly Adjustment Amount (IRMAA) you pay.

For Medicare Advantage 2 members, we will cover additional benefits.

You may enroll in the Medicare Advantage 2 program if:

- You enroll in the Plan's High Option or Standard Option
- You have Medicare Parts A and B and you enroll in Medicare Advantage for Federal Members

- The FEHB subscriber completes an additional application for enrollment in Medicare Advantage 2 and when you provide proof of the amount you pay for your Part B premium to Kaiser Permanente

You may enroll in the Medicare Choice for High Option program if:

- You enroll in the Plan's High Option
- You have Medicare Parts A and B and are not enrolled in Medicare Advantage
- You provide proof of the amount you pay for your Part B premium to Kaiser Permanente

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

For Medicare Choice for High Option, reimbursements will begin on the first of the month following when you provide proof of the amount you pay for your Part B premium to Kaiser Permanente. To learn more about Medicare Advantage 2 and how to enroll, call us at 855-366-9013, 8 a.m. to 8 p.m., 7 days a week, or visit our website at www.kp.org/feds/wa-core. For TTY for the deaf, hard of hearing, or speech impaired, call 711. We will send you additional information and an additional application for enrollment in Medicare Advantage 2.

- **Medicare Advantage (Part C)**

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

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

This Plan and our Medicare Advantage plan: We offer a Medicare Advantage plan known as Kaiser Permanente Federal Employees Health Benefits Medicare Advantage plan. The Federal Employees Medicare Advantage and Medicare Choice plans enhance your FEHB coverage by lowering cost shares for certain services and/or adding benefits. If you are a Medicare eligible retiree and have Medicare Parts A and B, you can enroll in our Federal Employees Medicare Advantage plan. Enrolling in Medicare Advantage for Federal Members does not change your FEHB premium. Your enrollment in our Federal Employee Medicare Advantage plan is in addition to your FEHB High Option, Standard Option or Prosper enrollment. If you are considering enrolling in the Federal Employees Medicare Advantage plan, please call us at 800-446-8882 (TTY: 711), 8 a.m. to 8 p.m., Monday through Friday. Note: you must complete an election form to enroll in the Federal Employee Medicare Advantage plan.

With Kaiser Permanente Federal Employees Medicare Advantage and Medicare Choice for High Option, you'll get more coverage, such as lower cost-sharing and better benefits. This 2021 benefit summary allows you to make a side-by-side comparison of your choices:

2021 Benefits and Services	High Option without Medicare You pay	High Option Medicare Advantage 1 You pay	High Option Medicare Advantage 2 You pay	High Option Medicare Choice You pay	Standard Option without Medicare You pay	Standard Option Medicare Advantage 1 You pay	Standard Option Medicare Advantage 2 You pay
Deductible	None	None	None	None	None	None	None
Primary care	\$25	\$0	\$15	\$15	\$25, except \$0 for children through age 17	\$10, except \$0 for children through age 17	\$20, except \$0 for children through age 17
Specialty Care	\$25	\$0	\$15	\$15	\$35	\$10	\$25
Outpatient surgery	\$75	\$0	\$75	\$75	\$150	\$50	\$100
Inpatient hospital care	\$350	\$0	\$100/admit	\$100/admit	\$750/admit	\$100/admit	\$250/admit
Emergency care	\$100	\$50	\$65	\$65	\$150	\$50	\$65
Urgent care	\$25	\$0	\$10	\$10	\$25/35	\$10	\$20
Ambulance	20%	\$0	10%	10%	\$100	\$0	10% up to \$100
Prescription drug supply at Plan pharmacies	Up to a 30-day supply	Up to a 30-day supply	Up to a 30-day supply	Up to a 30-day supply	Up to a 30-day supply	Up to a 30-day supply	Up to a 30-day supply
-Tier 1	\$20	\$20	\$20	\$20	\$5/\$20	\$3	\$5/\$20
-Tier 2	\$40	\$40	\$40	\$40	\$40	\$30	\$40
-Tier 3	\$60	\$60	\$60	\$60	\$60	\$40	\$60

Benefit summary continued on next page

-Tier 4	25% up to \$200	25% up to \$200	25% up to \$200	25% up to \$200	25% up to \$200	25% up to \$200	25% up to \$200
-Tier 5	50% up to \$500	50% up to \$500	50% up to \$500	50% up to \$500	50% up to \$500	50% up to \$500	50% up to \$500
Additional benefits offered	Not applicable	Eyewear allowance, hearing aid allowance, Silver&Fit	Silver&Fit	Not applicable	Not applicable	Eyewear allowance, hearing aid allowance, Silver&Fit	Silver&Fit
out-of-pocket maximum	\$3,000 self only/\$6,000 family	\$1,000 self only/\$2,000 family	\$2,000 self only/\$4000 family	\$2,000 self only/\$4,000 family	\$5,000 self only or family	\$1,000 self only/\$2,000 family	\$3,000 self only/\$6,000 family
Part B Premium reimbursement	\$0	\$0	\$100	\$50	\$0	\$0	\$100
2021 Benefits and Services		Prosper without Medicare			Prosper Medicare Advantage		
		You pay			You pay		
Deductible		\$250 individual; \$500 family			None		
Primary care		\$15			\$10		
Specialty Care		\$40			\$35		
Outpatient surgery		\$250*			\$200		
Inpatient hospital care		\$350/day up to \$1,050*			\$350/day up to \$1,050		
Emergency care		\$200			\$125		
Urgent care		\$15/\$40			\$15/\$35		
Ambulance		20%			20%		

**Deductible applies.*

Benefit summary continued on next page

Prescription drug supply at Plan pharmacies	Up to a 30-day supply	Up to a 30-day supply
-Tier 1	\$5/\$20	\$5/\$20
-Tier 2	\$60	\$60
-Tier 3	\$100	\$100
-Tier 4	35% up to \$300	35% up to \$300
-Tier 5	50% up to \$500	50% up to \$500
Additional benefits offered	Not applicable	Silver&Fit
out-of-pocket maximum (2x per family)	\$6,000 self only/\$12,000 family	\$5,000 self only/\$10,000 family
Part B Premium reimbursement	\$0	\$0

This Plan and another plan’s Medicare Advantage plan: You may enroll in another plan’s Medicare Advantage plan and also remain enrolled in our FEHB plan. We will still provide benefits when your Medicare Advantage plan is primary, even out of the Medicare Advantage plan’s network and/or service area (if you use our Plan providers). However, we will not waive any of our copayments, coinsurance, or deductibles. If you enroll in a Medicare Advantage plan, tell us. We will need to know whether you are in the Original Medicare Plan or in a Medicare Advantage plan so we can correctly coordinate benefits with Medicare.

Suspended FEHB coverage to enroll in a Medicare Advantage plan: If you are an annuitant or former spouse, you can suspend your FEHB coverage to enroll in a Medicare Advantage plan, eliminating your FEHB premium. (OPM does not contribute to your Medicare Advantage 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 Advantage plan’s service area.

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

When we are the primary payor, we process the claim first. If you enroll in Medicare Part D and we are the secondary payor, we will review claims for your prescription drug costs that are not covered by Medicare Part D and consider them for payment under the FEHB Plan.

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

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

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

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.
Clinical Trials Cost Categories	<p>An approved clinical trial includes a phase I, phase II, phase III, or phase IV clinical trial that is conducted in relation to the prevention, detection, or treatment of cancer or other life-threatening disease or condition and is either Federally funded; conducted under an investigational new drug application reviewed by the Food and Drug Administration; or is a drug trial that is exempt from the requirement of an investigational new drug application.</p> <ul style="list-style-type: none">• Routine care costs – costs for routine services such as doctor visits, lab tests, X-rays and scans, and hospitalizations related to treating the patient’s condition whether the patient is in a clinical trial or is receiving standard therapy• Extra care costs – costs related to taking part in a clinical trial such as additional tests that a patient may need as part of the trial, but not as part of the patient’s routine care• Research costs – costs related to conducting the clinical trial such as research physician and nurse time, analysis of results, and clinical tests performed only for research purposes. These costs are generally covered by the clinical trials. This plan does not cover these costs.
Coinsurance	See Section 4, page 22.
Copayment	See Section 4, page 22.
Cost-sharing	See Section 4, page 22.
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 longer is sometimes known as long-term care.
Deductible	See Section 4, page 22.
Experimental or investigational service	<p>We do not cover a service, supply, item or drug that we consider experimental, except for the limited coverage specified in Section 9, Clinical trials. We consider a service, supply, item or drug to be experimental when the service, supply, item or drug:</p> <ol style="list-style-type: none">(1) has not been approved by the FDA; or(2) is the subject of a new drug or new device application on file with the FDA; or(3) is part of a Phase I or Phase II clinical trial, as the experimental or research arm of a Phase III clinical trial; or is intended to evaluate the safety, toxicity, or efficacy of the service; or(4) is available as the result of a written protocol that evaluates the service’s safety, toxicity, or efficacy; or(5) is subject to the approval or review of an Institutional Review Board; or(6) requires an informed consent that describes the service as experimental or investigational.

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

Group health coverage	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”.
Health care professional	A physician or other health care professional licensed, accredited, or certified to perform specified health services consistent with state law.
Medical necessity	<p>Medical services or hospital services which are determined by the Plan Medical Director or designee to be:</p> <ul style="list-style-type: none">a) Rendered for the treatment or diagnosis of an injury or illness; andb) Appropriate for the symptoms, consistent with diagnosis, and otherwise in accordance with sufficient scientific evidence and professionally recognized standards; andc) Not furnished primarily for the convenience of the Member, the attending physician, or other provider of service. <p>Whether there is “sufficient scientific evidence” shall be determined by the Plan based on the following: peer-reviewed medical literature; publications, reports, evaluations, and regulations issued by state and federal government agencies; Medicare local carriers, and intermediaries; and such other authoritative medical sources as deemed necessary by the Plan.</p>
Never event/serious reportable event	Certain Hospital Acquired Conditions, as defined by Medicare, including things like wrong-site surgeries, transfusion with the wrong blood type, pressure ulcers (bedsores), falls or trauma, and nosocomial infections (hospital-acquired infections) associated with surgeries or catheters, that are directly related to the provision of an inpatient covered service at a Plan provider.
Observation care	Hospital outpatient services you get while your physician decides whether to admit you as an inpatient or discharge you. You can get observation services in the emergency department or another area of the hospital.
Plan allowance	Plan allowance is the amount we use to determine our payment and your coinsurance for covered services. Plans determine their allowances in different ways. We determine our allowance as follows: the charges are consistent with those normally charged to others by the provider or organization for the same services or supplies; and the charges are within the general range of charges made by other providers in the same geographical area for the same services or supplies.
Post-service claims	Any claims that are not pre-service claims. In other words, post-service claims are those claims where treatment has been performed and the claims have been sent to us in order to apply for benefits.
Pre-service claims	Those claims (1) that require precertification, prior approval, or a referral and (2) where failure to obtain precertification, prior approval, or a referral results in a reduction of benefits.

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

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

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

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

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

If you believe your claim qualifies as an urgent care claim, please contact our Customer Service Department, 888-901-4636. You may also prove that your claim is an urgent care claim by providing evidence that a physician with knowledge of your medical condition has determined that your claim involves urgent care.

Us/We Us and we refer to Kaiser Foundation Health Plan of Washington.

You You refers to the enrollee and each covered family member.

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

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Notes

Notes

Summary of Benefits for High Option Kaiser Permanente - Washington Core 2021

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

High Option Benefits	You pay	Page
Medical services provided by physicians:		
• Diagnostic and treatment services provided in the office	\$25 per office visit for primary care or specialist	27
• Diagnostic tests, lab and X-ray services	Nothing	28
Services provided by a hospital:		
• Inpatient	\$350 per person per hospitalization	47
• Outpatient	\$75 per procedure or visit	48
Emergency benefits:		
• In-area & out-of-area	\$100 per visit	52
Mental health and substance use disorder treatment:	Regular cost-sharing	54
Prescription drugs (pharmacy, for a 30-day supply per prescription unit or refill):	\$20 for generic prescription; \$40 for brand name prescription; \$60 for non-formulary prescription; 25% up to \$200 per 30-day supply for preferred specialty drugs; 50% up to \$500 per 30-day supply for non-preferred specialty drugs	57
Prescription drugs (mail order, for a 90-day supply or less per prescription unit or refill):	2 times the applicable prescription drug copayment; Mail order not available for specialty drugs	57
Dental care:	Not covered	61
Vision care: Routine eye exam and refractions for eyeglasses	\$25 per office visit.	35
Wellness and other special features:	Flexible benefits option; services for the deaf, hard of hearing, or speech impaired; services from other Kaiser Permanente regions; and travel benefit	62
Protection against catastrophic costs (out-of-pocket maximum):	Nothing after \$3,000/Self Only or \$6,000/Self and Family enrollment per year. Some costs do not count toward this protection	22

Summary of Benefits for Standard Option Kaiser Permanente - Washington Core 2021

- **Do not rely on this chart alone.** This is a summary. All benefits are subject to the definitions, limitations, and exclusions in this brochure. Before making a final decision, please read this FEHB brochure. You can also obtain a copy of our Summary of Benefits and Coverage as required by the Affordable Care Act at www.kp.org/feds/wa-core.
- 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.

Standard Option Benefits	You Pay	Page
Medical services provided by physicians:		
• Diagnostic and treatment services provided in the office	\$25 per primary care services (nothing for children through age 17) or \$35 per specialty care services office visit	27
• Diagnostic lab and X-ray services	Nothing	28
Services provided by a hospital:		
• Inpatient	\$750 per person per hospitalization	47
• Outpatient	\$150 per procedure or visit.	48
Emergency benefits:		
• In-area & out-of-area	\$150 copayment per visit	52
Mental health and substance use disorder treatment:	Regular cost-sharing	54
Prescription drugs (pharmacy, for a 30-day supply per prescription unit or refill):	\$5 for preventive generic drugs, \$20 for all other generic prescriptions; \$40 for brand name prescriptions; \$60 for non-formulary prescription; 25% up to \$200 per 30-day supply for preferred specialty drugs; 50% up to \$500 per 30-day supply for non-preferred specialty drugs	57
Prescription drugs (mail order, for a 90-day supply or less per prescription unit or refill):	2 times the applicable prescription drug copayment; Mail order not available for specialty drugs	57
Dental care:	Not covered	61
Vision care: Routine eye exam and refractions for eyeglasses	\$25 for primary care services (nothing for children through age 17) or \$35 for specialty care services per office visit	35
Wellness and other special features:	Flexible benefits option; services for the deaf, hard of hearing, or speech impaired; services from other Kaiser Permanente regions; and travel benefit	62
Protection against catastrophic costs (out-of-pocket maximum):	Nothing after \$5,000/Self Only or \$5,000/Self and Family enrollment per year. Some costs do not count toward this protection.	22

Summary of Benefits for Prosper Kaiser Permanente - Washington Core 2021

- **Do not rely on this chart alone.** This is a summary. All benefits are subject to the definitions, limitations, and exclusions in this brochure. Before making a final decision, please read this FEHB brochure. You can also obtain a copy of our Summary of Benefits and Coverage as required by the Affordable Care Act at www.kp.org/feds/wa-core.
- If you want to enroll or change your enrollment in this Plan, be sure to put the correct enrollment code from the cover on your enrollment form.
- We only cover services provided or arranged by Plan physicians, except in emergencies.
- Below an asterisk (*) means the item is subject to \$250 per person (\$500 per family) calendar year deductible.

Prosper Benefits	You Pay	Page
Calendar year deductible for covered services	\$250 per person, up to \$500 per family	22
Medical services provided by physicians:		
• Diagnostic and treatment services provided in the office	\$15 per primary care services or \$40 per specialty care services office visit	27
• Diagnostic lab and X-ray services	Nothing for lab services. \$50 per visit for X-ray services.	27
Services provided by a hospital:		
• Inpatient	\$350 per day up to \$1,500*	47
• Outpatient	\$250 per procedure or visit*	48
Emergency benefits:		
• In-area & out-of-area	\$200 per member per visit*	52
Mental health and substance use disorder treatment:	Regular cost-sharing	54
Prescription drugs (pharmacy, for a 30-day supply per prescription unit or refill):	\$5 for preventive generic drugs, \$20 for all other generic prescriptions; \$60 for brand name prescriptions; \$100 for non-formulary prescription; 35% up to \$300 per 30-day supply for preferred specialty drugs; 50% up to \$500 per 30-day supply for non-preferred specialty drugs	57
Prescription drugs (mail order, for a 90-day supply or less per prescription unit or refill):	2 times the applicable prescription drugs copayment; Mail order not available for specialty drugs	57
Dental Care	Not Covered	61
Vision care: Routine eye exam and refractions for eyeglasses	\$15 for primary care services or \$40 for specialty care services per office visit	35
Wellness and other special features:	Flexible benefits option; services for the deaf, hard of hearing, or speech impaired; services from other Kaiser Permanente regions; and travel benefit	62
Protection against catastrophic costs (out-of-pocket maximum):	Nothing after \$6,000/self only or \$12,000/self and family enrollment per year. Some costs do not count toward this protection.	22

2021 Rate Information for Kaiser Permanente - Washington Core

To compare your FEHB health plan options please go to www.opm.gov/fehbcompare.

To review premium rates for all FEHB health plan options please go to www.opm.gov/FEHBpremiums or www.opm.gov/Tribalpremium.

Non-Postal rates apply to most non-Postal employees. If you are in a special enrollment category, contact the agency that maintains your health benefits enrollment.

Postal rates apply to certain United States Postal Service employees as follows:

- **Postal Category 1 rates** apply to career bargaining unit employees who are represented by the following agreement: NALC.
- **Postal Category 2 rates** apply to career bargaining unit employees who are represented by the following agreement: PPOA.

Non-Postal rates apply to all career non-bargaining unit Postal Service employees and career bargaining unit employees who are represented by the following agreements: APWU, IT/AS, NPMHU, NPPN and NRLCA. Postal rates do not apply to non-career Postal employees, Postal retirees, and associated members of any Postal employee organization who are not career Postal employees.

If you are a Postal Service employee and have questions or require assistance, please contact:

USPS Human Resources Shared Service Center: 877-477-3273, option 5, Federal Relay Services: 800-877-8339

Premiums for Tribal employees are shown under the monthly non-Postal column. The amount shown under employee contribution is the maximum you will pay. Your Tribal employer may choose to contribute a higher portion of your premium. Please contact your Tribal Benefits Officer for exact rates.

Type of Enrollment	Enrollment Code	Non-Postal Premium				Postal Premium	
		Biweekly		Monthly		Biweekly	
		Gov't Share	Your Share	Gov't Share	Your Share	Category 1 Your Share	Category 2 Your Share
High Option Self Only	541	\$241.58	\$157.08	\$523.42	\$340.34	\$153.72	\$143.66
High Option Self Plus One	543	\$517.46	\$359.58	\$1,121.16	\$779.09	\$352.39	\$330.83
High Option Self and Family	542	\$562.25	\$314.79	\$1,218.21	\$682.04	\$306.98	\$283.56
Standard Option Self Only	544	\$213.93	\$71.31	\$463.52	\$154.50	\$68.46	\$59.19
Standard Option Self Plus One	546	\$492.04	\$164.01	\$1,066.08	\$355.36	\$157.45	\$136.13
Standard Option Self and Family	545	\$492.04	\$164.01	\$1,066.08	\$355.36	\$157.45	\$136.13
Prosper Self Only	PT4	\$135.00	\$45.00	\$292.50	\$97.50	\$43.20	\$37.35
Prosper Self Plus One	PT6	\$327.00	\$109.00	\$708.50	\$236.17	\$104.64	\$90.47
Prosper Self and Family	PT5	\$377.99	\$126.00	\$818.99	\$272.99	\$120.96	\$104.58