In Northern California, we provide quality care for more than 3 million members at more than 178 locations. Members in Northern California receive services from more than 6,500 Permanente Medical Group physicians.

Go to kp.org for exact addresses and contact information.

Areas served
Fairfield
Fremont
Fresno
Modesto
Napa
Oakland
Sacramento
San Francisco
San Jose
Santa Rosa
Stockton
Vacaville

For more information
If you have questions about available products and services in Northern California, please contact your Kaiser Permanente sales or account manager.

Medical centers (hospitals and medical offices)  Other facilities
Medical offices
Northern California

Kaiser Permanente Member Services
1-800-464-4000 English
1-800-788-0616 Spanish
1-800-757-7585 Chinese dialects
1-800-788-0710 KPIC Member Service Call Center
1-800-777-1370 TTY for the hearing or speech impaired

Membership Administration
1-800-731-4661

Medical groups
• The Permanente Medical Group
  2,100 primary care physicians
  4,500 specialists
• Private Healthcare Systems (PHCS) Network
  3,045 primary care physicians
  14,547 specialists

While Permanente Medical Group physicians provide care for most plan members, those enrolled in our POS, PPO, and Out-of-Area Indemnity plans may receive care from either a PHCS Network provider, through a contracted arrangement, or from any licensed provider nationwide.

Pharmacy
We own and operate most of our 240+ outpatient pharmacies in California. For their convenience, members can find our pharmacies in Kaiser Permanente medical centers, medical office buildings, and sometimes in leased space near our campuses. In areas without a Kaiser Permanente pharmacy, we contract with outside pharmacies to provide prescription drug services. Members also have the option of receiving their prescriptions by mail. In Northern California, members can use these contracted pharmacies:
• Stanislaus County—select Rite Aid and Save Mart pharmacies
• POS, PPO, and OOA Indemnity Plan members—MedImpact pharmacies

Medical facilities

Medical offices
We own and operate 73 medical offices in Northern California.

Medical centers and hospitals
• Kaiser Permanente–owned
  There are 21 Kaiser Permanente–owned and operated medical centers in Northern California. These provide care to the majority of our members.

• Affiliated hospitals
  We are affiliated with 39 community hospitals that provide both primary care and specialty services to members by referral.
  We have contracts with four area hospitals that provide emergency care and other selected services to members. POS and PPO members have access to PHCS Network hospitals in California.

• Specialty care
  For medically necessary specialty care, our primary care physicians can refer members to Kaiser Permanente specialists who practice in more than 75 specialties and subspecialties.

Best in state
According to U.S. News/NCQA’s America’s Best Health Plans 2009–10, Kaiser Permanente Northern California was the highest-ranking California plan—32nd in the nation out of 239 commercial health plans.

In Northern California, disease management programs for these conditions are included in our plans at no additional charge:

- Alzheimer’s disease
- Asthma
- Cancer
- Cholesterol management
- Chronic kidney disease
- Chronic pain
- Congestive heart failure
- Coronary artery disease
- Diabetes
- High-risk pregnancy
- HIV/AIDS
- Hypertension
- Low back pain
- Migraines
- Stroke
Value-added services

- **Healthy lifestyle programs from HealthMedia**
  Customized online programs to help members improve their health

- **Weight Watchers**

- **10,000 Steps™ walking program**

- **ChooseHealthy from American Specialty Health, Inc.**
  Members receive Kaiser Permanente Northern California rates on chiropractic, acupuncture, and massage therapy, plus preferred rates on select fitness club memberships

- **K-Plus Fitness**
  Kaiser Permanente Northern California rates on fitness clubs

- **Healthy Solutions**
  PPO and OOA only
  Customized online programs and personal health coaching

**My Health Manager**
personal health record

Members can find a variety of health information, resources, and tools online at kp.org. With My Health Manager, one of the nation’s leading personal health records, members in Northern California can access these features:

- Act for a family member
- Contact a pharmacist
- E-mail my doctor’s office
- My allergies
- My immunizations
- My test results
- Past visit information
- Refill prescriptions
- Request update to medical records
- Schedule a routine appointment
- Total health assessment
- View/cancel appointments

**Kaiser Foundation Health Plan, Inc. Northern California**

1950 Franklin St.
Oakland, CA 94612
(510) 987-1000

kp.org
Business Marketing Communications
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1 The traditional HMO plan and the in-network portion of the point-of-service (POS) plans are underwritten by Kaiser Foundation Health Plan, Inc. (KFHP). Kaiser Permanente Insurance Company (KPIC) underwrites the indemnity tiers of the POS plan, PPO benefits as well as the Delta Dental of California dental plans. KPIC is a subsidiary of KFHP. KPIC has contracted with Private Healthcare Systems (PHCS) Network to provide access to hospitals and physicians with a commitment to keep out-of-pocket costs low through contracted rates.

2 Hardware rider for 51+ employee groups alongside any medical plan (not POS, PPO and OOA) and Medicare. Embedded allowance in $5 and $15 small group copay plan eye exam is a part of base medical benefits.

3 For members without optical allowance plans.

4 Nationally, some of these programs are available for purchase through Avivia Health, a wholly owned subsidiary of Kaiser Permanente that provides health management and wellness services to Kaiser Permanente members and nonmembers.

5 These products and services are provided by entities other than Kaiser Permanente. Kaiser Permanente disclaims any liability for these discounted products and services. Should a problem arise, members may take advantage of the Kaiser Permanente grievance process by calling the Member Service Call Center at 1-800-464-4000.

6 10,000 Steps™ is a registered trademark of HealthPartners, Inc.

Information in this brochure was accurate at the time of production. However, details may have changed since publication. For the most current information on our plans and services, contact your sales or account manager.