

## REGIONAL OVERVIEW

## Northern California

In Northern California, we provide high-quality health care for approximately 4.4 million members at more than 263 locations. Members in Northern California receive services from more than 9,000 Permanente Medical Group doctors.

Central California

Diablo

East Bay

Marin

Napa/Solano

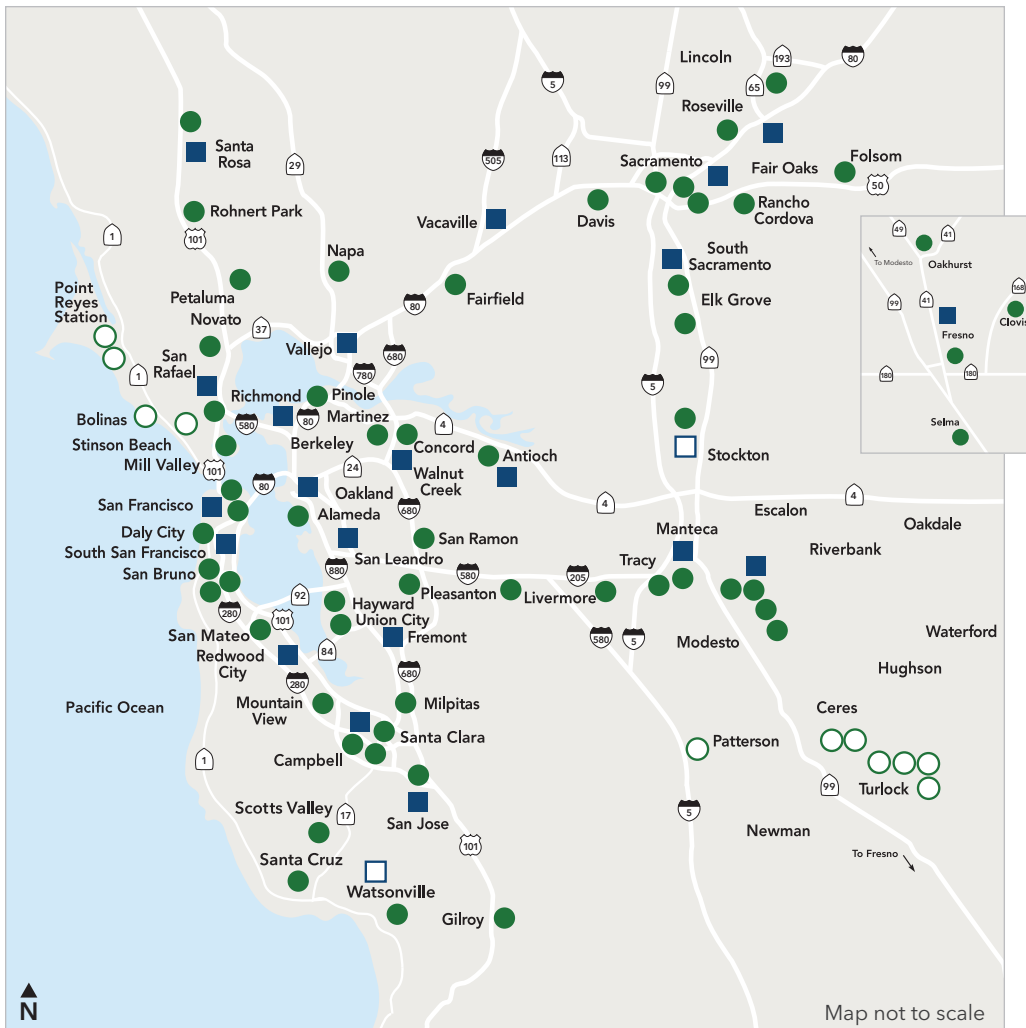
Peninsula

Sacramento

San Francisco

Sonoma

South Bay



- Medical centers
- Affiliated plan hospitals
- Medical offices
- Affiliated medical offices

## Medical groups

### The Permanente Medical Group, Inc.

- 9,221 physicians, including primary and specialty care

The Permanente Medical Group's innovative, personalized, and technologically advanced approach to health care is raising the bar in making high-quality health care more connected, more convenient, and more accessible. Our collaborative and coordinated approach to medical care enables physicians in every specialty to work together – applying sophisticated technology and high levels of medical expertise to benefit your employees.

While our doctors care for most of our members, those enrolled in our point-of-service (POS), PPO, and out-of-area indemnity plans may receive care from either a PHCS Network provider (8,195 primary care physicians and 27,289 specialists), through a contracted arrangement, or from licensed providers nationwide.

## Pharmacies

We own and operate more than 170 pharmacies in Northern California. In areas without a Kaiser Permanente pharmacy, we contract with outside pharmacies to provide prescription drug services. Members also have the option of refilling most prescriptions online, over the phone, or through our mobile app.

## Medical facilities

### Medical offices

We own and operate 242 medical offices in Northern California.

### Medical centers and hospitals

There are 21 Kaiser Permanente-owned and -operated medical centers in Northern California. POS and PPO members have access to PHCS Network hospitals in California.

For medically necessary specialty care, our primary care doctors can refer members to Kaiser Permanente specialists.

## Among the highest-rated health plans in California – 4 years in a row

Of the 22 commercial health plans in California rated by the National Committee for Quality Assurance, ours have been among the highest-rated 4 years in a row.\*

Contact your Kaiser Permanente representative for more information.

### Kaiser Foundation Health Plan, Inc. Northern California Region

1950 Franklin St.  
Oakland, CA 94612  
510-987-1000

### Kaiser Permanente Member Services

1-800-464-4000 English  
1-800-788-0616 Spanish  
1-800-757-7585 Chinese dialects  
1-800-788-0710 KPIC Member Service Call Center (TTY 711)

### Membership Administration – employer support

1-800-731-4661

\*NCQA's Private Health Insurance Plan Ratings 2018–2019, National Committee for Quality Assurance, 2018: Kaiser Foundation Health Plan, Inc., of Northern California – HMO (rated 4.5 out of 5); Kaiser Foundation Health Plan, Inc., of Southern California – HMO (rated 4.5 out of 5). NCQA's Private Health Insurance Plan Ratings 2015–2018, National Committee for Quality Assurance.

Information may have changed since publication.