



Health care redefined

Comprehensive. Innovative. Reimagined with you in mind.

At Kaiser Permanente, your doctors, hospitals, and health plan work together to provide a better kind of care experience that's constantly evolving to fit your life. Because to us, your busy schedule isn't a barrier: It's a reason to make good health easy.



Good health, virtually anywhere

Care your way – Skip the drive and save time with phone appointments, video visits, and emails to your doctor's office.

Wellness tools at your fingertips – Appointments. Prescriptions. Lab results. Manage your health online or in our app – wherever, whenever.

Remote teamwork – On-site video conferencing allows more doctors in the exam room for faster, more coordinated care.



Care that travels with you

Better care across the country – Access to 767 state-of-the-art medical facilities, plus walk-in clinics at CVS.*

Global coverage – Urgent care. Emergency care. Anywhere in the world, whenever you need it most.

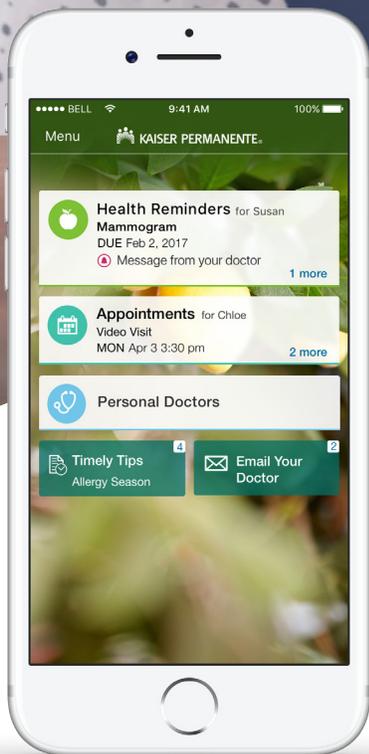
24/7 travel support – Tips for healthy trips, facilities locations, and hassle-free reimbursements, just a call or click away.

Better care starts with a better experience. Explore more at kp.org/builtforyou.

*Care at CVS MinuteClinic available when traveling in states without Kaiser Permanente providers.

kp.org/builtforyou

 KAISER PERMANENTE®



My Doctor Online App helps you remember



- Appointments
- Email Your Doctor
- Prescription Refill
- Test Results
- Health Reminders





Telehealth Services

CONNECT TO HEALTH CARE SERVICES — VIRTUALLY

Western Health Advantage covers services provided through telehealth at the same cost sharing that would apply to those services if they had been provided in person. This means that when a WHA network provider offers telehealth services, such as virtual visits, WHA members will have the same cost-sharing that they would have for an office visit. Please refer to your [copayment summary](#) for cost-sharing amounts.

Magellan Healthcare

Convenient Counseling Services

Could you use some help getting through an issue, but don't have time or just aren't comfortable going to a counselor's office? Now you can meet with a counselor by video conference. Benefits include:

- Faster access to mental health services
- Flexible appointment times
- Completely confidential
- Savings on time and money by not commuting to a counselor's office

Use [Magellan's provider search tool](#) to find a provider who offers telehealth services.

> magellanfindaprovider.com/wha

Mercy Medical Group & Woodland Clinic

Dignity Health's my care. app

- See a doctor instantly. Video chat with a doctor any time. Most visits happen within 20 minutes.
- Chat from anywhere. On vacation or work travel? As long as you are a resident of CA and 18 years or older, you can use this service.
- Get prescriptions. If needed, your doctor can set up your prescription at a local drug store

Learn more about video visits through [Dignity Health](#).

> dignityhealth.org/mobile-apps/video-visits

NorthBay Healthcare

Instant Visit

- Get care without leaving the comfort of home—or your office. Get treatment for straight forward conditions from our providers within 2 hours.
- Typical response time is 30 minutes between 9:30 a.m. to 5:30 p.m.; for Instant Visits started after 5:30 p.m. we will respond by the following morning.

Note: Sometimes conditions are more complex than the symptoms suggest, and your instant visit provider may ask to see you at NorthBay Urgent Care.

Learn more about instant visits with [NorthBay Healthcare](#).

> northbay.org/urgent-care/instant-visit.cfm

St. Joseph Health Medical Network

Providence Health Connect

It's convenient, face-to face care, wherever you are. See a health care provider from your tablet, smartphone or computer. Sit down with one of Providence's board-certified providers through secure video chat on your smartphone, tablet or computer. Talk with them about your symptoms, and they can diagnose and treat minor medical concerns you're dealing with. They can also prescribe medication or lab work as needed.

Learn more about [Providence Express Care Virtual](#).

> virtual.providence.org

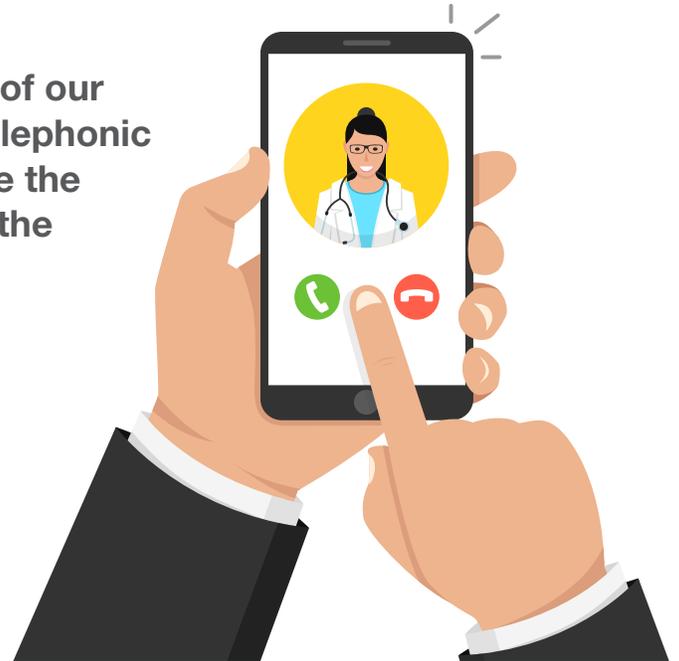
LEARN MORE ABOUT TELEVISITS | Contact your PCP or WHA Member Services at **888.563.2250**

Care and Coverage During COVID-19

Sutter Health Plus

At Sutter Health Plus, the health and safety of our members remains our top priority. Use of telephonic nurse advice and video visits helps minimize the spread of infection. Please consider one of the following options if you need care.

- 24/7 Nurse Advice Line: Call 1-855-836-3500
- Video Visits: Schedule a same-day video visit, at a \$0 cost-share,* from 8 a.m. to 8 p.m. through My Health Online (MHO)**



Book a video visit in 3 easy steps:

Download the My Health Online mobile app from Apple App Store or Google Play. The app provides the best experience but you can also use your computer.



Log In

Log in to **MHO** at **mho.sutterhealth.org**.

Video visits are open to members age 18 months and older.



Schedule

Select **“Schedule Video Visit”** and pick a time. Schedule a child video visit through Proxy Access.



Begin Video Visit

At the time of your appointment, log into **MHO**. Select your scheduled **Video Visit**. Click **“Begin Video Visit.”**

**To support our members during this time, members will have a \$0 cost-share for video visits for covered services from April through the end of December 2020. Additionally, members seeking medically necessary services related to screening and testing for COVID-19 will have a \$0 cost-share from February through the end of December 2020, and for treatment related to COVID-19 a \$0 cost-share from February through the end of September 2020. Members are responsible for the appropriate cost-shares for outpatient prescription drugs.*

***Enroll and activate your MHO account by visiting mho.sutterhealth.org.*

Member Services 1-855-315-5800 | sutterhealthplus.org

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