

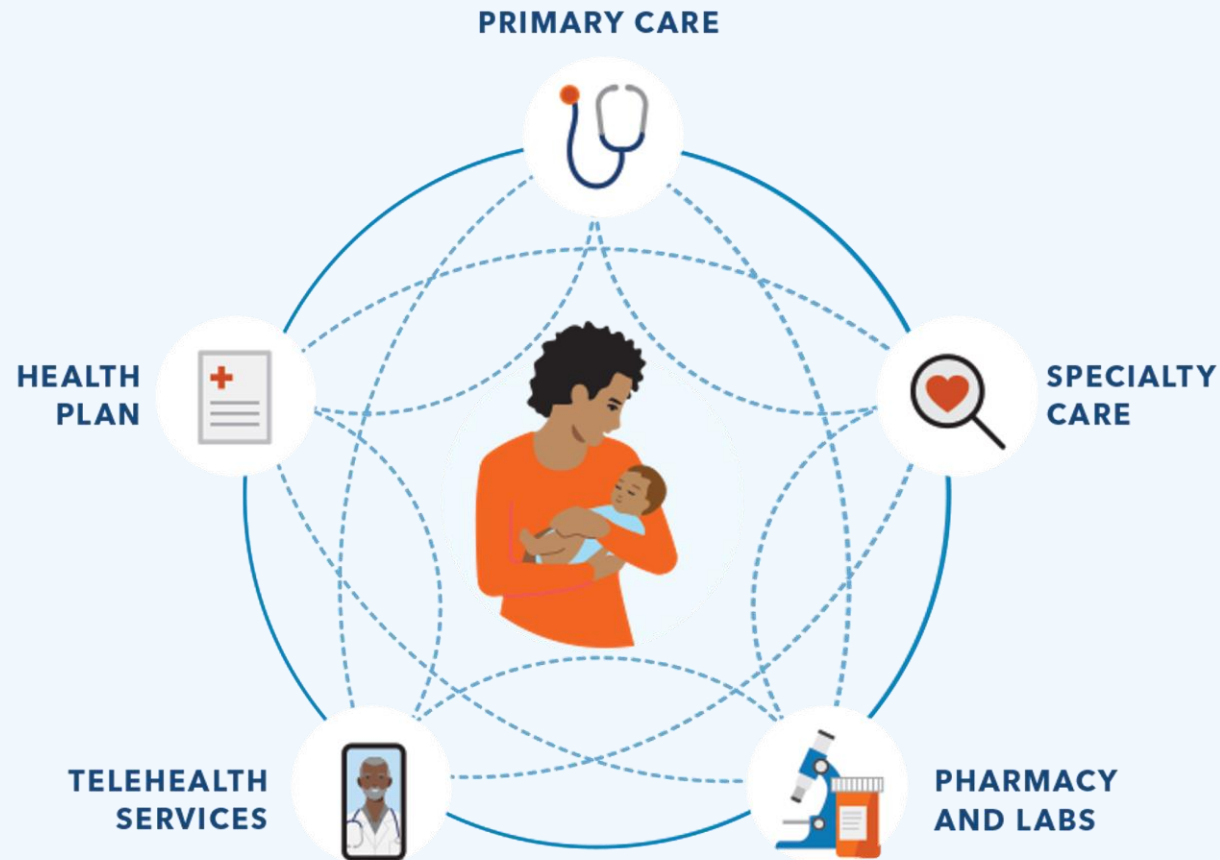
2024 Open Enrollment

Care for all that is you

PEPPERDINE UNIVERSITY

 KAISER PERMANENTE®

Connected care that's built to make your life easier



We combine care and coverage, which means our doctors, medical facilities, and health plan work together to deliver high-quality care that fits your needs.

It's easier to see top specialists and get the latest treatments.

It's the right care, when you need it.

Care that's convenient

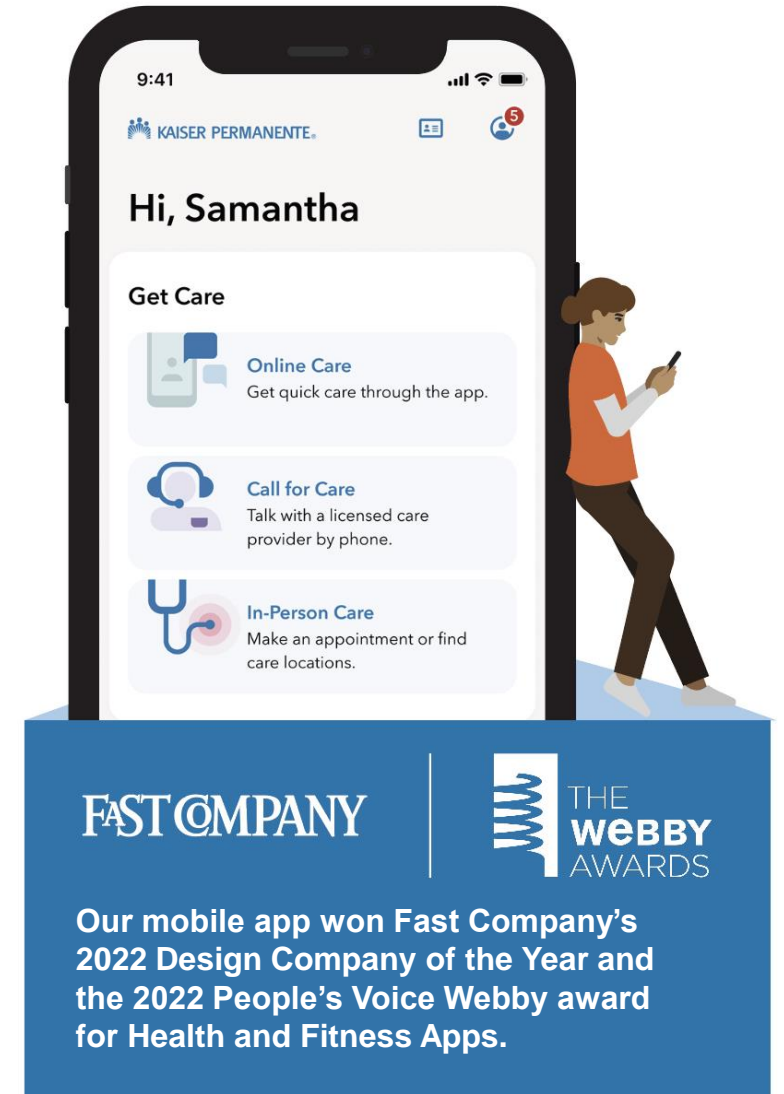
We make it easy to get high-quality care when and where you want it. No matter how you connect, you'll always talk with a medical professional who can see your health history and pick up where you left off.

Learn more at kp.org/mobile

Your health at your fingertips

- Get 24/7 care by phone or video*
- Email your care team
- Schedule appointments
- View lab results and doctor's notes
- Refill prescriptions
- Check in for appointments
- Pay bills and view statements

*When appropriate and available.



Convenient care in person



Whether you're visiting your Kaiser Permanente personal doctor or getting care at one of our other facilities, you'll always talk with a medical professional who can see your health history and pick up where you left off.



<Same-day, next-day, and weekend> appointments are available at most Kaiser Permanente locations.



Many of our facilities have pharmacies and labs in the same building, so you can see your doctor, get your tests, and pick up your prescriptions all in one stop.



The care you need, when you need it in Southern California

Explore the convenient ways you can get quality care.



To access all your online care options, you'll need to [sign-in](#) or create a [kp.org account](#).

Care options are available to most members. Refer to the care options on this page for more information regarding cost and availability based on plan type.

If you're having a [medical or mental health emergency](#), call 911 or go to the nearest hospital. Do not attempt to access emergency care through this website.

Sort and filter options

Sort by [Soonest available care](#)

[Filter care options](#)

Here are all your available options:

Immediate care

Best for: Urgent needs that aren't life-threatening

<p>E-visit</p> <p>Average wait time: Varies by region of care</p> <p>No additional cost share</p> <p>Answer a quick self-service questionnaire and get a response with advice and treatment from a physician within 2 hours.</p> <p>Learn more about e-visits</p> <p>Start an e-visit</p>	<p>Video visit now</p> <p>Estimated wait time: less than 106 minutes</p> <p>No cost share for most plans</p> <p>Talk to a clinician 24/7 over video for quality care when you need it - no appointment needed.</p> <p>Learn more about on-demand video visits</p> <p>Start an on-demand video visit</p>	<p>Phone visit now</p> <p>Estimated wait time: less than 106 minutes</p> <p>No cost share for most plans</p> <p>Talk to a clinician 24/7 over phone for quality care when you need it - no appointment needed.</p> <p>Learn more about on-demand phone visits</p> <p>Start an on-demand phone visit</p>
<p>Target clinics</p> <p>Copay, coinsurance, or deductible</p> <p>Get care for minor illnesses and injuries at a Kaiser Permanente Target Clinic.</p> <p>Find a Target Clinic</p>	<p>Walk-in urgent care</p> <p>Copay, coinsurance, or deductible</p> <p>For illnesses or injuries requiring prompt attention but are not medical or psychiatric emergencies.</p> <p>Learn more about walk-in urgent care</p> <p>Find urgent care locations</p>	<p>Emergency care</p> <p>Copay</p> <p>Get prompt medical attention for medical or mental health emergencies.</p> <p>Learn more about emergency care</p> <p>Find emergency care locations</p>

<https://healthy.kaiserpermanente.org/southern-california/get-care>

Convenient prescription refills

Order prescription refills online, on the Kaiser Permanente app, in person, or over the phone.

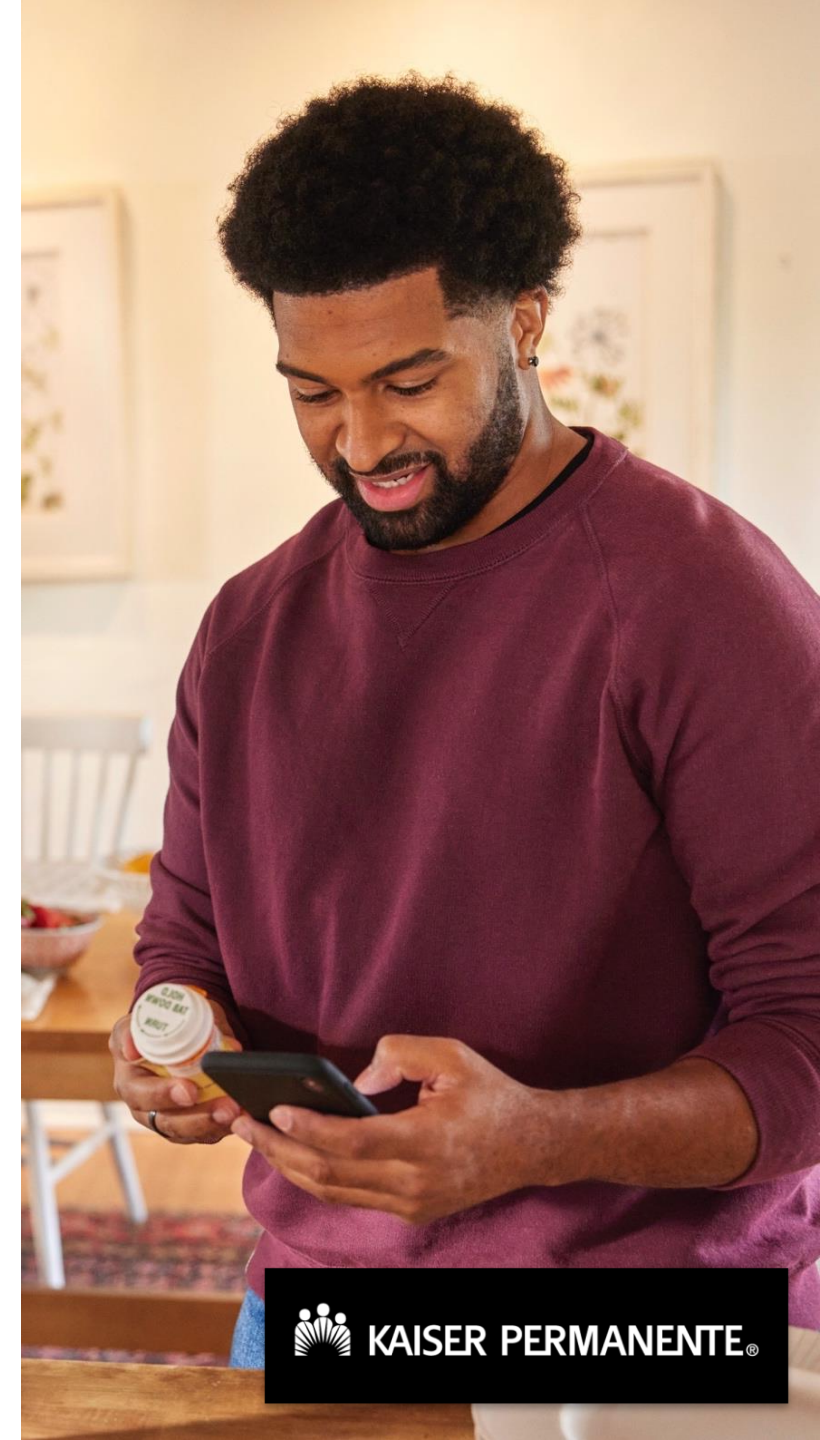
You can also get refill reminders or alerts when new prescriptions are available to order.



Get your prescriptions:

- At any Kaiser Permanente pharmacy, including same-day pickup
- Delivered to your door with same-day or next-day delivery^{1,2}

1. Not all prescriptions can be mailed, restrictions may apply. Please check with your local pharmacy. 2. Same-day and next-day prescription delivery services may be available for an additional fee. These services aren't covered under your health plan benefits and may be limited to specific prescription drugs, pharmacies, and areas. Order cutoff times and delivery days may vary by pharmacy location. Kaiser Permanente isn't responsible for delivery delays by mail carriers. Kaiser Permanente may discontinue same-day and next-day prescription delivery services at any time without notice and other restrictions may apply. Medi-Cal and Medicaid beneficiaries should ask their pharmacy for more information about prescription delivery.





Convenient care while traveling

Planning to travel? Have a child going away to college? We can help you stay on top of your health while you're away. We'll work with you before you leave to see if you need to get vaccinated, refill prescriptions, and more.

And you're covered for urgent and emergency care anywhere in the world.



You can always get 24/7 care by email, phone, and video across the nation.*

Visit kp.org/travel to learn more.

*When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state.

World Class Maternity Care

Expect great care when you're expecting



A dedicated prenatal care team



A personalized birth plan



Care and support every step of the way



Support that doesn't stop at delivery

Learn more at kp.org/maternitycare.





Resources for mental health

Kaiser Permanente provides a wide range of support to help you take care of your mental and emotional health.

- Get help with conditions like anxiety, depression, addiction, and autism spectrum disorders.
- Find care with psychiatrists, psychologists, marriage and family therapists, and more.
- Make an appointment for therapy within Kaiser Permanente without a referral.
- Use online self-care resources at any time to help you relieve stress, improve sleep, practice mindfulness, and more.

Learn more at kp.org/mentalhealth.

Resources for self-care

You have access to apps to help reduce stress, improve sleep, and manage overall mental wellness.^{1,2}

Visit kp.org/selfcareapps to learn more.



Calm

The number one app for sleep and meditation



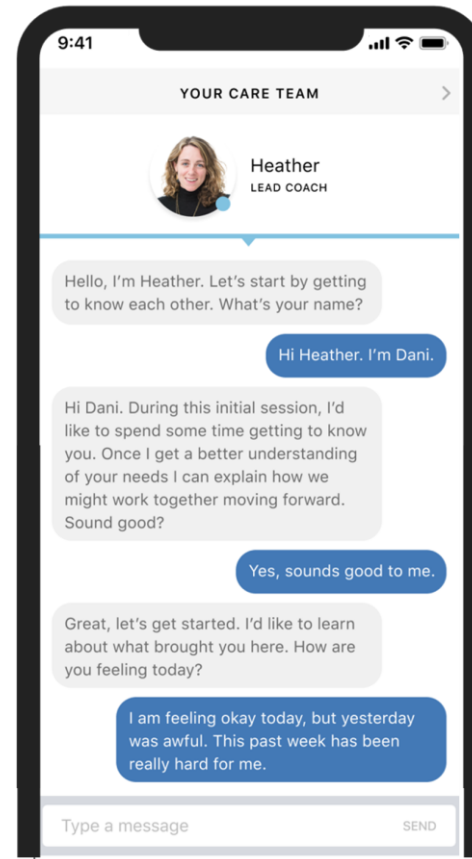
Ginger

Text one-on-one with an emotional support coach anytime, anywhere.³



myStrength

Build a personalized plan to strengthen your emotional health.



47%

of users say
Ginger helps
with anxiety⁴

1. The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time. 2. Calm and myStrength can be used by members 13 and over. The Ginger app and services are not available to any members under 18 years old. 3. Eligible Kaiser Permanente members can text with a coach using the Ginger app for 90 days per year. After the 90 days, members can continue to access the other services available on the Ginger app for the remainder of the year at no cost. 4. Knuckle et al., "Association Between Care Utilization and Anxiety Outcomes in an On-Demand Mental Health System: Retrospective Observational Study," *JMIR Formative Research*, 2021.

More on self-care apps¹



Ginger²

- Text with a coach anytime, anywhere, 24/7 for 90 days.
- Discuss goals, share challenges, and create an action plan with your coach.
- Get personalized, interactive skill-building tools from a library of more than 200 activities.
- View recaps from each texting session, track progress, and work with your coach to adjust your action plan as needed.



myStrength³

Strengthen your emotional health whenever, wherever you need to, with:

- A personalized support plan
- Tools to manage stress, depression, sleep, and more
- Hundreds of activities, articles, and videos

1. The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time. 2. Eligible Kaiser Permanente members can text with a coach using the Ginger app for 90 days per year. After the 90 days, members can continue to access the other services available on the Ginger app for the remainder of the year at no cost. 3. myStrength can be used by members 13 and over. The Ginger app and services are not available to any members under 18 years old.

More on self-care apps



Calm uses meditation and mindfulness to help lower stress, reduce anxiety, and improve sleep quality. Available at no additional cost.

- A new 10-minute Daily Calm meditation every day
- Guided meditations for anxiety, stress, gratitude, and more
- Sleep Stories (soothing bedtime tales for grown-ups)



Get moving with fitness options that fit your schedule and lifestyle, including Pilates, dance, boxing, cardio, strength training, and yoga.

- **Reduced rates on fitness classes —**
Take in-person classes from top fitness studios
- **Online video workouts at no additional cost —**
4,000+ on-demand fitness classes

The services described above are not covered under your health plan benefits and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice.

Resources for everyday wellness

Take advantage of classes, services, and programs to help you achieve your health and fitness goals.¹
Visit kp.org/health-wellness to learn more.



Acupuncture, massage therapy, and chiropractic care



Wellness Coaching by Phone



Reduced rates on gym memberships



Online fitness with the ClassPass app



Healthy lifestyle programs and classes²



1. These services aren't covered under your health plan benefits and aren't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. 2. Classes vary at each location and some may require a fee.

Pepperdine University

Traditional HMO Plan

Benefits	Details
Yearly deductible	None
Maximum yearly out-of-pocket costs	\$1,500 individual/\$3,000 family
Covered services	You pay
Preventive care	No charge
Doctor's office visit	\$20
Lab tests and radiology	No charge
Outpatient surgery	\$250 per procedure
Hospitalization	\$500 per admission
Emergency care	\$250 per visit
Prescribed medications (30-day supply)	\$15 copay (generic medication)/\$35 copay (brand-name medication)/30% coinsurance (specialty medication)

*This is a summary of some benefits and their copays and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.

Care that's right for you



Personalized onboarding

- A welcome call to answer your questions
- A member guide to get you started



3 easy steps to a healthy change

1. Choose your new doctor
2. Transition your care and prescriptions seamlessly
3. Get care on your schedule

Visit kp.org/newmember to learn more.



Complete care to help you live a fuller, healthier life

Want to learn more?



Visit kp.org/allthatisyou



Talk to an enrollment specialist:
1-800-514-0985 (TTY 711),
Monday through Friday, 7 a.m. to 6 p.m.
Pacific time



KAISER PERMANENTE®

Thank you

