

Kaiser Permanente Virtual Complete™ plans

Exceptional value enabled
by technology



A Virtual Complete plan ensures your employees can get affordable, high-quality care when and where it works best for them—whether in person, on the job, or from the comfort of home. With our flexible, no-cost telehealth options, and availability of in-person care when needed, your employees are always covered for care no matter how they choose to access it.

How does it work?

With a Virtual Complete plan, employees can connect to their primary care doctor, specialists, and other caregivers by phone or video for a \$0 copay.¹ Employees are also covered for 3 in-person, non-preventive primary care visits per year before meeting their deductible. All preventive in-person care is available at no cost.

With a Virtual Complete plan, your employees can:



Schedule phone visits or face-to-face video visits with their primary care doctor and referred specialists.¹



Get on-demand health support from registered nurses through our 24/7 phone advice line or online chat service.



Describe their health concerns in an online E-visit questionnaire and get personalized advice within a few hours.



Email their doctor's office with nonurgent questions and get a reply within 2 business days.



Fill prescriptions through **kp.org** or our smartphone app, and have them delivered to their home.²

Virtual care shines in our integrated health system

Our in-person and virtual care capabilities are designed to work together, making care seamless no matter how your employees choose to access it. Every Kaiser Permanente doctor can view and update employees' electronic medical records, which helps them make informed decisions about care, coordinate follow-up care, suggest preventive care services, and more. This flexibility helps our doctors deliver better care experiences and better health outcomes. It also helps your employees get the care they need, when and where they need it, without coordinating care through third parties.

Virtual care is available for many health conditions and situations:

- Behavioral health concerns and several types of group sessions
- Cough, cold, flu, sore throat, allergies, sinus issues
- Nausea, vomiting, diarrhea (no abdominal pain)
- Minor injuries, aches and pains
- Skin conditions
- Urinary issues
- Sleep or mood problems
- Pink eye
- Follow-up care
- Care for conditions that have not improved within 2 weeks after a doctor's visit
- Medication questions and consultations

Virtual care is also available for many specialties:

- Internal medicine
- Family medicine
- Obstetrics-gynecology
- Behavioral Health
- Ophthalmology
- Cardiology
- Dermatology
- Gastroenterology
- Urgent Care
- Physical therapy

More than half of all our care was delivered virtually in 2020³



24.1 million
phone visits



59.7 million
member emails



6.9 million
video visits



Explore our virtual wellness resources

On top of the care they receive through their Virtual Complete plan, your employees get access to digital wellness tools designed to help them thrive.⁴



These [online programs](#) offer tools for health living, plus personalized tips to help employees reach their health goals.

CLASSPASS

A fitness industry leader, [ClassPass](#) offers on-demand access to thousands of workout videos, plus reduced rates on livestream and in-person classes.



The [myStrength](#) app⁵ helps employees set their own health goals and track their progress, which can help manage stress, anxiety, depression, and more.



The [Calm](#) app is designed to lower stress, reduce anxiety, and more through the use of meditation, mindfulness, and mental resilience exercises.

¹ Video visits are for certain medical or mental health conditions, and are available to Kaiser Permanente members who have a camera-equipped computer or mobile device and are registered at kp.org. You must be present in DC, MD, or VA for video visits with your primary care physician or behavioral health provider. For urgent video visits with an emergency doctor, you may also be present in WV, FL, NC, or PA. For video visits with a behavioral health provider, appointments can be scheduled for follow-up care.

² For certain drugs, you can get prescription refills mailed to you through our Kaiser Permanente Mail Order Pharmacy. You should receive them within 3-5 days. If not, please call **1-800-700-1479 (TTY 711)**, 24 hours a day, 7 days a week. Some medications are not eligible for Mail Order Pharmacy. Mail Order Pharmacy can deliver to addresses in MD, VA, DC, and certain locations outside the service area.

³ Kaiser Permanente Telehealth Insights Dashboard, accessed March 1, 2021.

⁴ Digital health offerings are not covered benefits and are subject to change.

⁵ myStrength is a wholly owned subsidiary of Livongo, Inc.