



How to find providers and get care

Kaiser Permanente Access PPO and HSA plans

With an Access PPO or HSA plan, you have the freedom to choose from thousands of providers and facilities in local, regional, and national networks. You also have many ways to receive care, including online services and a 24/7 nurse helpline.

Heritage Bank employees are in 2 of Kaiser Permanente’s 8 regions: Kaiser Permanente Washington and Kaiser Permanente Northwest. Use this guide to find out how to get care and services in your region, and to see what your plan has to offer you.

- How to find a provider 2**
- Many ways to get care..... 3**
- Online services 4**
- Resources for healthy living..... 5**

Questions?
 Call Kaiser Permanente
 Washington Member Services:
206-630-4636 or
1-888-901-4636 (TTY 711)

How to find a provider

Access PPO and HSA plans include a broad range of providers in your area and across the country. Use the links below to search for providers. You can choose who you like, and change at any time.

First Choice Health Network

For care in Washington, Oregon, Idaho, Montana, and Alaska.

 fchn.com

First Health Network

For care in all other states, you can search this national network with more than a million providers.

 myfirsthealth.com

Find a pharmacy

You'll find hundreds of in-network pharmacies in Washington in the Kaiser Permanente provider directory.


 kp.org/wa/directory

You can also search for OptumRx pharmacies in Washington state. OptumRx is a national network.


 kp.org/wa/optumrx-wa

For help finding pharmacies in Oregon, call Member Services at 1-888-901-4636 (TTY 711).

New member?

 Call our Kaiser Permanente Washington new member welcome team at **206-630-0029** or **1-888-844-4607 (TTY 711)**. We'll help you find a doctor, transition your care, transfer your prescriptions, and more.

Renewing member?

 Call Member Services at **206-630-4636** or **1-888-901-4636 (TTY 711)** Monday through Friday, 8 a.m. to 5 p.m., for help finding a provider or pharmacy in your network.

Note: You may be asked if you have a primary care provider. This is only so we can keep your account up to date and provide you with the best service. You aren't required to have a designated primary care provider.

Kaiser Permanente providers and other community providers

For care in the Kaiser Permanente Washington region:

 kp.org/wa/directory

Kaiser Permanente Washington counties:

Benton, Columbia, Franklin, Island, King, Kitsap, Kittitas, Lewis, Mason, Pierce, San Juan, Skagit, Snohomish, Spokane, Thurston, Whatcom, Walla Walla, Whitman, Yakima
(Cowlitz and Clark are in the Kaiser Permanente Northwest region.)

For care in the Kaiser Permanente Northwest region, call Member Services at 206-630-4636 or 1-888-901-4636 (TTY 711) to establish visiting member access before you search for a provider.

 kp.org/kpfacilities

Kaiser Permanente Northwest counties:

Washington state: Cowlitz and Clark
Oregon state: Clackamas, Lane, Marion, Multnomah, Polk, Washington

Many ways to get care

As a Kaiser Permanente member, you have lots of options for getting high-quality care when you want it. For more information about these care options, visit kp.org/wa/getcare.

Come in

Doctor appointment

Your doctor is your partner in health, and sometimes coming in for a visit is exactly what you need. Kaiser Permanente medical offices have many services under one roof, so you can get more of what you need in just one trip.

Urgent care

For issues that require prompt attention, you can walk in to any Kaiser Permanente urgent care center – some are open 24/7. Or go to one of many walk-in clinics or urgent care locations throughout the region that are available with your plan.

CareClinic by Kaiser Permanente at Bartell Drugs

With 15 locations across the Puget Sound area, CareClinic at Bartell Drugs offers walk-in care for minor medical issues for everyone age 2 and up. It is staffed by Kaiser Permanente clinicians. Open every day 9 a.m. to 7 p.m. including weekends.

Click

Care Chat

Care Chat is an online messaging feature that lets you get real-time medical care from a Kaiser Permanente care provider. It's available 7 days a week, 8 a.m. to 10 p.m.

Online visit¹

For common medical issues that don't need a physical exam, such as a sore throat or allergies, go online and get a diagnosis and a treatment plan, usually within 2 hours.

Email your doctor²

You can email your Kaiser Permanente care team nonurgent questions when it's convenient for you. You'll get an answer within 2 business days and often that same day.

Call

Consulting Nurse

When you need advice or help figuring out where to get care, our 24/7 Consulting Nurse helpline is here for you. Call [206-630-2244](tel:206-630-2244) or [1-800-297-6877](tel:1-800-297-6877).



Travel benefits

You're covered for emergency and urgent care anywhere in the world.

kp.org/wa/travel



If you have a life-threatening emergency, call 911 or go to the nearest hospital.

¹Prescriptions from online visits must be filled at Kaiser Permanente Washington medical offices or mail-order service.

²This service is available when you get care at Kaiser Permanente medical offices.

All plans offered and underwritten by Kaiser Foundation Health Plan of Washington Options, Inc.

Online services

Many providers offer online services to their patients, but specific services can vary depending on who you pick and where you get your care. These services are meant to help you keep track of your health care, so it's a good idea to check with your provider's office to see if they offer things like doctor-patient email or access to your online medical record.

Services at kp.org/wa

No matter where you get your care, there are several useful tools available on our website, so be sure to register at kp.org/wa.

- Find a doctor
- Refill prescriptions
- Check your health coverage
- Complete your Health Profile
- Access the health information library

If you choose a Kaiser Permanente provider, we're able to offer you these additional services:

- Email your care team
- Schedule appointments
- View your lab results and online medical record
- Access your child's medical record¹
- See your after-visit summaries
- Pay bills
- Access online services with the Kaiser Permanente Washington app

¹Due to privacy laws, certain features may not be available if they're being accessed on behalf of a child younger than 18.
All plans offered and underwritten by Kaiser Foundation Health Plan of Washington Options, Inc.

Resources for healthy living



Wellness blog

Visit kp.org/wa/health for wellness information, recipes, fitness ideas, and tips for healthy aging.



Healthy lifestyle programs

Find discounts on fitness facilities nationwide, exercise videos, workout equipment, and weight management programs at globalfit.com/kpwa.



Personal wellness coaching

Work one-on-one by phone with a personal wellness coach – at no additional cost. You can get help and inspiration for reaching a variety of health goals. Find out more at kp.org/wa/wellness-coach.



Classes and support groups

Sign up for health classes and support groups held at Kaiser Permanente medical offices and some community locations. Some may require a fee. See what's available near you at kp.org/wa/classes.



Help to quit smoking

Quit for good with one of the country's most successful tobacco cessation programs – at no additional cost. Phone-based or online. Visit quitnow.net/kpwa for details.



Alternative care discounts

Enjoy a 20% discount on acupuncture, naturopathy, chiropractic care, yoga, Pilates, and more with Complementary Choices™. Learn more at kp.org/wa/alternative-medicine.



Sponsored events

Connect with other fitness enthusiasts at our sponsored events across Washington state, including walking, running, biking, and cooking. Look for upcoming events at kp.org/wa/community-events.



Care management

Get support, coordination, and outreach beyond the doctor's office, including disease management, complex case management, and hospitalization management and transition. Call **1-866-656-4183** between 8 a.m. and 5 p.m., Monday through Friday.