In our Northwest Region, more than 880 Northwest Permanente physicians provide medical services for more than 475,000 members in Oregon and Washington.

For more information

If you have questions about available products and services in Oregon and southwest Washington, please contact your Kaiser Permanente sales or account manager.

Go to kp.org for exact addresses and contact information.
Medical groups
Northwest Permanente physicians
• 343 primary care physicians
• 556 specialists

Pharmacy
We own and operate 15 outpatient pharmacies in the Northwest Region—located in our medical office buildings for member convenience. Kaiser Permanente Added Choice® members receive pharmacy services through the MedImpact pharmacy network. Members also have the option of receiving prescription refills by mail.

Medical facilities
Medical offices
Kaiser Permanente owns and operates 30 medical office buildings in the Northwest Region.

Medical centers
Kaiser Permanente owns and operates Kaiser Sunnyside Medical Center on the east side of Portland and is currently building the Westside Medical Center in Hillsboro, which is scheduled to open in 2013. We are affiliated with four community hospitals that provide both primary care and specialty services. For medically necessary specialty care, our primary care physicians can refer members to Kaiser Permanente specialists who practice in more than 48 specialties and subspecialties.

Kaiser Permanente
Membership Administration
1-866-868-7220 toll free

Kaiser Permanente Member Services
(503) 813-2000 Portland area
1-800-813-2000 All other areas
1-800-735-2900 TTY for the deaf, hard of hearing, or speech impaired, Oregon
1-800-833-6388 TTY for the deaf, hard of hearing, or speech impaired, Washington
1-800-324-8010 language interpretation
Monday to Friday, 8 a.m.–6 p.m.

Highest in clinical quality
According to Hewitt Associates, a national consulting firm, Kaiser Permanente has the highest clinical quality in the entire Northwest region—419% better than the all-plan average.

Hewitt Health Value Initiative™ Benchmarking Study—Kaiser Foundation Health Plan, Inc., March 2010. To get a copy of the Hewitt Health Value Initiative report for your region, contact your sales or account manager.
Products and services

Traditional copayment plans
Without deductibles and coinsurance for some services.
- Large and small groups
- Individuals and families

Deductible plans
- HRA option
- HSA-qualified high deductible health plan

Added Choice® POS plan
- 3-tier plans featuring Kaiser Permanente providers, First Health PPO providers, and all other licensed providers
- Traditional and deductible plans
- Copayments and coinsurance

PPO—out-of-area plans
- Large and small groups

Out-of-area plans
- Large and small groups

Ancillary products
- Dental traditional, PPO, and discount plans
  - Large and small groups
- Complementary and alternative medicine
  - Chiropractic, acupuncture, naturopathic, and massage therapy from CHP Group network providers
- Vision hardware
- Hearing aid hardware

Workers’ compensation and occupational health services
- Kaiser On-the-Job®

Medicare
- Kaiser Permanente Senior Advantage

Fee-for-service
- Cosmetic services
- Optical hardware
- Vision services

Disease management programs
In the Northwest Region, disease management programs for these conditions are included in our plans at no additional charge:
- Asthma
- Chronic pain
- Congestive heart failure
- Coronary artery disease
- Diabetes
- End-stage renal disease
- High-risk pregnancy
- Weight management
1 The traditional plan and the in-network portion of the point-of-service (POS) plans are underwritten by Kaiser Foundation Health Plan, Inc. (KFHP). Kaiser Foundation Health Plan of the Northwest underwrites the indemnity tiers of the POS plan and PPO benefits. The dental plans are offered and underwritten by Kaiser Foundation Health Plan of the Northwest.

2 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 (503) 813-2000 in Portland, and 1-800-813-2000 in all other areas.

3 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.

4 10,000 Steps® is a registered trademark of HealthPartners, Inc.

The details in this publication were accurate at the time of production. Check with your sales or account manager for the most recent information.