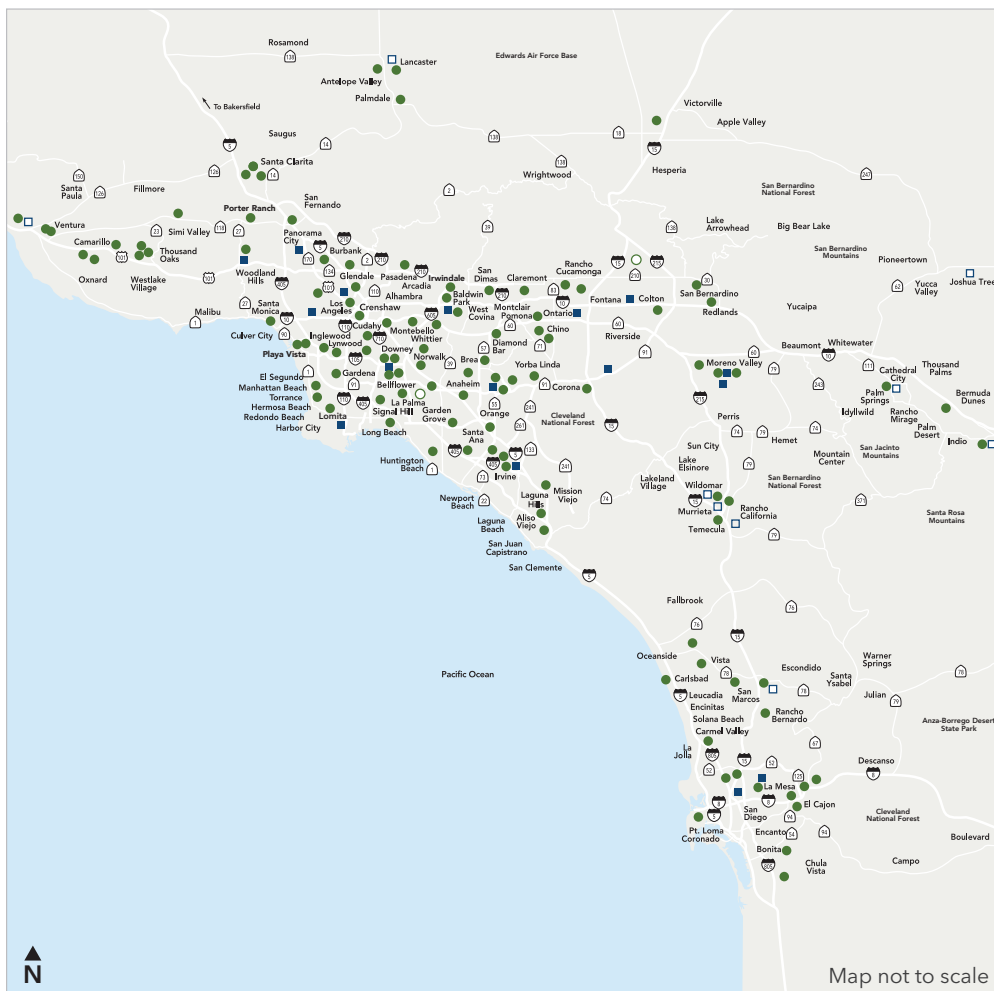


REGIONAL OVERVIEW

Southern California

In Southern California, we provide quality care for more than 4.6 million members at 248 locations. Members in Southern California receive services from nearly 75,000 employees, including more than 7,600 Southern California Permanente Medical Group doctors.

Baldwin Park
Coachella Valley
Downey
Inland Empire
Kern County
Metropolitan Los Angeles
Orange County
San Diego County
San Fernando Valley
South Bay
Western Ventura County



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

Medical groups

Southern California Permanente Medical Group

- 7,649 doctors, including primary and specialty care

With the Southern California Permanente Medical Group, your employees get a dedicated doctor who oversees their full range of care with the support of Kaiser Permanente HealthConnect® – our advanced electronic health record system. Every authorized caregiver has access to secure, real-time member health information, helping ensure your employees always get the right care at the right time.

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 (10,752 primary care doctors and 27,289 specialists), through a contracted arrangement, or from licensed providers nationwide.

Pharmacies

We own and operate 184 pharmacies in Southern 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 233 medical offices in Southern California.

Medical centers and hospitals

There are 15 Kaiser Permanente-owned and -operated medical centers in Southern 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. Southern California Region

393 E. Walnut St.
Pasadena, CA 91188
626-405-5000

Kaiser Permanente Member Services

1-800-464-4000 English
1-800-788-0616 Spanish
1-800-757-7585 Chinese dialects
1-800-777-1256 English-speaking members
in Coachella Valley and western Ventura County
1-800-788-0710 KPIC Member Service Call Center
711 TTY

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 2018–2019, National Committee for Quality Assurance.

Information may have changed since publication.