



A BETTER WAY TO TAKE CARE OF BUSINESS

Best-in-class health care.
Built for your business.



To move your business forward, you need employees to be at their best. You can help keep them healthy and engaged by partnering with a health care organization dedicated to delivering efficient, high-quality care. Our integrated model of care offers innovative telehealth tools and a variety of flexible and competitive plans. All of this works together to provide better outcomes for your employees and better value for your business.

A connected approach to keeping businesses healthy

Doctors. Medical facilities. Health plan. We bring them all together to deliver coordinated and personalized care in ways other health care organizations simply can't match. When everyone's connected on one electronic health record, care is better¹ and far more cost-effective. Doctors and nurses are rewarded for delivering the right care, not more care. And clinicians can think and work as one to better deliver what matters to your business: better health outcomes, more value, and consistent service.



quality doctors who go through a rigorous selection process before they care for your employees



focus on wellness and prevention to prevent chronic conditions



expanded care access online or over the phone



collaboration among clinicians to share best practices and prevent duplicate services



chronic condition programs with personalized treatments to help improve outcomes for patients



specialty care for complex conditions, such as cancer care, neurology, and sports medicine

Convenient care for your employees – wherever they are

When care is convenient, your employees are more likely to get the care and services they need to stay healthy. At many Kaiser Permanente facilities, members can see their doctor, specialists, and pharmacist – all in one trip. If they can't make the drive, it's easy to connect to care virtually anywhere with phone appointments, email consultations, and video visits. They can even schedule routine appointments, view most lab results, and much more – online and with our app.

A woman and a young child are looking at a tablet together. The woman is smiling and pointing at the screen, while the child looks on with interest. The background is a solid blue color.

What connected care and coverage looks like at Kaiser Permanente

12.4 million

members covered

23,000+

physicians

63,000+

nurses

39

hospitals

719

medical facilities

60.6 million

lab test results viewed online

31.6 million

secure emails sent to physicians and clinicians

113,000

babies delivered

Why quality matters

A wide range of top-rated plans. World-class care that delivers better outcomes. A simple, seamless health care experience. With Kaiser Permanente, your employees are supported by high-quality care and coverage with proven results – built to help them stay healthy and on the job.

Care excellence

Kaiser Permanente



Closest national competitor



In 2020, Kaiser Permanente led the nation as the top performer in 34 HEDIS® (Healthcare Effectiveness Data and Information Set) effectiveness-of-care measures – **the most of any health plan**. The closest national competitor led in only 17.²

– HEDIS®, 2020

Industry-leading quality



Of the 438 commercial health plans rated by the National Committee for Quality Assurance, only 5 received a 5 out of 5 rating – and 1 of them belongs to Kaiser Permanente. And for the second year in a row we're the highest-rated plan – or are tied for the highest – in every region we serve.³

– NCQA, 2019

Customer loyalty



For the 10th year in a row, Kaiser Permanente is ranked highest for customer loyalty in the health plan category. According to the NICE Satmetrix 2020 U.S. Consumer NPS® Benchmarks, our Net Promoter Score® of 34 is nearly double the industry average of 19.⁴

– NICE Satmetrix, 2020

Flexible options that evolve with your strategy

With a full suite of plans and funding options, we can help you create a health care solution that aligns with your overall benefits strategy.

Traditional copay plans	Deductible plans	HSA and HRA
Variety of options with predictable payments for employees	More options at an affordable cost	Lower monthly membership charges, plus tax savings for employees ⁵
PPO⁶	POS⁷	Out-of-area⁶
Access to other network physicians gives employees flexibility	A traditional plan with more care options	For employees living and working outside our regions
Medicare plans	Funding options	Multi-State
Award-winning coverage for people over 65 ⁸	Choose from: <ul style="list-style-type: none">• Fully insured• Self-funded• Risk-sharing	Consistent benefits across all Kaiser Permanente markets

To learn more, please contact your Kaiser Permanente representative or visit kp.org/choosebetter.

1. Kaiser Permanente 2020 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2020 and is used with the permission of NCQA. Quality Compass 2020 includes certain CAHPS® data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality. 2. See note 1. 3. NCQA's Private Health Insurance Plan Ratings 2019-2020, National Committee for Quality Assurance, 2019: Kaiser Foundation Health Plan of Colorado – HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan of Georgia, Inc. – HMO (rated 4 out of 5); Kaiser Foundation Health Plan, Inc., of Hawaii – HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. – HMO (rated 5 out of 5); Kaiser Foundation Health Plan, Inc., of Northern California – HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan of the Northwest – HMO (rated 4 out of 5); Kaiser Foundation Health Plan, Inc., of Southern California – HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan of Washington – HMO (rated 4 out of 5). Due to COVID-19, NCQA will not release 2020-2021 Health Plan Ratings for any product line. This rating is based upon 2019-2020 Health Plan Ratings. 4. U.S. Consumer Net Promoter Benchmarks, NICE Satmetrix, 2011-2020. 5. The tax references in this brochure relate to federal income tax only. Consult with your financial or tax advisor for information about state income tax laws. 6. The Kaiser Permanente OOA and PPO Plans are underwritten by Kaiser Permanente Insurance Company, a subsidiary of Kaiser Foundation Health Plan, Inc. (KFHP). 7. The HMO tier of the 3-tiered POS Plan is underwritten by Kaiser Foundation Health Plan, Inc. (KFHP). The participating and nonparticipating tiers of the POS Plan are underwritten by Kaiser Permanente Insurance Company (KPIC). The HMO tier of the 2-tiered POS Plan is underwritten by Kaiser Foundation Health Plan, Inc. (KFHP). The nonparticipating provider tier of the POS Plan is underwritten by Kaiser Permanente Insurance Company (KPIC). KPIC is a subsidiary of KFHP. 8. NCQA's Medicare Health Insurance Plan Ratings 2019-2020, National Committee for Quality Assurance, 2019: Kaiser Foundation Health Plan of Colorado – HMO (rated 5 out of 5); Kaiser Foundation Health Plan of Georgia, Inc. – HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan, Inc., of Hawaii – HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. – HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan, Inc., of Northern California – HMO (rated 5 out of 5); Kaiser Foundation Health Plan of the Northwest – HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan, Inc., of Southern California – HMO (rated 5 out of 5); Kaiser Foundation Health Plan of Washington – HMO (rated 4.5 out of 5).

Not all plans and funding options are available in all regions. Information may have changed since publication. Self-insured plans are administered by Kaiser Permanente Insurance Company (KPIC). Your health benefits are self-insured by your employer, union, or Plan sponsor. KPIC provides certain administrative services for the Plan and is not an insurer of the Plan or financially liable for health care benefits under the Plan. Kaiser Permanente Insurance Company, One Kaiser Plaza, Oakland, CA 94612.