

Southern California

Kaiser Permanente overview

Areas served

Baldwin Park
Coachella Valley
Downey
Inland Empire
Kern County
Metropolitan Los Angeles/
West Los Angeles
Orange County
San Diego County
San Fernando Valley
South Bay
Western Ventura County

In Southern California, we provide quality care for more than 3 million members at more than 140 locations. Members in Southern California receive services from more than 55,000 employees, including more than 5,000 Southern California Permanente Medical Group physicians.

For more information

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



◆ Medical centers (hospitals and medical offices) ● Medical offices

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

Southern California

Kaiser Permanente Member Services

1-800-464-4000 English

1-800-788-0616 Spanish

1-800-757-7585 Chinese dialects

1-800-777-1256 English-speaking members in Coachella Valley and western Ventura County

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

Perfect score

In the California Office of the Patient Advocate's 2009 Healthcare Quality Report Card, Kaiser Permanente Northern and Southern California scored a perfect four stars for clinical quality—the first and only perfect score in the history of the HMO quality report card.

2009 Healthcare Quality Report Card, California Office of the Patient Advocate. View the complete report at opa.ca.gov/report_card/hmorating.aspx.

Medical groups

- **Southern California Permanente Medical Group**
2,200 primary care physicians
3,100 specialists
- **Private Healthcare Systems (PHCS) Network**
10,530 primary care physicians
32,664 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+ 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 Southern California, members can use these contracted pharmacies:

- **Coachella Valley**—select Rite Aid, Walgreens, and CVS

- **Western Ventura County**—select Walgreens and Rite Aid
- **POS, PPO, and OOA Indemnity Plan members**—MedImpact pharmacies

Medical facilities

Medical offices

We own and operate 138 medical offices in Southern California.

Medical centers and hospitals

- **Kaiser Permanente-owned**
There are 13 Kaiser Permanente-owned and operated medical centers in Southern California. These provide care to the majority of our members.
- **Affiliated hospitals**
We are affiliated with 37 community hospitals that provide both primary care and specialty services to members by referral.

We have contracts with 13 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.

Products and services

HMO plans¹

Copayment with or without deductible and coinsurance for some services.

- Large and small groups
- Individuals and families
- Medicare

Deductible HMO plans

With coinsurance

- Large and small groups
- Individuals and families
- Deductible plans with health reimbursement arrangement (HRA)
- HSA-qualified deductible plans (with or without coinsurance)

Other plans

- **POS—3-tier plans¹**
Large and small groups
- **PPO—in-area plans**
Large and small groups (PHCS Network)
- **PPO—out-of-area plans**
Large and small groups (PHCS Network)
- **HSA-qualified PPO plan**
Small groups (PHCS Network)
- **Out-of-Area Indemnity plans**
Large groups

Ancillary products

- **Delta Care Dental/Kaiser Permanente Insurance Company (KPIC) Dental**
HMO, PPO, and indemnity plans
- **Chiropractic and acupuncture services**
PHCS Network
American Specialty Health Network
- **Optical/vision²**

Medicare/Medicaid

- Kaiser Permanente Senior Advantage (Medicare)
- Medi-Cal

Workers' compensation/occupational health

- Kaiser On-the-Job[®]

Fee-for-service

- Cosmetic services
- Hearing aid services
- Vision services³

Disease management programs

In Southern California, disease management programs for these conditions are included in our plans at no additional charge:⁴

- Alzheimer's disease
- Arthritis
- Asthma
- Breast cancer
- Cancer
- Chronic obstructive pulmonary disease
- Chronic pain
- Complex chronic conditions
- Congestive heart failure
- Coronary artery disease
- Diabetes
- High-risk pregnancy
- HIV/AIDS
- Hyperlipidemia
- Hypertension
- Low back pain
- Migraines
- Stroke

Southern California

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 Southern California can access these features:

- Act for a family member
- E-mail my doctor's office
- My allergies
- My future appointments
- My immunizations
- My test results
- Request prescription refills (mailed to members at no extra charge)
- Request/schedule routine appointments
- Request update to medical records

Kaiser Foundation Health Plan, Inc. Southern California

393 E. Walnut St.
Pasadena, CA 91188
(626) 405-5000

kp.org

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Value-added services⁵

- **Healthy lifestyle programs from HealthMedia[®]**
Customized online programs to help members improve their health
- **Weight Watchers[®]**
- **10,000 Steps[®] walking program⁶**
- **ChooseHealthy from American Specialty Health, Inc.**
Members receive Kaiser Permanente rates on chiropractic, acupuncture, and massage therapy, plus preferred rates on select fitness club memberships
- **Healthy Solutions**
PPO and OOA only
Customized online programs and personal health coaching

¹The 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, and the Delta Dental of California dental plan. 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.

²Hardware 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.

³For members without optical allowance plans.

⁴Nationally, 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.

⁵These 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.

⁶10,000 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.