



# Leading the way to better care

## Kaiser Permanente Overview

# Innovative solutions for your workforce



**coordinated care** to improve quality while reducing costs



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



**collaboration among providers** to share best practices and prevent duplicate services



**focus on wellness and prevention** to prevent chronic conditions



**chronic condition programs** to improve outcomes for patients with complex treatments

No matter how your employees seek care  
– in person, by phone, or online –  
they can expect a high-quality experience  
from Kaiser Permanente.

# Integrated care = better care

## Truly integrated care



Our health plan is part of the same organization as our doctors, hospitals, medical offices, pharmacies, and labs.

# Top doctors

- Over 700 care providers in 60 specialty areas
- Largest multi-specialty medical group in Hawaii
- Members can choose and change their doctor at any time
- Leading recruitment candidate process
- Rigorous and ongoing peer and patient satisfaction review
- 174 nationally-recognized Kaiser Permanente Hawaii doctors



# Convenient care for your employees

## Medical facilities:

- 23 care facility locations on Oahu, Maui, Hawaii Island, and Kauai
- Large network of community physicians and facilities on Kauai, Molokai, and Lanai
- Emergency, hospital, after-hours, skilled nursing, and specialty services at Moanalua Medical Center on Oahu
- We are affiliated with 9 community hospitals on the neighbor islands
- We own and operate 17 pharmacies and contract with many community pharmacies throughout the state



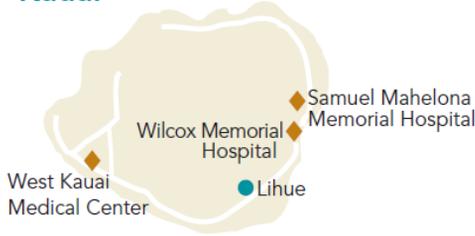
Moanalua Medical Center



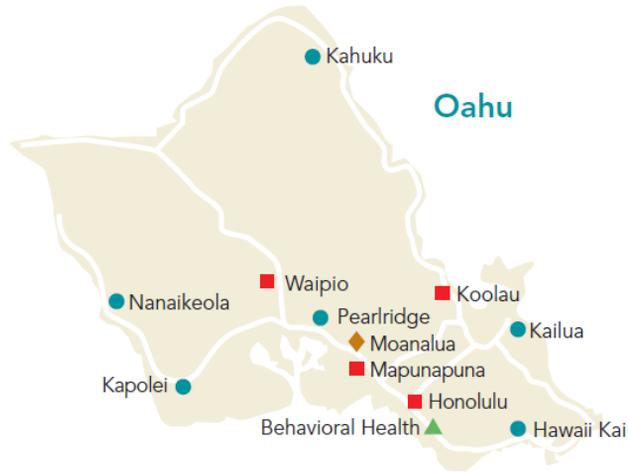
Koolau Medical Office

# Our locations

## Kauai



## Oahu



## Molokai



## Maui



## Lanai



## Hawaii



- ◆ Medical Centers / Plan Hospitals
- Medical Offices
- Neighborhood Clinics
- ▲ Other Specialty Services

▲ N Map not to scale

# Kaiser Permanente Hawaii: Access

## Expanding access to quality care

- Oahu:
  - Pearlridge Clinic – opened October 2013
  - Koolau Medical Office – renovations completed October 2013
  - Moanalua Medical Center – renovations completed March 2013



Koolau Medical Office



Moanalua Medical Center



Pearlridge Clinic

# Kaiser Permanente Hawaii: Access

## Expanding access to quality care

- **Maui**
  - Maui Lani Elua Clinic – opened September 2013
- **Hawaii Island:**
  - Kona Medical Office – opened July 2014
- **Kauai:**
  - Lihue Clinic – opened February 2016



Kona Medical Office



## NOW OPEN! – Lihue Clinic on Kauai

*The new Lihue Clinic brings more services to Kauai and improves access to care for our members.*

- Two primary care physicians
- Pharmacy
- Laboratory
- Continued access to community providers and pharmacies



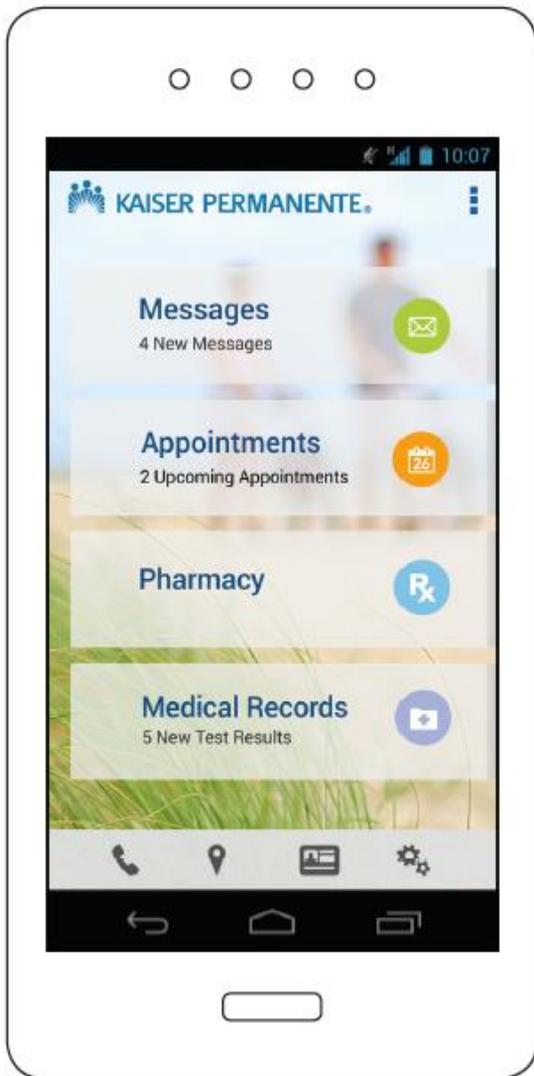
# Convenient Care Access

- Care the way you want it:
  - In-person appointments
  - Phone appointments
  - Email consults for non-urgent matters
- After-hours and same day appointments
- 24/7 nurse advice
- Emergency care
- Physicians in all medical specialties available 24/7
- On mainland: 500+ Kaiser Permanente facilities with access to Hawaii member electronic records
- Urgent care access in Las Vegas
- Worldwide coverage for initial urgent and emergency care



# Kaiser Permanente Hawaii: Connectivity

Kaiser Permanente uses health information technology to improve care and services.



HealthConnect – our electronic medical record:

- Enables convenient real-time information sharing between Kaiser Permanente caregivers, improving coordination and reducing errors.
- Largest civilian health care IT system in the world.

My Health Manager – your online portal to manage your care:

- Members can email their doctor's office, view lab results, schedule routine appointments, refill prescriptions, and more on kp.org.
- Enables our members to take an active role in their health care without losing time or reducing productivity during the workday.
- Mobile apps and optimized kp.org for smartphones makes health management easier and more convenient.

# Quality Care for Neighbor Island Members

- Advantages of our neighbor island members receiving services at Moanalua Medical Center on Oahu
  - Highest quality care in the highest quality environment
  - The only hospital in the state with 24/7/365 specialty coverage
  - Neighbor island community hospitals may not offer the breadth and volume of specialized procedures performed at Moanalua Medical Center
  - Support from our Continuing Care Coordinators & Social Workers are provided to all of our members before, during, and after their stay
- Complimentary “concierge” service for those traveling to Oahu for specialty care
- Air and ground transportation to and from Moanalua Medical Center are provided and booked on our members’ behalf

# Out-of-Area Dependent Child Coverage

Kaiser Permanente covers routine primary care for out-of-state dependent children who are outside Kaiser Permanente's service areas and within the United States.

These benefits are in addition to the urgent and emergency benefits already included in all our health plans.

## BENEFIT HIGHLIGHTS:

BENEFIT*	MEMBER PAYS
Office visits	\$20 copay per visit
Basic lab & imaging	\$10 copay per service
Testing	20% of applicable charges
Prescription drugs	20% of applicable charges

\*This is a summary of the Kaiser Permanente Hawaii out-of-area dependent child benefit features. Please see your Benefit Summary for complete information about coverage, limitations, and exclusions, including those not listed in this summary. The out-of-area dependent child benefit is not available to Medicare, Medicaid (QUEST Integration), and Added Choice plan members.

\*These benefits are in addition to the emergency and out-of-area urgent care benefits already included in all Kaiser Permanente health plans.

\*Office visits are limited to 10 primary care visits per year. Lab, imaging, and testing are limited to 10 combined services per year. Prescription drugs are limited to 10 prescriptions per year. Please see your Benefit Summary for details.

# Value-Added Programs



## Fit Rewards

Our Fit Rewards benefit provides either a fitness center membership (member pays \$200 per year) or participation in a home exercise program (member pays \$10 per year). The \$200 annual fitness center membership will be reimbursed if members visit a participating facility at least 45 days, 30 minutes per session in 2017. It also gives members a host of free tools such as fitness trackers, nutrition monitoring, online coaching, and more.



## Workforce Health Services

We can help you implement a workforce health program that includes onsite and online services that can motivate your employees to adopt healthier lifestyles.



## Vision Essentials

Your employees will receive comprehensive eye care that meets their individual style. With Vision Essentials, each employees receives a \$150 annual optical allowance for eyeglasses or contact lenses.

# Fit Rewards



With the Fit Rewards program, your employees will have a choice of access to a fitness facility membership or a home exercise option. The Fit Rewards program also includes access to a host of online tools such as fitness trackers, exercise planners, nutrition monitoring, online courses, and more.

## The Fit Rewards Program

The Active&Fit network includes over 10,000 fitness facilities across the nation, including many national chains, as well as local facilities. Members pay a **\$200 annual fee and will have the opportunity to get the \$200 paid membership back if they go to a participating gym at least 45 days for a minimum of 30 minutes each visit. If they complete this requirement, they will get their annual fee reimbursed.** The Fit Rewards Program features standard amenities offered at most fitness facilities such as:

- Cardio and resistance training equipment
- Fitness classes
- Saunas, spas, and pools where available

## The Home Fitness Program

Members pay **\$10 per year** and can choose any two dynamic workout kits equipped with a motivational DVD, instructional booklet, and quick start guide.

- Strength Exercise Kit
- Pilates Kit
- Aqua Aerobics Kit
- Stress Management Kit
- Yoga Kit
- Walking Kit
- Tai Chi Kit

# Workforce Health Services



Partnering with an organization that addresses employee health early, consistently, and effectively can make your workforce more energetic, more focused, and more productive. With your customized Workforce Health Services opportunity, we will work with you to create a workforce health program that includes onsite and online services that will motivate your employees to live healthier lifestyles.

## Onsite health promotion classes include:

- Exercise classes
  - Chairobics
  - The Power of Exercise and You
  - Thrive with Tai Chi
  - Yoga Pilates
- Nutrition classes
  - Eating to Thrive
  - Get your Plate in Shape
  - Healthy Holiday Eating
  - Healthy Kids, Healthy Families
  - Hot off the Grill
  - Label Reading
  - Love your Heart – Recipe Modification
  - Wait Weight!
- Thrive classes
  - Back Fitness
  - Caring for the Caregiver
  - Healthy Aging
  - Healthy Living (3 session series)
  - Healthy Sleep
  - Setting Goals for Health Behavior
  - Smoking Cessation
  - Stress Management

## Wellness coaching by phone

- Convenient telephone sessions
- Skilled experts
- Customized action plans
- Medical record integration

# Vision Essentials



With Vision Essentials, your employees receive \$150 annual allowance for eyeglasses or contact lenses that provides them with comprehensive eye care that meets their individual needs.

## Annual allowance for eyeglasses applies to:

- Eyeglass frames
- Eyeglass lens
- Complete pair of eyeglasses
- Prescription safety glasses
- Prescription sunglasses

## Annual allowance for contact lenses applies to:

- Contact lens exam and fitting
- Contact lenses

Getting your eye care and eyewear is simple with Kaiser Permanente. Your employees don't need a referral to schedule a basis eye exam – they can simply give us a call or visit [kp.org](http://kp.org) to make an appointment for a basic eye exam.

# Accolades and Awards

## Raising the bar for excellence

Year after year, Kaiser Permanente is recognized locally and nationally for our commitment to high-quality care. Here's what the country's leading health care authorities are saying about Kaiser Permanente:



### Among the highest-rated commercial health plans in Hawaii

Of the health plans reviewed by the National Committee for Quality Assurance in Hawaii, we were one of only two commercial plans in the state to earn the highest rating. This is also the second consecutive year our Medicare and Medicaid plans received the top rating.<sup>1</sup>

Best Doctors



### Top-notch doctors

174 of our physicians in more than 50 specialties were named among the nation's medical elite by one or both of the 2016 Best Doctors and Castle Connolly Top Doctors lists. They were selected by their peers to join a coveted list of the most respected doctors in Hawaii, and the ones that other top doctors would trust for their loved ones and themselves.<sup>2</sup>

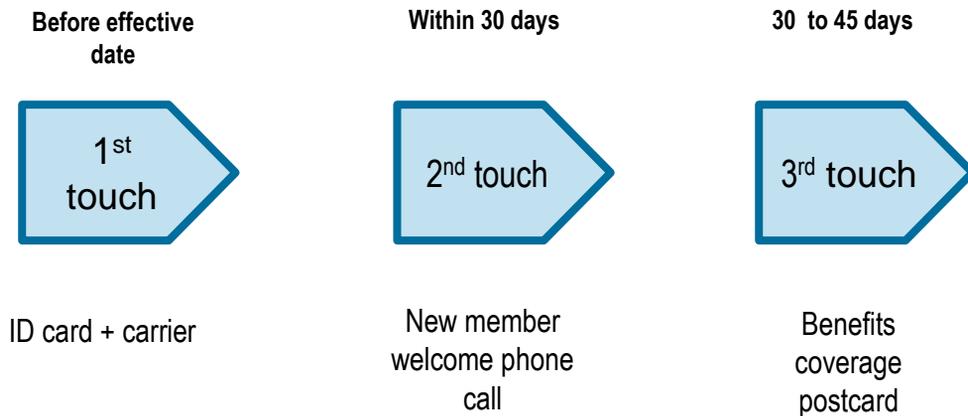


### Ranked No. 1 in the most quality measures

We ranked No. 1 in 34 of 48 HEDIS (Healthcare Effectiveness Data Information Set) Prevention and Treatment measures, including those for breast and cervical cancer screening; diagnosis and treatment services for diabetes and hypertension; family care services for prenatal/postpartum and well-child immunizations and care; and care management for behavioral health conditions.<sup>3</sup>

# Seamless Care Transition

## Personalized new member outreach



Custom onboarding outreach and activities can include:

- Onsite support at main facilities/locations over multiple days to share information, give presentations, and be available for associate and HR Manager Q&A.
- Facility tours for associates at our clinics and Moanalua hospital.
- Train the trainer and 1:1 sessions with each HR Manager so they can answer common questions associates will have.
- Direct mail campaign with details of the change, including how to begin and where to go for support.
- Case managers available for any assistance with transition of care.

**Getting started**  
Resources for new members

**KAISER PERMANENTE.**

Our Care Transition Team can help you:

- select your personal physician
- transfer your prescriptions
- make an appointment
- transition your care

**808-643-5744**

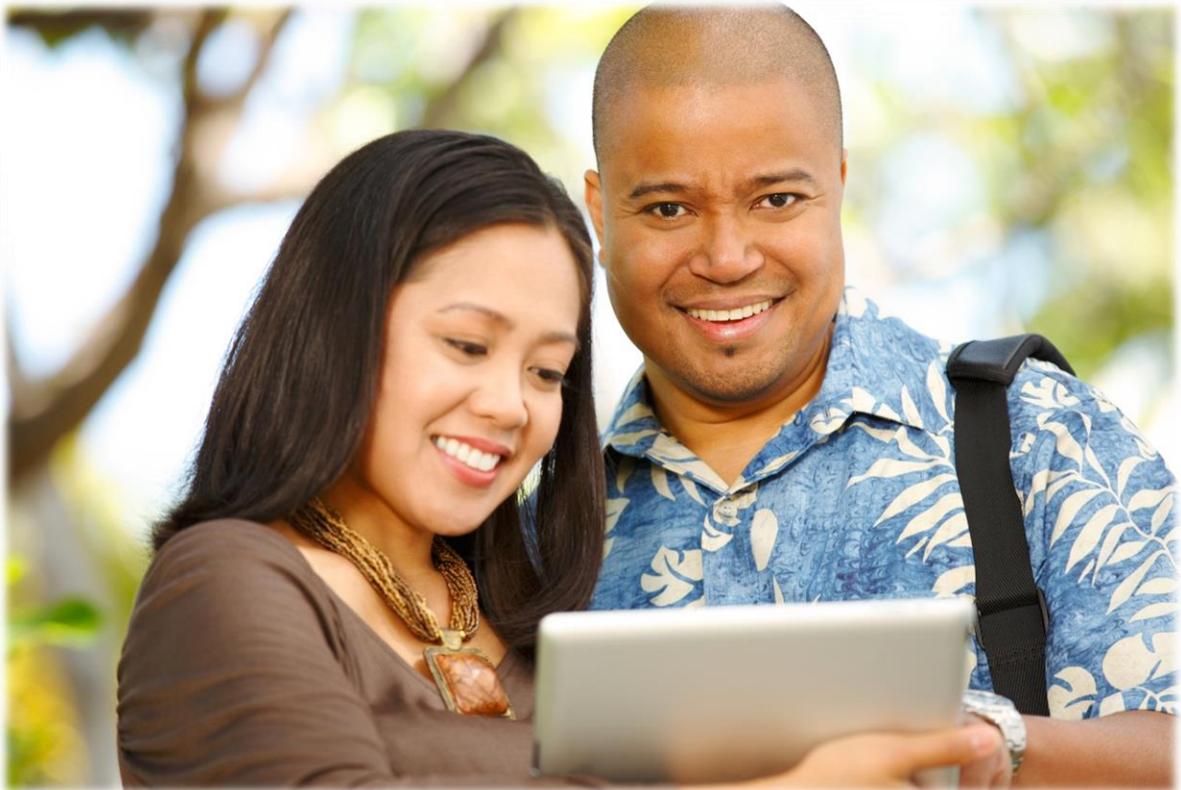
Monday - Friday, 9 a.m. - 5 p.m. (except holidays)

For **benefits and coverage** information, please call our **New Member Welcome Center**  
808-643-5247  
1-877-447-5990 (TTY for the hearing/speech impaired)  
Monday - Friday, 8 a.m. - 5 p.m.  
Saturday, 8 a.m. - noon

Enjoy the convenience of managing your health online.  
Get started today at [kp.org/registernow](http://kp.org/registernow).

# Our commitment to you

- ✓ Convenient access to top-quality care
- ✓ Top-notch customer service
- ✓ Greater value for your health care dollar
- ✓ Advanced technology that links your employees to better health
- ✓ Seamless transition of care



# Next Steps?