

# Find your healthy place

With care designed to help you thrive

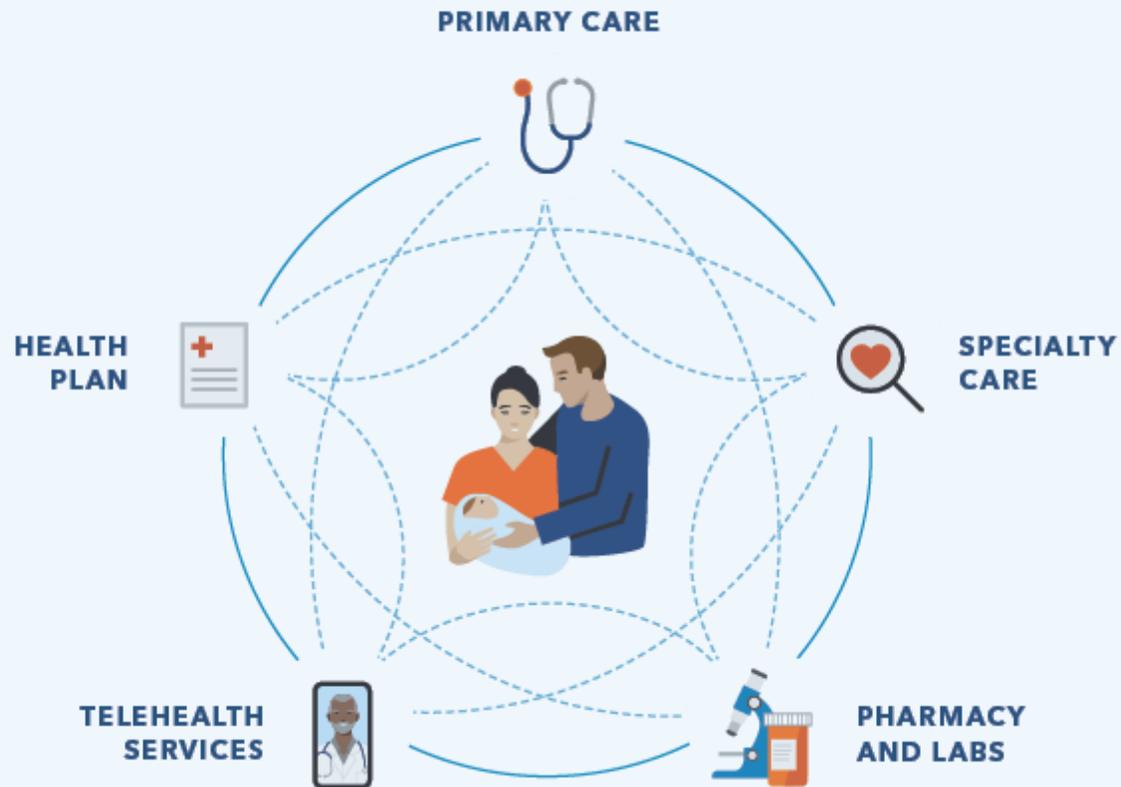
**Open Enrollment**



## **Welcome to Kaiser Permanente**

Los Angeles City Employees' Retirement System

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



We combine care and coverage:

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

Care feels easier and faster and is centered around you.

# 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](https://kp.org/covidvaccine) to search vaccine appointments.



# Convenient ways to get what you need

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



## Getting care

- Talk with a Kaiser Permanente clinician by video or phone for the same high-quality care as an in-person visit.<sup>1</sup>
- Get 24/7 care advice by phone or online.
- Email your doctor's office with nonurgent questions.<sup>2</sup>



## Managing your health<sup>2</sup>

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

1. When appropriate and available. 2. Available when you get care from Kaiser Permanente facilities.



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





## Care while traveling

It's important to remember that how you get care can vary depending on where you are. So, plan ahead and find out what emergency and other medical services are available where you'll be traveling.

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



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

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

# Specialty care you can trust

No matter what life throws your way, you can count on us. Get access to quality care from top doctors across a wide range of specialties. Here are a few areas where we lead the way.

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## Cancer care

Hearing that you have a cancer diagnosis can be overwhelming. But no member — or doctor — goes it alone. A multidisciplinary team works with you and your family to determine the best approach to your treatment.

Learn more at [kp.org/cancercare](https://kp.org/cancercare).

## Cardiac care

No 2 hearts are alike. There are many types of heart disease, and different people need different types of care. You and your doctor will make decisions about your care together, and you'll have guidance and support at every step.

Learn more at [kp.org/cardiaccare](https://kp.org/cardiaccare).



# Mental health services — care for the whole you

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

- Get support for a wide range of conditions, like anxiety, depression, substance use disorder, and autism spectrum disorders.
- Find care with psychiatrists, psychologists, 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](https://kp.org/mentalhealth).

[kp.org/pharmacy](http://kp.org/pharmacy)



# Mail Order Pharmacy

Skip the trip. Call or click to have our pharmacy come to you.

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- Save money
  - Get a 3-month supply for the price of 2 copays
  - No charge for shipping
- Save time
  - No driving to the pharmacy
  - No waiting in line
- An easy and convenient choice
  - See a cost estimate before you order most prescriptions
  - Get instant updates when your order ships
  - Track your order online and on the app
- Search our formulary Online  
<http://kp.org/formulary>
- Visit [kp.org/pharmacy](http://kp.org/pharmacy) or call our pharmacy center

1(866) 206-2983 (TTY 711) Monday through Friday, 7:00 am to 7 pm PDT.

# Added support to help you thrive<sup>1</sup>



ClassPass reduced rates on fitness classes



Self-care apps Calm and myStrength



Wellness Coaching by Phone



Online healthy lifestyle programs, videos, podcasts, recipes, and more



Reduced rates on specialty care services like acupuncture, chiropractic care, massage therapy, and gym memberships



On-site health education classes and support groups<sup>2</sup>



Seasonal farmers markets<sup>3</sup>

**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.

# 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



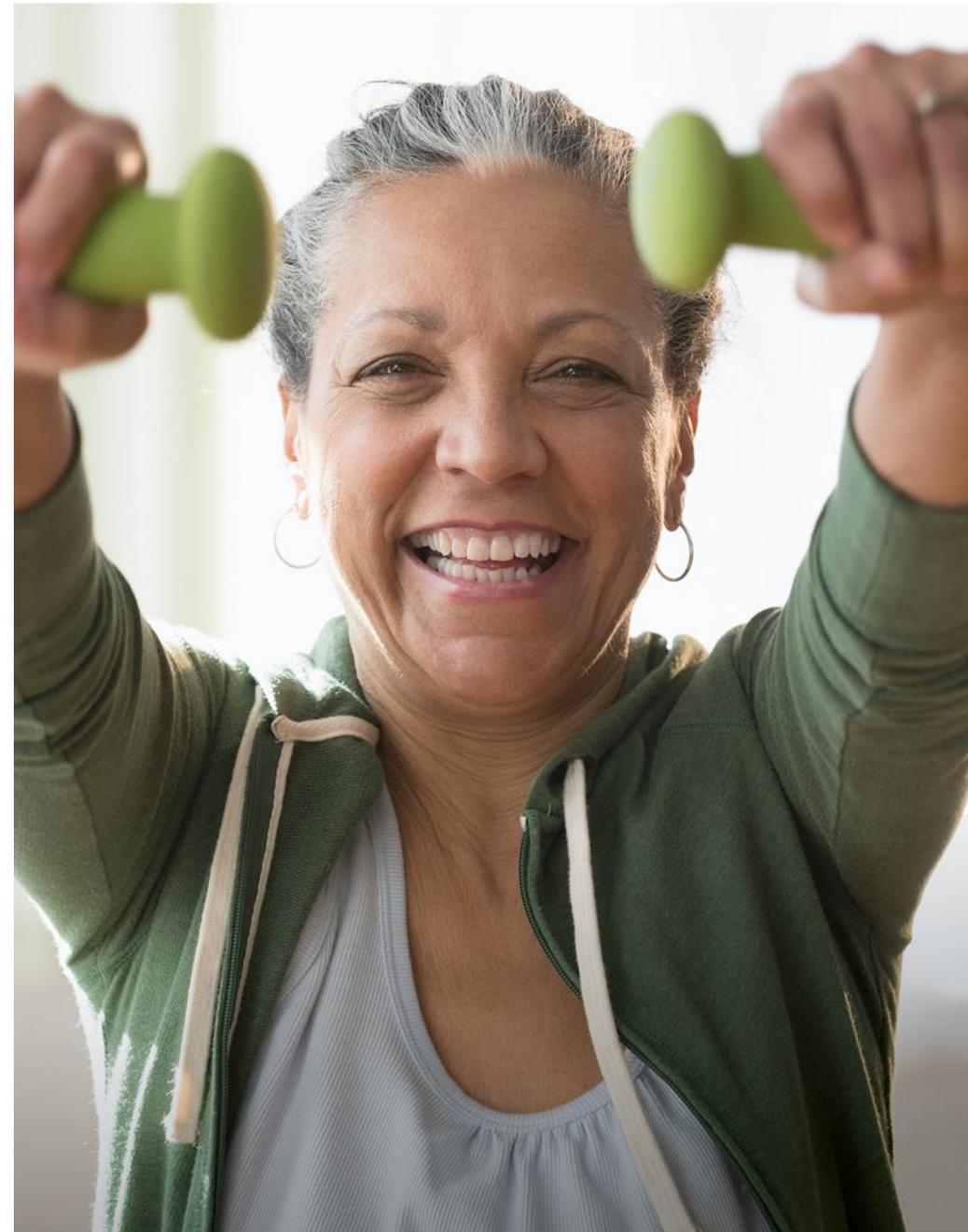
Go to [kp.org/activeandfit](https://kp.org/activeandfit) to get started today!  
Questions? Call toll-free 1.877.750.2746  
Monday through Friday, 5 a.m. to 6 p.m. Pacific time.

# Take advantage of Silver&Fit®

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

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- 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**



# Get fresh, nutritious meals delivered to your home at no charge

Your plan covers 84 meals



NEW BENEFIT AS OF 1/1/22

## Meals delivered to your home

- 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
- A representative from the meal provider will call you to talk about available menu options and to schedule delivery
- You can choose from over 70 entrees to support your dietary needs, including heart-healthy, diabetic-friendly, gluten-free, and more
- 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).

# Need a ride to the doctor? Your plan covers that.

To use this service, you must: Be a Medicare member and be going to a medical service covered by the plan.

To schedule a ride:

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- You can get a ride to and from your appointments at no cost
  - Your plan covers up to 24 one-way trips (50 miles per trip) per calendar year
  - You can get rides for: doctor appointments, medical services such as lab or X-ray and picking up medications or medical equipment
- For rideshare, taxi, or private transportation service call: 1-877-930-1477 (TTY 711)
  - Wheelchair van or gurney van service, request the service through your doctor
  - Request your ride at least 3 business days (Monday through Friday) before your appointment

# Discounted non-medical products & services

- Mom's meals
  - Convenient, fully prepared meals
  - Special rates
  - Call 1-866-224-9483 (TTY 711) or visit [momsmealsnc.com](https://momsmealsnc.com)
- Lifestation
  - Medical Alert System
  - Get the help you need 24/7
  - Special member-only discount
  - Call 1-866-880-6198 (TTY 711) or visit [lifestationadvantage.com](https://lifestationadvantage.com) to learn more
- Comfort Keepers caregiver
  - In-home support
  - Members get a 5% discount on all services
  - A free, no obligation, home-safety assessment
  - Call 1800-611-9689 (TTY 711) or visit [comfortkeepers.com/kaiser-permanente](https://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

## Kaiser Permanente Traditional HMO Plan (1/1/22—12/31/22)

<b>Yearly deductible</b>	None
<b>Maximum yearly out-of-pocket costs</b>	\$500 For any one member per calendar year/\$1,500 For family
<b>Covered service</b>	<b>You pay</b>
<b>Doctor's office visit</b>	\$20 per visit
<b>Routine physical maintenance exams, including well-woman exams</b>	\$20 per visit
<b>Lab tests and radiology</b>	No charge
<b>Outpatient surgery</b>	\$20 copay per procedure
<b>Hospitalization</b>	No charge
<b>Emergency care</b>	\$100 copay per visit
<b>Prescribed medications (up to a 30-day supply)</b>	Generic medications \$15 copay Brand-name medications \$35 copay Specialty medications \$100 copay

\*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 (1/1/22—12/31/22)

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

<b>Yearly deductible</b>	None
<b>Maximum yearly out-of-pocket costs</b>	\$500 For any one member per calendar year
<b>Covered service</b>	<b>You pay</b>
<b>Annual Wellness visit and the “Welcome to Medicare” preventive visit</b>	No charge
<b>Doctor’s office visit</b>	\$15 copay per visit
<b>Lab tests and radiology</b>	No charge
<b>Outpatient surgery</b>	\$15 copay per procedure
<b>Hospitalization</b>	No charge
<b>Emergency care</b>	\$50 copay per visit
<b>Ambulance</b>	No charge
<b>Other transportation Services when provided by our designated transportation provider</b>	No charge for up to 24 one-way trips (50 miles per trip) per calendar year
<b>Eyeglasses or contact lenses every 24 months</b>	Amount in excess of \$150 Allowance
<b>Hearing aid(s) every 36 months</b>	Amount in excess of \$2,000 Allowance
<b>Prescription medications</b>	\$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*.



## Your Kaiser Permanente

# Chiropractic and acupuncture benefits

When you need chiropractic and acupuncture care,  
follow these simple steps:

1. Find an ASH Participating Provider near you:
  - Go to [ashlink.com/ash/kp](https://ashlink.com/ash/kp), or
  - Call **1-800-678-9133** (TTY 711), 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.

**Office visit cost share: \$15 copayment per visit**  
**Up to a combined total of 30 Chiropractic and Acupuncture visits per year**

# New locations in Southern California

## Now open

- Playa Vista Medical Offices
- Clairemont Mesa Medical Offices
- Hesperia Medical Offices

## Scheduled to open

- Cancer Care Center at Los Angeles Medical Center (Q4 2021)
- Downey Medical Center expansion
- New Watts Medical Offices and Remodeled Learning and Counseling Center (Q1 2023)



Porter Ranch Medical Offices (rendering)

# New locations in Northern California

## Scheduled to open

- Care Essentials in downtown San Francisco
- San Rafael Park Medical Offices

## 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 (rendering)



Care Essentials in downtown San Francisco

# A better experience from the start

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

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## Personalized onboarding

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



## 3 easy steps to a healthy change

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





## Want to learn more?

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

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### 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