

2023 Open Enrollment

Find your healthy place

With care for all that is you

Los Angeles City Employees' Retirement System



Integrated care

Quality care begins with our integrated care delivery system, which offers you:

- Care and coverage together in one package
- A coordinated, connected care team
- Many convenient services under one roof



Quality care with you at the center

Your doctor will build a care plan based on your needs and work with your care team to deliver high-quality, personalized care.



Preventive care to keep you healthy



Specialty care when you need it



Support for ongoing conditions

Get care in your language — with multilingual doctors and phone interpretation in more than 150 languages.

We've helped deliver millions of COVID-19 vaccines to our members, communities, and underserved areas. Visit kp.org/covidvaccine to search vaccine appointments.



Mental health services

- Get support for a wide range of conditions, like anxiety, depression, substance use disorder, and autism spectrum disorders.
- Find care with psychiatrists, psychologists, marriage and family therapists, and more.
- Make an appointment for therapy within Kaiser Permanente without a referral.
- Use a wide range of online self-care resources at any time to help you relieve stress, improve sleep, practice mindfulness, and more.

Learn more at kp.org/mentalhealth.



Quality care when you need it

Same-day, next-day, and weekend appointments are available at most locations and by phone and video.



Visit us in person at a location near you.



Talk to a health care professional by phone or video.¹

24-hour virtual care on your schedule

If a trip to the doctor's office doesn't fit your schedule, it's easy to get fast, personalized support — daytime, nighttime, anytime.



- Schedule a phone or video visit with a doctor or clinician.¹
- Get 24/7 care advice by phone.
- Use our e-visit questionnaire to get personalized care advice for certain conditions, order many tests, and get some prescriptions online.

1. When appropriate and available. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent licensed clinicians from providing care across state lines. Laws differ by state. 2. High deductible health plans may require a copay or coinsurance for phone and video visits.

Convenient ways to get what you need

Good health goes beyond the doctor's office. Manage your care 24/7 with the Kaiser Permanente app or at kp.org.¹



Stay on top of your health²

- Schedule or cancel vaccinations and routine appointments.
- Email your doctor's office with nonurgent questions.
- Order a COVID-19 self-test.
- See most test results.
- Read your doctor's notes.



Fill prescriptions²

- Have most prescriptions delivered directly to your front door.³
- Get same-day or next-day delivery for an additional fee.⁴
- Order them for same-day pickup.

1. To use the Kaiser Permanente app, you must be a member registered on kp.org. 2. These features are available when you get care from Kaiser Permanente facilities. 3. Not all prescriptions can be mailed, restrictions may apply. Please check with your local pharmacy. 4. Same-day and next-day prescription delivery services may be available for an additional fee. These services aren't covered under your health plan benefits and may be limited to specific prescription drugs, pharmacies, and areas. Order cutoff times and delivery days may vary by pharmacy location. Kaiser Permanente isn't responsible for delivery delays by mail carriers. Kaiser Permanente may discontinue same-day and next-day prescription delivery services at any time without notice and other restrictions may apply. Medi-Cal and Medicaid beneficiaries should ask their pharmacy for more information about prescriptions.





Care while traveling

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



24/7 Away from Home Travel Line: **951-268-3900***
or kp.org/travel

More information about how and when to use Cigna's extensive national directory of care providers, clinics, and hospitals is available on kp.org/cigna

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

24/7 emotional support coaching app

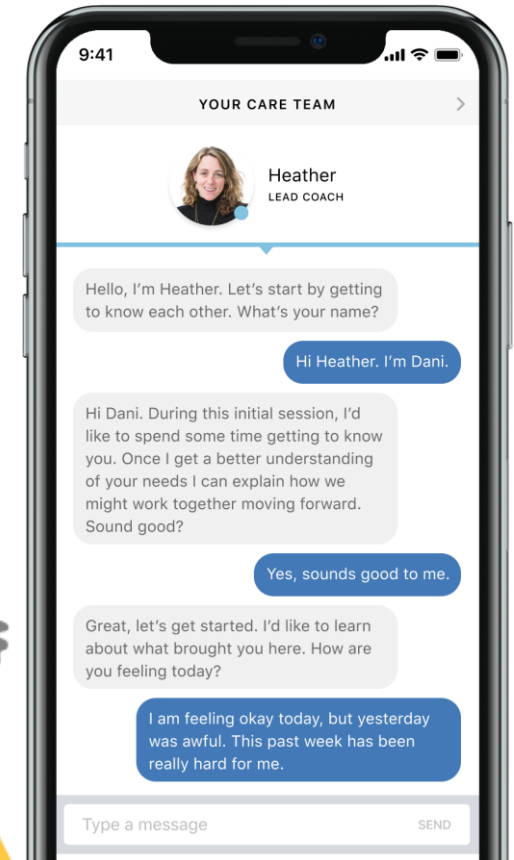
The Ginger app offers 1-on-1 support for many common challenges — like anxiety, stress, low mood, relationship issues, and more. Adult members can use the app for 90 days a year at no additional cost.



What can you do with Ginger?

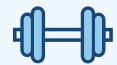
- Text with a coach anytime, anywhere, 24/7 for 90 days.
- Discuss goals, share challenges, and create an action plan with your coach.
- Get personalized, interactive skill-building tools from a library of more than 200 activities.
- View recaps from each texting session, track progress, and work with your coach to adjust your action plan as needed.

47 %
of users
say Ginger
helps with
anxiety*



*Sarah Kunkle et al., "Association Between Care Utilization and Anxiety Outcomes in an On-Demand Mental Health System: Retrospective Observational Study," *Journal of Medical Internet Research*, January 2021. This service isn't covered under your health plan benefits and isn't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. It may be discontinued at any time without notice. Coaching services aren't available to members under 18 or members enrolled in Medicare or Medicaid/Medi-Cal.

Added support to help you thrive¹



ClassPass reduced rates on fitness classes
kp.org/exercise



Self-care apps Calm and myStrength
kp.org/selfcareapps



Wellness Coaching by Phone
kp.org/wellnesscoaching



Online healthy lifestyle programs, videos,
podcasts, recipes, and more
kp.org/healthylifestyles



Reduced rates on specialty care services like
acupuncture, chiropractic care, massage therapy,
and gym memberships
kp.org/choosehealthy



On-site health education classes and support
groups²
kp.org/classes



Seasonal farmers markets³
kp.org/farmersmarket

1. These services aren't covered under your health plan benefits and aren't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. 2. Classes vary at each location and some may require a fee. 3. Not available in all areas. myStrength® is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.

ClassPass

Try yoga, cardio, and bootcamp — without leaving home.

Kaiser Permanente members get a special rate on ClassPass, which offers:



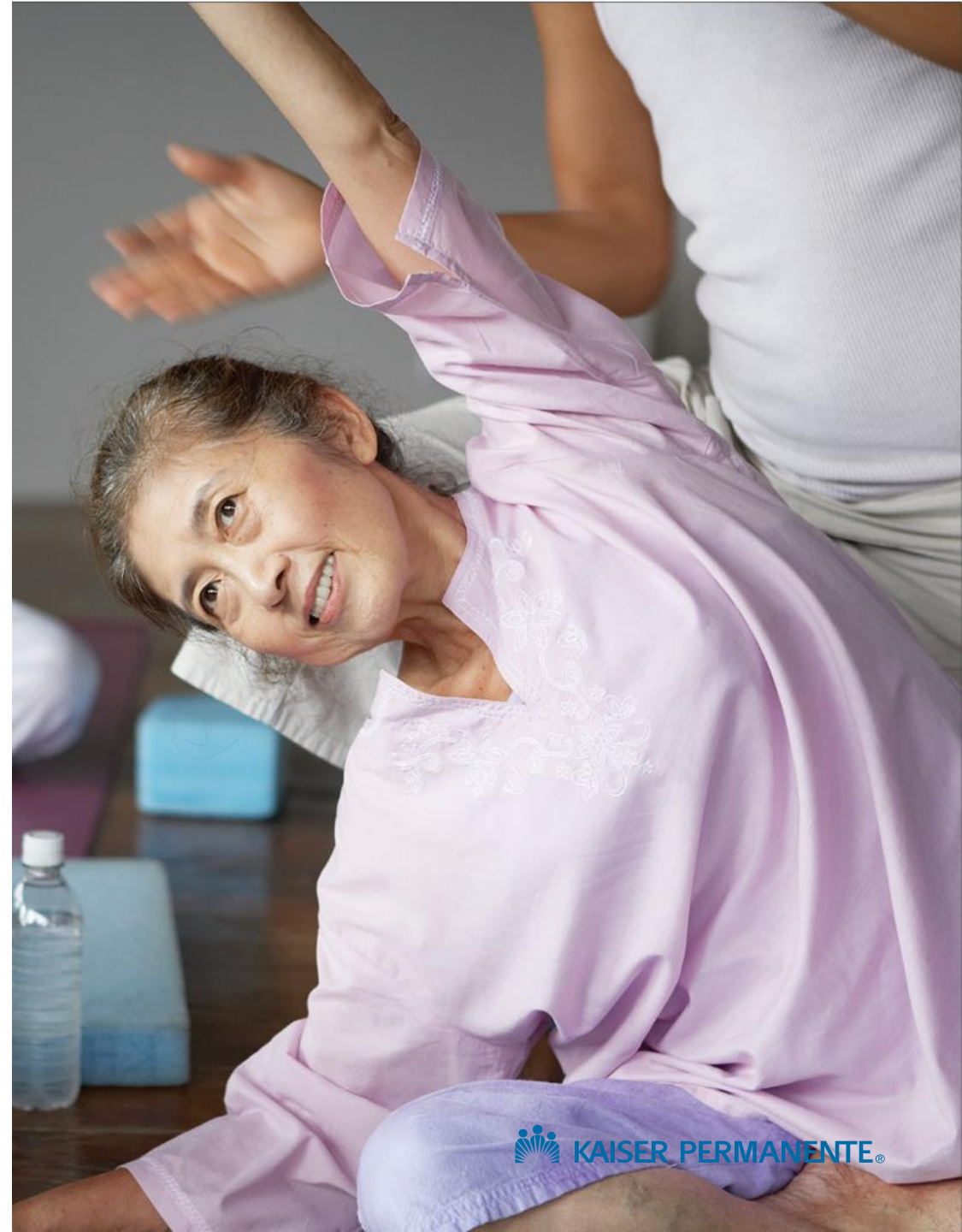
Unlimited on-demand video workouts

4,000+ online fitness classes — including cardio, dance, meditation, bootcamp, and more at no cost



In-person gym classes

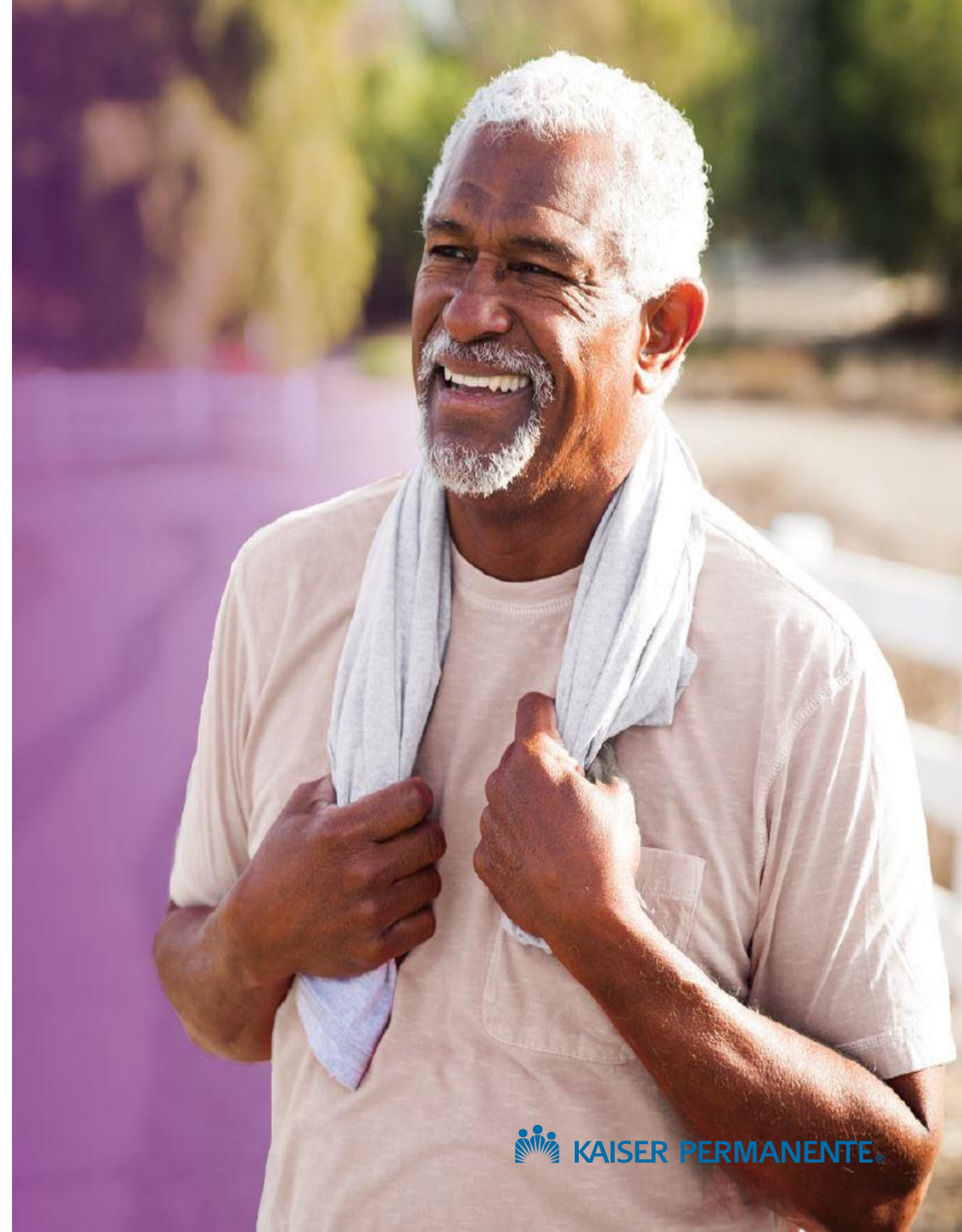
Reduced rates for classes at some of the top gyms and fitness studios in your area



Fitness Membership – Active&Fit

- Access to more than 13,000 gyms with one membership
- 8,000+ Digital Workout Videos
- Home Fitness Kits: Choose 1 of the following each benefit year:
 - Garmin® or Fitbit® Wearable Fitness
 - Tracker kit
 - Yoga kit with a mat
 - Beginner, Intermediate, or Advanced Strength kit with dumbbells and resistance bands
- Daily Workout Classes: Join a variety of workout classes available anytime on YouTube and Facebook

Go to kp.org/activeandfit to get started today! Questions?
Call toll-free at 1.877.750.2746
Monday through Friday, 5 a.m. to 6 p.m. Pacific time.



Medicare Retirees Added Benefits

Fitness Membership – Silver&Fit

Available at **no additional cost**, the Silver&Fit® Exercise can help you get active and stay healthy.

- All Kaiser Permanente Medicare health plan members can receive all of the following:
 - Fitness facility membership
 - Home fitness program with over 1,500 online classes
- Take part in live, daily classes on Facebook and YouTube
- Additional benefits include a resource library, rewards program, and a quarterly newsletter
- Learn more, register, and find a nearby fitness facility at: **SilverandFit.com**



Meals delivered to your home

As a Kaiser Permanente Medicare health plan member, you can get fresh, healthy meals delivered to your home immediately following an inpatient stay at a hospital or skilled nursing facility.

How does the meal plan work?

- 1 Upon discharge from an inpatient stay at a hospital or skilled nursing facility, your care team will refer you for meal delivery to your home
- 2 You can choose from over 70 entrées to support your dietary needs, including heart-healthy, diabetic-friendly, gluten-free, and more
- 3 You can get 3 meals per day for up to 4 weeks, for a total of 84 meals

To learn more about this no-cost meal delivery service, call the Member Service Contact Center at 1-800-443-0815 (TTY 711).



Transportation benefits

You can get a ride to and from your doctor visits at no charge.*

You can get a ride for:

- Doctor appointments
- Medical services, such as labs or X-rays
- Picking up medications or medical equipment

Types of transportation available:

- Rideshare, taxi, or other private transportation (can accommodate wheelchairs and walkers that collapse and fit into the trunk)
- Wheelchair van or gurney van service available for those who are unable to sit in a private vehicle for the duration of the ride

Your plan covers up to 24 one-way trips (50 miles per trip) per calendar year.

For rideshare, taxi, or private transportation services call: 1-877-930-1477 (TTY 711)



Discounted non-medical products & services

- Mom's Meals NourishCare® healthy meal delivery
 - Convenient, fully prepared meals with special rates
 - Call 1-866-224-9483 (TTY 711) or visit <https://momsmealsnc.com/>
- Lively™ Mobile Plus
 - Lively Mobile Plus is a Personal Emergency Response System (PERS)
 - Featuring a special one-time device fee of \$10 and a choice of two service plans starting at \$19 per month.
 - Urgent Response agents who can help identify additional community support or services
 - A connection between you and your caregiver through the GreatCall Link app
 - To learn more, visit <https://www.lively.com/partners/kp/>.
- Comfort Keepers® in-home care and assistance
 - In-home support and members get a 5% discount on all services
 - A free, no obligation, home-safety assessment
 - Call 1800-611-9689 (TTY 711) or visit <https://www.comfortkeepers.com/kaiser-permanente>



Up next, learn about your plan benefits and new locations in Northern and Southern California

Los Angeles City Employees Retirement System

Traditional HMO Plan (1/1/23—12/31/23)

Services	You Pay
Annual Out-of-Pocket Maximum	\$500 For any one member per calendar year/\$1,500 For family
Lifetime Maximum	None
Office Visits	\$20 per visit
Lab/X-rays	No charge
Outpatient Surgery	\$20 per procedure
Hospitalization Services	No charge
Emergency Services	\$100 per visit
Ambulance Services	\$0 per trip
Prescription Drugs (Generic and Brand)	\$15 Generic for up to a 30-day supply \$35 Brand-Name for up to a 30-day supply
Durable Medical Equipment	No charge
Eyewear	\$150 allowance
Hearing aid(s) every 36 months	Amount in excess of \$2,000 Allowance per aid

*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.

Los Angeles City Employees Retirement System

Senior Advantage (HMO) with Part D (1/1/23—12/31/23)

LACERS members can enroll in Senior Advantage if only eligible for part B only

Services	You Pay
Maximum yearly out-of-pocket costs	\$500 For any one member per calendar year
Covered service	You pay
Annual Wellness visit and the “Welcome to Medicare” preventive visit	No charge
Doctor’s office visit	\$15 copay per visit
Lab tests and radiology	No charge
Outpatient surgery	\$15 copay per procedure
Hospitalization	No charge
Emergency care	\$50 copay per visit
Ambulance Other transportation Services when provided by our designated transportation provider	No charge No charge for up to 24 one-way trips (50 miles per trip) per calendar year
Eyeglasses or contact lenses every 24 months	Amount in excess of \$150 Allowance
Hearing aid(s) every 36 months	Amount in excess of \$2,000 Allowance
Prescription medications	\$15 copay for up to a 100-day supply

*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.



Chiropractic and acupuncture

When you need chiropractic or acupuncture care follow these simple steps:

1. Find an ASH Participating Provider near you:
 - Go to ashlink.com/ash/kp or
 - Call 1-800-678-9133 (TTY), Monday through Friday, from 5 a.m. to 6 p.m. Pacific Time.
2. Schedule an appointment
3. Pay for your office visit when you arrive for your appointment

\$15 copay per visit/up to a combined total of 30 Chiropractic and Acupuncture visits per year.

New locations in Northern California

Scheduled to open

- Care Essentials in downtown San Francisco

Now open

- Alameda Medical Offices expansion
- Berkeley Medical Offices
- Fresno Spruce Medical Offices
- Lathrop Mental Health & Wellness
- Modesto Enterprise Mental Health & Wellness
- Redwood City Marshall Medical Offices
- San Francisco Center for Reproductive Health
- Downtown Santa Cruz Medical Offices
- Scotts Valley Mental Health/ & Wellness
- Stockton Behavioral Health expansion
- San Rafael Park Medical Offices



San Rafael Park Medical Offices (rendering)



Care Essentials in downtown San Francisco

New locations in Southern California

Now open

- Playa Vista Medical Offices
- Clairemont Mesa Medical Offices
- Hesperia Medical Offices
- Tri-City Medical Center (North San Diego County Affiliated Hospital)
- Downey Medical Center Expansion
- Cancer Care Center at Los Angeles Medical Center

Scheduled to open in 2023

- New Watts Medical Offices and Remodeled Learning and Counseling Center (Q1 2023)
- San Marcos Medical Center (Q4 2023)



Playa Vista Medical Offices



Want to learn more?

Choosing a health plan is a big decision — so we're here to answer any of your questions.



Ask about the essentials

- Where to get care
- Specialty care services
- How our doctors, hospitals, and health plan work together to make your life easier



Or about our extra features

- Video visits* and other convenient ways to get care
- Apps, podcasts, and other self-care resources available to you at no additional cost

Call **1-800-514-0985** (TTY 711), Monday through Friday, 7 a.m. to 6 p.m. Pacific time.

*When appropriate and available.

Thank you for your time today!



Questions?