

2026-2027 Enrollment Guide
Oregon and Southwest Washington

Better health care. Built around you.



KAISER
PERMANENTE®

Get the care you deserve at
kp.org/choosekp

Health care is better when it all works together

With Kaiser Permanente, you get seamless care and coverage in one plan, so you can focus on your next adventure.

Explore how we support you with:

Integrated care teams that connect the dots

Care that works around your schedule

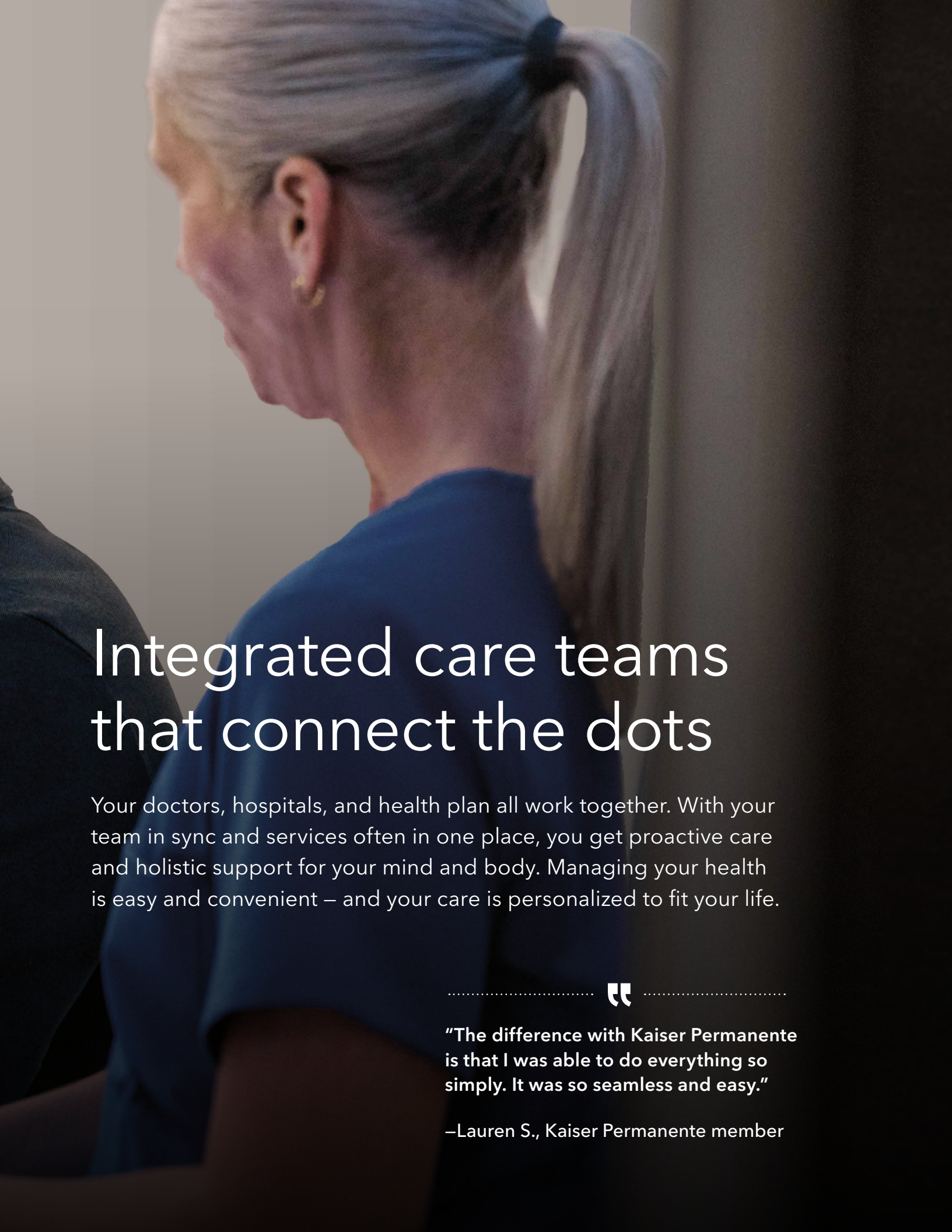
Tools for your mental and physical wellness

Care that makes staying healthy simple



**Care for today.
Confidence for tomorrow.**

Discover care that moves with you at
kp.org/choosekp.



Integrated care teams that connect the dots

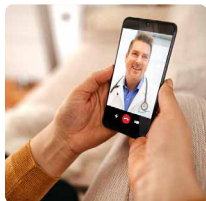
Your doctors, hospitals, and health plan all work together. With your team in sync and services often in one place, you get proactive care and holistic support for your mind and body. Managing your health is easy and convenient – and your care is personalized to fit your life.



“The difference with Kaiser Permanente is that I was able to do everything so simply. It was so seamless and easy.”

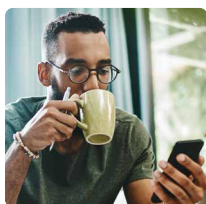
–Lauren S., Kaiser Permanente member

Care that works around your schedule



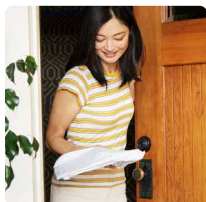
Virtual care made personal

When you need care in the moment, connect by phone or video with someone who knows your health history.¹



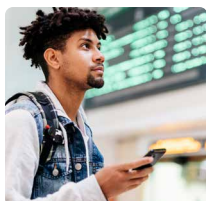
24/7 control with our award-winning app

Use the Kaiser Permanente app to securely message your care team, manage appointments, refill most prescriptions, view most lab results, pay bills, and more.^{2, 3}



Mail-order pharmacy

Order prescription refills online, and we'll deliver them to you at no extra charge.⁴ You can also pick them up in person with same-day service.



Support wherever you travel

You're covered worldwide if you need urgent or emergency care when you're away. Visit [**kp.org/travel**](https://kp.org/travel) for more details or call the travel line at **951-268-3900** (TTY 711).⁵

Care at your fingertips

You have many easy ways to get care, when and where it works for you.

- Self-services at kp.org
- E-visit⁶
- Phone or video visit
- Care advice and appointing
- Care team email
- Walk-in at nurse treatment center
- Same-day service
- In-person visit
- Urgent care
- Emergency department



Visit kp.org/getcare to find the care option that meets your needs – and fits your life.

Holistic support for your physical and mental health

Resilient mind, balanced life

You don't need a referral to access therapy or other mental health support within Kaiser Permanente for depression, anxiety, stress, and addiction. Feel your best with the help of mindfulness apps and other self-care resources.⁷

Tools to reach your health goals

Take advantage of classes, services, self-care apps, and programs to help you achieve your health goals. Visit kp.org/mentalhealth.

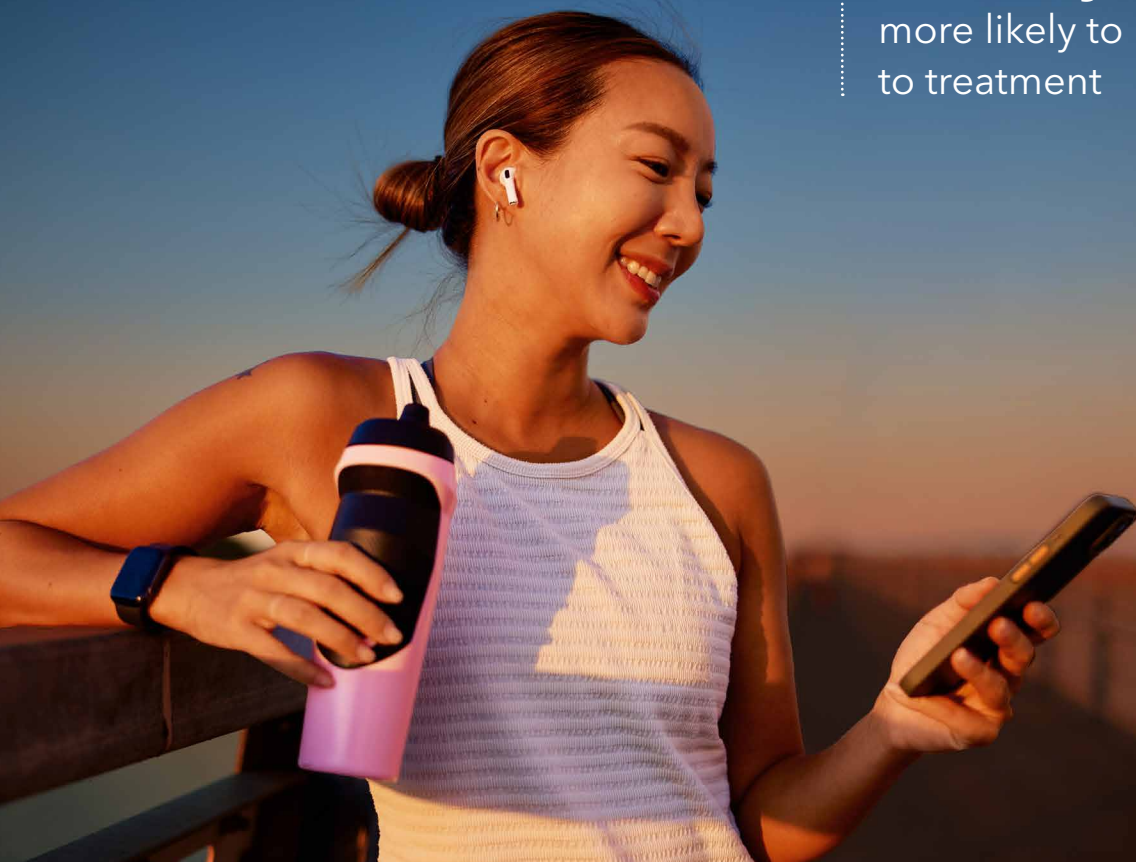
Our members are:⁸

4x

more likely to be
screened for depression

Nearly 2x

more likely to respond
to treatment



Good health goes beyond the doctor's office

Explore some of the convenient options available to members.
Many of these resources are available at no additional cost.

SELF-CARE APPS

Try self-care apps at no cost. These apps have been evaluated by Kaiser Permanente clinicians and can help with sleep, stress, anxiety, and more. Visit kp.org/selfcare to sign up.

HEALTHY REWARDS PROGRAM

Earn up to \$150 annually with a wide range of lifestyle-focused activities. Visit kp.org/rewards to get started.

ONE PASS AFFINITY FROM ONE PASS SOLUTIONS

Choose a fitness plan and get unlimited access to premium fitness locations. From strength training to yoga classes and grocery delivery, you can get what you need for whole-body health in one easy plan. Learn more at kp.org/exercise.

HEALTHY LIFESTYLE PROGRAMS

Connect to your health with online programs to help you lose weight, quit smoking, reduce stress, and more. Learn more at kp.org/healthylifestyle.

WELLNESS COACHING

Get help reaching your health goals by working one-on-one with a wellness coach by phone. Learn more at kp.org/wellnesscoach.

ALTERNATIVE CARE AND CHIROPRACTIC

Get discounts on naturopathic medicine, chiropractic care, massage, and other alternative therapies from providers belonging to Heraya Health. Visit herayahealth.com to learn more and select your provider.

Exceptional care makes getting and staying healthy simple

Most of our plans include preventive screenings, prenatal care, and nutrition counseling – at no extra cost. If you need specialty care, you'll have access to groundbreaking technology, trusted doctors, and proven treatments tailored to your needs.

Some of our specialty care services include:

- Addiction Medicine
- Allergy and immunology
- Audiology
- Behavioral/mental health
- Cardiology
- Diagnostic imaging and radiology
- Dialysis services
- Ear, nose, and throat (ENT)/head and neck surgery
- Endocrinology
- Gastroenterology
- Genetics
- Infectious diseases
- Infusion services
- Labor and delivery
- Nephrology
- Neurology
- Neurosurgery
- Nutritional and dietary guidance
- Obstetrics and gynecology
- Oncology
- Orthopedics
- Pain management
- Physical, occupational, and speech therapy
- Podiatry
- Sleep medicine
- Urology

Your care transition made easy

Concerned about transitioning your care? At Kaiser Permanente, we help guide new members through each step. So you can get the care you need without missing a beat.

Follow these simple steps to get started. Want help getting set up? Talk to an enrollment specialist by calling **1-800-514-0985 (TTY 711)**, Monday through Friday, 7 a.m. to 6 p.m. Pacific time.

1

CONNECT TO CARE ONLINE

Once your coverage begins, create an account at kp.org or download the Kaiser Permanente app. Then manage your health on your schedule – whenever, wherever.

2

CHOOSE YOUR DOCTOR

We know having a doctor you connect with is an important part of taking care of your health. Browse our online doctor profiles to find a doctor and locations in your area, even before you enroll, at kp.org/newmember.

3

GET PRESCRIPTIONS

Have your prescription information handy, and we'll help you take care of the rest. Follow the steps to transition your prescriptions online or call to speak with an enrollment specialist.



Health care doesn't have to be confusing

If you don't know the difference between a deductible and an out-of-pocket maximum, you're not alone. But rest assured – we're here to help make health care easier to understand.

Get help learning the basics at kp.org/healthplanbasics/nw.

Where to find care

With Kaiser Permanente medical offices and affiliated locations conveniently located throughout our service area, getting care is easier than ever. Plus, many Kaiser Permanente locations offer pharmacy, lab, X-ray, dental, and vision services in the same building or nearby, helping you take care of more of your health needs in one visit.

Portland area

- Beaverton Medical Office
- Brookside Center
- Cedar Hills Medical Office
- Clackamas Eye Care & Imaging
- Gateway Medical Office
- Interstate Medical Office Central
- Interstate Medical Office East
- Interstate Medical Office South
- Interstate Radiation Oncology Center
- Kaiser Permanente Hillsboro Medical Office
- Mt. Scott Medical Office
- Mt. Talbert Medical Office
- Rockwood Medical Office
- Sunnybrook Medical Office
- Sunnyside Medical Center
- Sunset Medical Office
- Tanasbourne Medical Office
- Tualatin Medical Office
- Westside Medical Center

Vancouver area

- Battle Ground Medical Office
- Cascade Park Medical Office
- Legacy Salmon Creek Medical
- Mill Plain One Medical Office
- PeaceHealth Southwest Medical Center
- Orchards Medical Office
- Salmon Creek Medical Office
- Thurston Way Imaging Center

Salem area

- Keizer Station Medical Office
- North Lancaster Medical Office
- Salem Hospital
- Santiam Hospital
- West Valley Hospital
- West Salem Medical Office

Longview area

- Longview-Kelso Medical Office
- PeaceHealth St. John Medical Center

Eugene area

- Chase Gardens Medical Office
- PeaceHealth Medical Centers

McMinnville area

- Kaiser Permanente McMinnville Primary Care



For a list of our most current locations, please visit kp.org/locations.

Building the future of health care at Sunnyside Medical Center

Kaiser Permanente is enhancing its Sunnyside Medical Center in Clackamas with a state-of-the-art hospital tower scheduled to open in 2029.

The new hospital tower will feature:

- Private patient rooms that support healing and visitor comfort
- Advanced robotics and image-guided surgical equipment
- Expanded emergency room to better serve the community, especially in times of peak demand
- Thoughtful campus layout for easy navigation and wayfinding for patients, staff, and the public
- Green spaces, walking paths, and healing gardens to enhance the care and recovery experience



Community is at our core

Kaiser Permanente furthers our mission with initiatives that help people address the clinical, social, economic, and environmental factors that affect their health. This work enlists our entire organization and region: doctors, dentists, nurses, technicians, navigators, employees, and our community partners from Longview, Washington, to Eugene, Oregon.



IN 2025, KAISER PERMANENTE DEDICATED

More than \$212 million

to initiatives that help improve the total health of our members and the communities we serve.⁹

17,702

hours of community service by Kaiser Permanente Northwest employees

113,000

pounds of food feeding 16,250 people was distributed in Oregon

267

patients received no-cost oral health care valued at \$154,032

727

patients were served by participants in the Mental Health Accelerator program

\$212,656,882

invested in community health initiatives across the Northwest

Take the next step toward a better care experience

Ready to make life simpler with smarter coverage? Discover how easy it can be to get care designed around you.



Find the plan that fits your needs

Explore our health plan options at kp.org/choosekp.

Want help getting started?

Talk to an enrollment specialist today about specialty care, extra features, and more. Call **1-800-514-0985** (TTY **711**), Monday through Friday, 7 a.m. to 6 p.m. PT.

Member Services

1-800-813-2000 (English)
1-800-324-8010 (language interpretation services) **711** TTY
Monday through Friday, 8 a.m. to 6 p.m.

New Member Welcome Desk

1-888-491-1124
Monday through Friday, 8 a.m. to 6 p.m.

New Member Pharmacy Services

1-888-572-7231
Monday through Friday, 8 a.m. to 6 p.m.



NONDISCRIMINATION STATEMENT AND NOTICE OF LANGUAGE ASSISTANCE

Nondiscrimination Notice

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal and state civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin (including limited English proficiency), age, disability, or sex (including sex characteristics, intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes).

Kaiser Health Plan:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, braille, and accessible electronic formats
- Provides no cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call Member Services at **1-800-813-2000** (TTY: **711**).

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation, you can file a grievance with our Civil Rights Coordinator, by mail, phone, or fax. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. You may contact our Civil Rights Coordinator at:

Member Relations Department
Attention: Kaiser Civil Rights Coordinator
500 NE Multnomah St., Suite 100
Portland, OR 97232-2099
Fax: **1-855-347-7239**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
Phone: **1-800-368-1019**
TDD: **1-800-537-7697**

Complaint forms are available at **www.hhs.gov/ocr/office/file/index.html**.

This notice is available at **<https://healthy.kaiserpermanente.org/oregon-washington/language-assistance/nondiscrimination-notice>**.

For Washington Members:

You can also file a complaint with the Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint portal, available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at 1-800-562-6900, or 360-586-0241 (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/online-services/cc/pub/complaintinformation.aspx>.

Help in Your Language

ATTENTION: If you speak English, language assistance services including appropriate auxiliary aids and services, free of charge, are available to you. Call **1-800-813-2000** (TTY: 711).

አማርኛ (Amharic) ትኩረት: አማርኛ የሚናገሩ ከሆነ ተገቢ የሆኑ ረዳት መርጃዎችን እና አገልግሎቶችን ጨምሮ የቋንቋ እርዳታ አገልግሎቶች በነጻ ይገኛሉ። በ **1-800-813-2000** ይደውሉ (TTY: 711)።

العربية (Arabic) تنبيه: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية بما في ذلك من وسائل المساعدة والخدمات المناسبة بالمجان. اتصل بالرقم **1-800-813-2000** (TTY: 711).

中文 (Chinese) 注意事項: 如果您說中文，您可獲得免費語言協助服務，包括適當的輔助器材和服務。致電**1-800-813-2000** (TTY: 711)。

فارسی (Farsi) توجه: اگر به زبان فارسی صحبت می‌کنید، «تسهیلات زبانی»، از جمله کمک‌ها و خدمات پشتیبانی مناسب، به صورت رایگان در دسترس‌تان است با **1-800-813-2000** تماس بگیرید (TTY تلفن متنی: 711).

Français (French) ATTENTION : si vous parlez français, des services d'assistance linguistique comprenant des aides et services auxiliaires appropriés, gratuits, sont à votre disposition. Appelez le **1-800-813-2000** (TTY: 711).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, steht Ihnen die Sprachassistentz mit entsprechenden Hilfsmitteln und Dienstleistungen kostenfrei zur Verfügung. Rufen Sie **1-800-813-2000** an (TTY: 711).

日本語 (Japanese) 注意: 日本語を話す場合、適切な補助機器やサービスを含む言語支援サービスが無料で提供されます。 **1-800-813-2000**までお電話ください (TTY: 711)。

ខ្មែរ (Khmer) យកចិត្តទុកដាក់: បើអ្នកនិយាយខ្មែរ សេវាជំនួយភាសា រួមទាំងជំនួយនិងសេវាសម្រួលដោយគិតគិតថ្លៃ មានចំពោះអ្នក។ ហៅ **1-800-813-2000** (TTY: 711)។

한국어 (Korean) 주의: 한국어를 구사하실 경우, 필요한 보조 기기 및 서비스가 포함된 언어 지원 서비스가 무료로 제공됩니다. **1-800-813-2000**로 전화해 주세요 (TTY: 711).

ລາວ (Laotian) ເອົາໃຈໃສ່: ຖ້າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ລວມທັງອຸປະກອນ ແລະ ການບໍລິການຊ່ວຍເຫຼືອທີ່ເໝາະສົມ ຈະມີໃຫ້ທ່ານໂດຍບໍ່ເສຍຄ່າ. ໂທ **1-800-813-2000** (TTY: 711).

Afaan Oromoo (Oromo) XIYYEEFFANNOO: Yoo Afaan Oromo dubbattu ta'e, Tajaajila gargaarsa afaanii, gargaarsota dabalataa fi tajaajiloota barbaachisoo kaffaltii irraa bilisa ta'an, isiniif ni jira. **1-800-813-2000** irratti bilbilaa (TTY:- 711)

ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ, ਜਿਨ੍ਹਾਂ ਵਿੱਚ ਯੋਗ ਸਹਾਇਕ ਸਹਾਇਤਾਵਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਸ਼ਾਮਲ ਹਨ। ਕਾਲ ਕਰੋ **1-800-813-2000** (TTY:- 711)।

Română (Romanian) ATENȚIE: Dacă vorbiți română, vă sunt disponibile gratuit servicii de asistență lingvistică, inclusiv ajutoare și servicii auxiliare adecvate. Sunați la **1-800-813-2000** (TTY: 711).

Русский (Russian) ВНИМАНИЕ! Если вы говорите по-русски, вам доступны бесплатные услуги языковой поддержки, включая соответствующие вспомогательные средства и услуги. Позвоните по номеру **1-800-813-2000** (TTY: 711).

Español (Spanish) ATENCIÓN: Si habla español, tiene a su disposición servicios de asistencia lingüística que incluyen ayudas y servicios auxiliares adecuados y gratuitos. Llame al **1-800-813-2000** (TTY: 711).

Tagalog (Tagalog) PAALALA: Kung nagsasalita ka ng Tagalog, available sa iyo ang serbisyo ng tulong sa wika kabilang ang mga naaangkop na karagdagang tulong at serbisyo, nang walang bayad. Tumawag sa **1-800-813-2000** (TTY: 711).

ไทย (Thai) โปรดทราบ: หากท่านพูดภาษาไทย ท่านสามารถขอรับบริการช่วยเหลือด้านภาษา รวมทั้งเครื่องช่วยเหลือและบริการเสริมที่เหมาะสมได้ฟรี โทร **1-800-813-2000** (TTY: 711).

Українська (Ukrainian) УВАГА! Якщо ви володієте українською мовою, вам доступні безкоштовні послуги з мовної допомоги, включно із відповідною додатковою допомогою та послугами. Зателефонуйте за номером **1-800-813-2000** (TTY: 711).

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói tiếng Việt, bạn có thể sử dụng các dịch vụ hỗ trợ ngôn ngữ miễn phí, bao gồm các dịch vụ và phương tiện hỗ trợ phù hợp. Xin gọi **1-800-813-2000** (TTY: 711).

Notes

1. When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state. **2.** These features apply to care you get at Kaiser Permanente facilities. **3.** To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org. These features are available when you get care from Kaiser Permanente facilities. **4.** Not all prescriptions can be mailed, and restrictions may apply. Please check with your local pharmacy. **5.** This number can be dialed from both inside and outside the United States. Before the phone number, dial “001” for landlines and “+1” for mobile lines if you’re outside the country. 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. **6.** Applicable cost shares will apply for services or items ordered during an e-visit. **7.** The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your Evidence of Coverage or other plan documents. The apps and services may be discontinued at any time. **8.** Kaiser Permanente 2025 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2025 and is used with the permission of NCQA. Quality Compass 2025 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality. **9.** Kaiser Permanente Community Health Snapshot 2025: kp.org/communityreport/nw



"You have enough stressors in your life. We don't think health care should be one of them."

—Peter Barkett,
Kaiser Permanente physician



KAISER PERMANENTE®

Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232

Information in this brochure was accurate at the time of production. Details may have changed since publication.

For more information about Kaiser Permanente benefits, availability, and restrictions, go to kp.org/disclosures.