

# 2025 Summary of Benefits

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Kaiser Permanente Senior Advantage Basic Plan (HMO) and  
Kaiser Permanente Senior Advantage Enhanced Plan (HMO)



# About this Summary of Benefits

Thank you for considering Kaiser Permanente Senior Advantage. You can use this **Summary of Benefits** to learn more about our plans. It includes information about:

- Premiums
- Benefits and costs
- Part D prescription drugs
- Optional supplemental benefits (Advantage Plus)
- Additional benefits
- Member discounts for products and services
- Who can enroll
- Coverage rules
- Getting care
- Medicare prescription payment plan

For definitions of some of the terms used in this booklet, see the glossary at the end.

## For more details

This document is a summary of 2 Kaiser Permanente Senior Advantage plans. It doesn't include everything about what's covered and not covered or all the plan rules. For details, see the **Evidence of Coverage (EOC)**, which is located on our website at [kp.org/eochi](http://kp.org/eochi) or ask for a copy from Member Services by calling **1-800-805-2739** (TTY 711), 7 days a week, 8 a.m. to 8 p.m.

### Have questions?

- If you're not a member, please call **1-877-408-3494** (TTY 711).
- If you're a member, please call Member Services at **1-800-805-2739** (TTY 711).
- 7 days a week, 8 a.m. to 8 p.m.

# What's covered and what it costs

\*Your plan provider may need to provide a referral.

†Prior authorization may be required.

Benefits and premiums	With our Basic plan, you pay	With our Enhanced plan, you pay
<b>Monthly plan premium</b>	\$20	\$135
<b>Deductible</b>	\$0	\$0
<b>Your maximum out-of-pocket responsibility</b> Doesn't include Medicare Part D drugs.	\$7,750	\$5,100
<b>Inpatient hospital services*†</b> There's no limit to the number of medically necessary inpatient hospital days.	<ul style="list-style-type: none"> <li>• \$365 per day for days 1–6</li> <li>• \$70 per day for days 7–30</li> <li>• \$0 for the rest of your stay</li> </ul>	<ul style="list-style-type: none"> <li>• \$300 per day for days 1–6</li> <li>• \$50 per day for days 7–30</li> <li>• \$0 for the rest of your stay</li> </ul>
<b>Outpatient hospital services*†</b>	\$0–\$300 per visit	\$0–\$225 per visit
<b>Ambulatory Surgical Center (ASC)*†</b>	\$300 per visit	\$225 per visit
<b>Doctor's visits</b>		
• Primary care providers	\$15 per visit	\$5 per visit
• Specialists*†	\$45 per visit	\$35 per visit
<b>Preventive care*†</b> See the <b>EOC</b> for details.	\$0	\$0
<b>Emergency care</b> We cover emergency care anywhere in the world.	\$110 per Emergency Department visit	\$110 per Emergency Department visit
<b>Urgently needed services</b> We cover urgent care anywhere in the world.	\$45 per visit	\$45 per visit
<b>Diagnostic services, lab, and imaging*†</b> A1c lab tests for persons with diabetes, LDL lab tests for persons with heart disease, and INR lab tests for persons with liver disease or certain blood disorders	\$0	\$0
• All other lab tests	\$15 per day	\$0

Benefits and premiums	With our Basic plan, you pay	With our Enhanced plan, you pay
<ul style="list-style-type: none"> <li>• X-rays and ultrasounds</li> </ul>	<b>\$25</b> per X-ray or ultrasound	<b>\$10</b> per X-ray or ultrasound
<ul style="list-style-type: none"> <li>• Diagnostic tests and procedures (like EKGs)</li> </ul>	<b>\$25</b> per test	<b>\$10</b> per test
<ul style="list-style-type: none"> <li>• MRI, CT, and PET</li> </ul>	<b>\$300</b> per test	<b>\$230</b> per test
<b>Hearing services*†</b> <ul style="list-style-type: none"> <li>• Evaluations to diagnose medical conditions</li> <li>• Routine hearing exams</li> </ul>	<b>\$15</b> per visit	<b>\$5</b> per visit
<b>Dental services</b> Covered preventive dental services listed below are provided by Hawaii Dental Service (HDS) Medicare Advantage Network: <ul style="list-style-type: none"> <li>• Two preventive oral exams and teeth cleanings per calendar year</li> <li>• One bite-wing X-ray per calendar year</li> </ul>	<b>\$0</b>	<b>\$0</b>
<ul style="list-style-type: none"> <li>• One full-mouth X-ray every five years</li> <li>• Adjunctive general services: anesthesia, consultation, and minor pain relief</li> </ul> For the list of HDS Medicare Advantage Network dentists, visit <a href="http://hawaiidental.com">hawaiidental.com</a> , or call HDS customer service at <b>1-844-379-4325</b> (Monday through Friday, 7:30 a.m. to 4:30 p.m.). If you sign up for optional benefits, you receive additional dental benefits, see “Advantage Plus (optional benefits)” for details. Note: Dental services covered out-of-state are only covered when provided by Delta Dental Medicare Advantage network dentists. Coverage, limitations, and exclusions are subject to the same HDS terms and conditions. To locate a Delta Dental Medicare Advantage network dentist, contact the State’s local Delta Dental office.	<b>30%</b> coinsurance	<b>30%</b> coinsurance

Benefits and premiums	With our Basic plan, you pay	With our Enhanced plan, you pay
<b>Vision services</b> <ul style="list-style-type: none"> <li>• Visits to diagnose and treat eye diseases and conditions*†</li> <li>• Routine eye exams*†</li> </ul>	\$15 per visit	\$5 per visit
<ul style="list-style-type: none"> <li>• Preventive glaucoma screening and diabetic retinopathy services*†</li> </ul>	\$0	\$0
<ul style="list-style-type: none"> <li>• Eyeglasses or contact lenses after cataract surgery</li> <li>• Other eyewear isn't covered unless you sign up for optional benefits, see "Advantage Plus (optional benefits)" for details.</li> </ul>	<b>20% coinsurance</b> up to Medicare's limit and <b>you pay any amounts beyond that limit.</b>	<b>20% coinsurance</b> up to Medicare's limit and <b>you pay any amounts beyond that limit.</b>
<b>Mental health services*†</b> <ul style="list-style-type: none"> <li>• Inpatient mental health</li> </ul>	\$350 per day for days 1–5 (\$0 for the rest of your stay).	\$275 per day for days 1–6 (\$0 for the rest of your stay).
<ul style="list-style-type: none"> <li>• Outpatient group therapy</li> </ul>	\$15 per visit	\$5 per visit
<ul style="list-style-type: none"> <li>• Outpatient individual therapy</li> </ul>	\$45 per visit	\$35 per visit
<b>Skilled nursing facility*†</b> We cover up to 100 days per benefit period.	Per benefit period: <ul style="list-style-type: none"> <li>• \$0 for days 1–20</li> <li>• \$200 per day for days 21–40</li> <li>• \$0 for days 41–100</li> </ul>	Per benefit period: <ul style="list-style-type: none"> <li>• \$0 for days 1–20</li> <li>• \$150 per day for days 21–40</li> <li>• \$0 for days 41–100</li> </ul>
<b>Physical therapy*†</b>	\$15 per visit	\$5 per visit
<b>Ambulance†</b>	\$320 per one-way trip	\$250 per one-way trip
<b>Transportation</b>	Not covered	Not covered
<b>Medicare Part B drugs†</b> Medicare Part B drugs are covered when you get them from a plan provider. See the <b>EOC</b> for details. <ul style="list-style-type: none"> <li>• Drugs that must be administered by a health care professional</li> </ul>	<b>0%–20% coinsurance</b> depending on the drug. Some drugs may be less than 20% if those drugs are determined to exceed the amount of inflation.	<b>0%–20% coinsurance</b> depending on the drug. Some drugs may be less than 20% if those drugs are determined to exceed the amount of inflation.
<ul style="list-style-type: none"> <li>• Up to a 30–day supply from a plan pharmacy</li> </ul>	<ul style="list-style-type: none"> <li>• \$14 for generic drugs</li> <li>• \$47 for brand-name drugs, except you pay \$35 for Part B insulin drugs furnished through an item of DME.</li> </ul>	<ul style="list-style-type: none"> <li>• \$14 for generic drugs</li> <li>• \$47 for brand-name drugs, except you pay \$35 for Part B insulin drugs furnished through an item of DME.</li> </ul>

# Medicare Part D prescription drug coverage†

The amount you pay for drugs will be different depending on:

- The tier your drug is in. There are 6 drug tiers. To find out which of the 6 tiers your drug is in, see our Part D formulary at [kp.org/seniorrx](http://kp.org/seniorrx) or call Member Services to ask for a copy at **1-800-805-2739** (TTY **711**), 7 days a week, 8 a.m. to 8 p.m.
- The day supply quantity you get (like a 30–day or 90–day supply). Note: A supply greater than a 30–day supply isn’t available for all drugs.
- Whether you get your prescription filled by one of our retail plan pharmacies or our mail-order pharmacy. Note: Not all drugs can be mailed.
- The coverage stage you’re in (deductible, initial coverage or catastrophic coverage stages).

Note: Medicare provides Extra Help to pay prescription drug costs for people who have limited income and resources. If you are entitled to Extra Help, the cost-sharing below may not apply to you; instead, please refer to the **Evidence of Coverage Rider for People Who Get Extra Help Paying for Prescription Drugs**.

## Deductible stage

Because we have no deductible, this payment stage does not apply to you and you start the year in the initial coverage stage.

## Initial coverage stage

You pay the copays and coinsurance shown in the chart below until your out-of-pocket costs reach **\$2,000**. If you reach the \$2,000 limit in 2025, you move on to the catastrophic stage and your coverage changes.

Drug tier	Retail plan pharmacy		
	Up to a 30–day supply	31– to 60–day supply	61– to 90–day supply
<b>Tier 1</b> (Preferred generic)	<b>\$6</b>	<b>\$12</b>	<b>\$18</b>
<b>Tier 2</b> (Generic)	<b>\$14</b>	<b>\$28</b>	<b>\$42</b>
<b>Tier 3*</b> (Preferred brand-name)	<b>\$47</b>	<b>\$94</b>	<b>\$141</b>
<b>Tier 4*</b> (Non-preferred drugs)	<b>\$100</b>	<b>\$200</b>	<b>\$300</b>
<b>Tier 5*</b> (Specialty)	<b>33%</b>		
<b>Tier 6**</b> (Vaccines)	<b>\$0</b>	<b>N/A</b>	

\*For each insulin product covered by our plan, you will not pay more than **\$35** for a 30–day supply, **\$70** for a 31– to 60–day supply, and **\$105** for a 61– to 90–day supply, regardless of the tier.

\*\*Our plan covers most Part D vaccines at no cost to you.

Drug tier	Mail-order plan pharmacy		
	Up to a 30–day supply	31– to 60–day supply	61– to 90–day supply
<b>Tier 1</b> (Preferred generic)	<b>\$0</b>		
<b>Tier 2</b> (Generic)	<b>\$14</b>	<b>\$28</b>	<b>\$28</b>
<b>Tier 3*</b> (Preferred brand-name)	<b>\$47</b>	<b>\$94</b>	<b>\$94</b>
<b>Tier 4*</b> (Non-preferred drugs)	<b>\$100</b>	<b>\$200</b>	<b>\$200</b>
<b>Tier 5*</b> (Specialty)	<b>33%</b>		

Note: Tier 6 (vaccines) are not available through mail order.

\*For each insulin product covered by our plan, you will not pay more than **\$35** for a 30–day supply, **\$70** for a 31– to 60–day supply, or **\$94** for a 61– to 90–day supply of Tier 3 drugs and **\$105** for a 61– to 90–day supply of Tiers 4–5 drugs, regardless of the tier.

## Catastrophic coverage stage

If you or others on your behalf spend **\$2,000** on your Part D prescription drugs in 2025, you'll enter the catastrophic coverage stage. Most people never reach this stage, but if you do, you pay nothing for covered Part D drugs in 2025.

## Long-term care, plan home-infusion, and non-plan pharmacies

- If you live in a **long-term care facility** and get your drugs from their pharmacy, you pay the same as at a retail plan pharmacy and you can get up to a 31–day supply.
- Covered Part D **home infusion** drugs from a plan home-infusion pharmacy are provided at no charge.
- If you get covered Part D drugs from a **non-plan pharmacy**, you pay the same as at a retail plan pharmacy and you can get up to a 30–day supply. Generally, we cover drugs filled at a non-plan pharmacy only when you can't use a network pharmacy, like during a disaster. See the **Evidence of Coverage** for details.

## Advantage Plus (optional benefits)

In addition to the benefits that come with your plan, you can choose to buy a supplemental benefit package called Advantage Plus. Advantage Plus gives you extra coverage for an additional monthly cost that's added to your monthly plan premium. See the **Evidence of Coverage** for details.

\*Your plan provider may need to provide a referral.

†Prior authorization may be required.



Advantage Plus benefits and premium	You pay
<b>Additional monthly premium</b>	<b>\$44</b>
<b>Eyewear allowance</b> Allowance every January 1st	\$300 allowance. If your eyewear costs more than \$300, <b>you pay the difference.</b>
<b>Hearing aids*†</b> <ul style="list-style-type: none"> <li>Allowance every 36 months for up to two hearing aids</li> </ul>	\$1,500 allowance for both ears. If your hearing aid(s) cost more than \$1,500, <b>you pay the difference.</b>
<ul style="list-style-type: none"> <li>Exams for fitting and evaluation of hearing aids</li> </ul>	<b>\$0</b>
<p><b>Dental services</b></p> <p>Covered dental services listed below are provided by Hawaii Dental Service (HDS) Medicare Advantage Network:</p> <ul style="list-style-type: none"> <li>Comprehensive dental care that includes fillings, extractions, crowns, endodontics, periodontics, bridges, and dentures.</li> </ul> <p>For the list of HDS Medicare Advantage Network dentists, visit <a href="http://hawaiidental.com">hawaiidental.com</a>, or call HDS customer service at <b>1-844-379-4325</b> (Monday through Friday, 7:30 a.m. to 4:30 p.m.).</p> <p>Note: Dental services covered out-of-state are only covered when provided by Delta Dental Medicare Advantage network dentists. Coverage, limitations, and exclusions are subject to the same HDS terms and conditions. To locate a Delta Dental Medicare Advantage network dentist, contact the State's local Delta Dental office.</p>	<p><b>30%–50%</b> coinsurance, depending on the service, up to a <b>\$1,000</b> annual benefit limit. After our plan has paid \$1,000, you pay 100% for the rest of the calendar year. See the <b>Evidence of Coverage</b> for details.</p>

## Additional benefits

These benefits are available to you as a plan member:	You pay
<p><b>Fitness benefit – One Pass™</b></p> <p>You have access to the One Pass complete fitness program for the body and mind. One Pass includes:</p> <ul style="list-style-type: none"> <li>A large core and premium gym network featuring national, local, and community fitness centers and boutique fitness studios. You can use any in-network location.</li> <li>Live, on-demand, and digital fitness programs at home.</li> <li>Social clubs and activities available on the One Pass member website and mobile app.</li> </ul>	<b>\$0</b>

These benefits are available to you as a plan member:	You pay
<ul style="list-style-type: none"> <li>• One home fitness kit annually for strength, yoga, or dance.</li> <li>• Online brain health cognitive training programs.</li> </ul> <p>For more information about participating gyms and fitness locations, the program’s benefits, or to set up your online account, visit <b>YourOnePass.com</b> or call <b>1-877-614-0618</b> (TTY 711), Monday through Friday, 3 a.m. to 4 p.m., HST.</p>	
<p><b>Acupuncture and chiropractic care not covered by Medicare</b></p> <p>We provide 20 visits total per calendar year for acupuncture and chiropractic care not covered by Medicare.</p>	<p><b>\$20</b> per visit</p>

## Member discounts for products and services

Kaiser Permanente partners with leading companies to support your health, safety, and well-being —and offer substantial savings and discounts.

### Lively™ Mobile Plus

Get a personal emergency response system that provides 24/7 help with the push of a button. Receive a reduced one-time device fee and choice of two monthly service plans (coverage limits may apply). Visit [greatcall.com/KP](http://greatcall.com/KP) or call **1-800-205-6548** (TTY 711) for more information.

### Mom’s Meals® healthy meal delivery

Getting the right nutrition is essential to achieving and maintaining good health. Receive delivery of refrigerated ready-to-heat-and-eat meals to homes nationwide. Crafted by chefs and registered dietitians, meals are medically tailored to support most major chronic conditions and overall wellness. Kaiser Permanente members enjoy discounted pricing and free shipping from Mom’s Meals. Visit [www.momsmealsnc.com/kp/home.aspx](http://www.momsmealsnc.com/kp/home.aspx) or call **1-866-224-9483** (TTY 711) for more information.

Kaiser Permanente members may continue to use or select these products or services from any company of their choice but Kaiser Permanente discounts are only available with the partner listed above. The products and services described above are neither offered nor guaranteed under our contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the Kaiser Permanente Senior Advantage grievance process. BEST BUY HEALTH, GREATCALL, LIVELY and LINK are trademarks of Best Buy and its affiliated companies. ©2022 Best Buy. All rights reserved.

## Who can enroll

You can sign up for one of our plans if:

- You have both Medicare Part A and Part B. (To get and keep Medicare, most people must pay Medicare premiums directly to Medicare. These are separate from the premiums you pay our plan.)
- You're a citizen or lawfully present in the United States.
- You live in the service area for these plans, which is all of **Honolulu County**.

## Coverage rules

We cover the services and items listed in this document and the **Evidence of Coverage**, if:

- The services or items are medically necessary.
- The services and items are considered reasonable and necessary according to Original Medicare's standards.
- You get all covered services and items from plan providers listed in our **Provider and Pharmacy Directory**. But there are exceptions to this rule. We also cover:
  - Care from plan providers in another Kaiser Permanente Region
  - Emergency care
  - Out-of-area dialysis care
  - Out-of-area urgent care (covered inside the service area from plan providers and in rare situations from non-plan providers)
  - Referrals to non-plan providers if you got approval in advance (prior authorization) from our plan in writing

Note: You pay the same plan copays and coinsurance when you get covered care listed above from non-plan providers. If you receive non-covered care or services, you must pay the full cost.

For details about coverage rules, including non-covered services (exclusions), see the **Evidence of Coverage**.

## Getting care

At most of our plan facilities, you can usually get all the covered services you need, including specialty care, pharmacy, and lab work. You aren't restricted to a particular plan facility or pharmacy, and we encourage you to use the plan facility or pharmacy that will be most convenient for you. To find our provider locations, see our **Provider and Pharmacy Directory** at [kp.org/directory](http://kp.org/directory) or ask us to mail you a copy by calling Member Services at **1-800-805-2739** (TTY **711**), 7 days a week, 8 a.m. to 8 p.m.

The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

## Your personal doctor

Your personal doctor (also called a primary care physician) will give you primary care and will help coordinate your care, including hospital stays, referrals to specialists, and prior authorizations. Most personal doctors are in internal medicine or family practice. You must choose one of our available plan

providers to be your personal doctor. You can change your doctor at any time and for any reason. You can choose or change your doctor by calling Member Services or at [kp.org/finddoctors](https://kp.org/finddoctors).

## Help managing conditions

If you have more than one ongoing health condition and need help managing your care, we can help. Our case management programs bring together nurses, social workers, and your personal doctor to help you manage your conditions. The program provides education and teaches self-care skills. If you're interested, please ask your personal doctor for more information.

## Medicare prescription payment plan

The Medicare Prescription Payment Plan is a new payment option for 2025 that can help you manage your drug costs by spreading them out during the year as monthly payments. This program is available to anyone with Medicare Part D and works with your drug coverage. It can be especially helpful to people with high drug cost sharing earlier in the plan year and help manage out-of-pocket drug costs, but it doesn't save you money or lower your drug costs. Contact us or visit [Medicare.gov](https://www.Medicare.gov) to learn more about this program.

## Notices

### Appeals and grievances

You can ask us to provide or pay for an item or service you think should be covered by submitting a claim to us within a specific time period that includes the date you received the item or service. If we say no, you can ask us to reconsider our decision. This is called an appeal. You can ask for a fast decision if you think waiting could put your health at risk. If your doctor agrees, we'll speed up our decision.

If you have a complaint that's not about coverage, you can file a grievance with us. See the **Evidence of Coverage** for details about the processes for making complaints and making coverage decisions and appeals, including fast or urgent decisions for drugs, services, or hospital care.

### Kaiser Foundation Health Plan

Kaiser Foundation Health Plan Inc., Hawaii Region is a nonprofit corporation and a Medicare Advantage plan called Kaiser Permanente Senior Advantage. We offer several Senior Advantage plans in our Hawaii Region's service area, which includes Honolulu County, most of Hawaii County (Big Island), and the Island of Maui.

Each plan has different benefits, copays, coinsurance, premiums, and plan service areas. But you can get care from plan providers anywhere in our Hawaii Region.

If you move from your plan's service area to another service area in our Hawaii Region, you'll have to enroll in a Senior Advantage plan in your new service area.

### Privacy

We protect your privacy. See the **Evidence of Coverage** or view our **Notice of Privacy Practices** at [kp.org/privacy](https://kp.org/privacy) to learn more.

## Helpful definitions (glossary)

### **Allowance**

A dollar amount you can use toward the purchase of an item. If the price of the item is more than the allowance, you pay the difference.

### **Benefit period**

The way our plan measures your use of skilled nursing facility services. A benefit period starts the day you go into a hospital or skilled nursing facility (SNF). The benefit period ends when you haven't gotten any inpatient hospital care or skilled care in an SNF for 60 days in a row. The benefit period isn't tied to a calendar year. There's no limit to how many benefit periods you can have or how long a benefit period can be.

### **Calendar year**

The year that starts on January 1 and ends on December 31.

### **Coinsurance**

A percentage you pay of our plan's total charges for certain services or prescription drugs. For example, a 20% coinsurance for a \$200 item means you pay \$40.

### **Copay**

The set amount you pay for covered services — for example, a \$20 copay for an office visit.

### **Deductible**

It's the amount you must pay for Medicare Part D drugs before you will enter the initial coverage stage.

### **Evidence of Coverage**

A document that explains in detail your plan benefits and how your plan works.

### **Maximum out-of-pocket responsibility**

The most you'll pay in copays or coinsurance each calendar year for services that are subject to the maximum. If you reach the maximum, you won't have to pay any more copays or coinsurance for services subject to the maximum for the rest of the year.

### **Medically necessary**

Services, supplies, or drugs that are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

### **Non-plan provider**

A provider or facility that doesn't have an agreement with Kaiser Permanente to deliver care to our members.

### **Plan**

Kaiser Permanente Senior Advantage.

### **Plan premium**

The amount you pay for your Senior Advantage health care and prescription drug coverage.

### **Plan provider**

A plan or network provider can be a facility, like a hospital or pharmacy, or a health care professional, like a doctor or nurse.

### **Prior authorization**

Some services or items are covered only if your plan provider gets approval in advance from our plan (sometimes called prior authorization). Services or items subject to prior authorization are flagged with a † symbol in this document.

**Region**

A Kaiser Foundation Health Plan organization. We have Kaiser Permanente Regions located in Northern California, Southern California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, and Washington, D.C.

**Retail plan pharmacy**

A plan pharmacy where you can get prescriptions. These pharmacies are usually located at plan medical offices.

**Service area**

The geographic area where we offer Senior Advantage plans. To enroll and remain a member of our plan, you must live in one of our Senior Advantage plan's service area.

Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. By law, our plan or CMS can choose not to renew our Medicare contract.

For information about Original Medicare, refer to your "**Medicare & You**" handbook. You can view it online at [medicare.gov](http://medicare.gov) or get a copy by calling **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.

# Notice of Nondiscrimination

Kaiser Permanente complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Permanente does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters.
  - Written information in other formats, such as large print, audio, and accessible electronic formats.
- Provide no cost language services to people whose primary language is not English, such as:
  - Qualified interpreters.
  - Information written in other languages.

If you need these services, call Member Services at **1-800-805-2739** (TTY **711**), 8 a.m. to 8 p.m., seven days a week.

If you believe that Kaiser Permanente has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our Civil Rights Coordinator by writing to 711 Kapiolani Blvd, Honolulu, HI 96813 or calling Member Services at the number listed above. You can file a grievance by mail or phone. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019**, **800-537-7697** (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**Multi-Language Insert**  
**Multi-language Interpreter Services**

**English:** We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at **1-800-805-2739 (TTY 711)**. Someone who speaks English/Language can help you. This is a free service.

**Spanish:** Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al **1-800-805-2739 (TTY 711)**. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

**Chinese Mandarin:** 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 **1-800-805-2739 (TTY 711)**。我们的中文工作人员很乐意帮助您。这是一项免费服务。

**Chinese Cantonese:** 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 **1-800-805-2739 (TTY 711)**。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

**Tagalog:** Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa **1-800-805-2739 (TTY 711)**. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

**French:** Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au **1-800-805-2739 (TTY 711)**. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

**Vietnamese:** Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi **1-800-805-2739 (TTY 711)**. sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

**German:** Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter **1-800-805-2739 (TTY 711)**. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

**Korean:** 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 **1-800-805-2739 (TTY 711)**. 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.



**Russian:** Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону **1-800-805-2739 (TTY 711)**. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

**Arabic:** إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على **1-800-805-2739 (TTY 711)**. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

**Hindi:** हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं। एक दुभाषिया प्राप्त करने के लिए, बस हमें **1-800-805-2739 (TTY 711)** पर फोन करें। कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है। यह एक मुफ्त सेवा है।

**Italian:** È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero **1-800-805-2739 (TTY 711)**. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

**Portuguese:** Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número **1-800-805-2739 (TTY 711)**. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

**French Creole:** Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan **1-800-805-2739 (TTY 711)**. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

**Polish:** Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer **1-800-805-2739 (TTY 711)**. Ta usługa jest bezpłatna.

**Japanese:** 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがありますございます。通訳をご用命になるには、**1-800-805-2739 (TTY 711)**。にお電話ください。日本語を話す人者が支援いたします。これは無料のサービスです。

**Tongan:** 'Oku 'i ai 'emau sēvesi fakatonu lea ta'etotongi ke ne ala tali ha'o ngaahi fehu'i fekau'aki mo 'emau palani mo'ui lele'i pe faito'ó. Te ke ma'u ha tokotaha fakatonulea 'i ha'o fetu'utaki ki he **1-800-805-2739 (TTY 711)**. 'E 'i ai ha tokotaha 'oku lea Faka-Pilitānia ke ne tokoni'i koe. Ko e sēvesi ta'etotongi eni.

**Ilocano:** Addaankami kadagiti libre a serbisio ti mangitarus tapno sungbatan ti aniaman a saludsod nga addaan ka maipapan ti plano iti salun-at wenno agasmi. Tapno mangala ti mangitarus, maidawat a tawagannakam iti **1-800-805-2739** (TTY **711**). Maysa a tao nga agsasao iti Ilocano ti makatulong kenka. Daytoy ket libre a serbisio.

**Pohnpeian:** Mie sahpis ni soh isepe oang kawehwe peidek kan me komwi sohte wehwehki oang palien roson mwahu de wasa me pwain kohdahn wini. Komwi en kak iang alehdi sawas wet, komw telepwohndo reht ni **1-800-805-2739** (TTY **711**). Mie me kak Lokaiahn Pohnpei me pahn seweseiuk. Sawas wet sohte isepe.

**Samoa:** E iai a matou auaunaga faaliliuupu e tali i soo sau fesili e uiga i lou soifua maloloina poo fuafuaga o vailaau. A fia maua se faaliliuupu, na’o lou valaau mai lava ia matou i le **1-800-805-2739** (TTY **711**). O le fesoasoani atu se tasi e tautala Gagana Samoa. E le totogia lea auaunaga.

**Laotian:**

ພວກເຮົາມີບໍລິການລ່າມແປພາສາພຣີເພື່ອຕອບຄໍາຖາມຕ່າງໆທີ່ທ່ານອາດຈະມີກ່ຽວກັບແຜນສຸຂະພາບ ຫຼື ແຜນຢາຂອງພວກເຮົາ. ເພື່ອຂໍລ່າມແປພາສາ, ພຽງແຕ່ໃບຫາພວກເຮົາທີ່ເບີ **1-800-805-2739** (TTY **711**). ຄົນທີ່ເວົ້າພາສາລາວສາມາດຊ່ວຍທ່ານໄດ້. ນີ້ເປັນບໍລິການພຣີ.

**Bisayan:** Duna mi’y libreng serbisyo sa tig-interpret aron motubag sa bisan unsa nimong mga pangutana mahitungod sa imong panglawas o plan sa tambal. Aron mokuha og tig-interpret, tawagi lang mi sa **1-800-805-2739** (TTY **711**). Ang usa ka tawo nga nagsulti og Pinulongan makatabang kanimo. Kini usa ka libreng serbisyo.

**Marshallese:** Ewor ad jermal in ukok ko ñan uak jabdewōt kajitok emaroñ in wōt am ikijen bŭlāān in ājmour ako uno ko rekajur. Ñan bukot juon riukok, kurtok kij ilo **1-800-805-2739** (TTY **711**). Juon armij ej kajiton Kajin eo ñan jibañ eok. Ejelok onean jermal in.

**Hawaiian:** Inā kekahi mau nīnau nāu e pili ana i kā mākou papahana ‘inikua mālama olakino a i ‘ole ka ‘inikua lā‘au kuhikuhi, loa‘a ia pū ke kōkua unuhi manuahi i ka ‘ōlelo Hawai‘i. Inā makemake ‘oe i kēia kōkua, e ‘olu‘olu ke kelepona mai iā mākou i ka helu **1-800-805-2739** (TTY **711**). no ka wala‘au ‘ana e pili ana i kēia mau papahana i ka ‘ōlelo Hawai‘i. Eia la ke kōkua manuahi.

**Chuukese:** Mi kawor anininis chiaku ika awewen kapas ika epwe wor omw kapas eis fan iten ach kei okot ren pekin manaw me sefei. Ika ke mochen nōunōu emon chon chiaku, kopwe kori kich ren en namba **1-800-805-2739** (TTY **711**). Emon aramas mi sine Chuuk mi tongeni anisuk. Ei aninis ese kamo.

**[kp.org/medicare](https://kp.org/medicare)**

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