Kaiser Permanente
Washington
Individual & Family
Qualified Health Plans
These are investments that we began to make last year.

Facilities and equipment replace and refresh

Access to care

Excellent care experience

Information technology
Facility refresh
Facility service enhancements

**Newly staffed positions**

- Service Ambassador
- Community Resources Specialist
- Local Member Services Assistants
New clinics

Phase 1: Invest in primary care
Expand to 30 medical offices by adding 5 new clinics across the Core Puget Sound Area

Phase 2: Rebuild specialty care hubs
Replace hubs/hybrids in Tacoma, Capitol Hill, Kent, Silverdale, and Everett

Phase 3: Replace aging facilities, build new capacity
Replace Renton and Lynnwood, expand in Olympia and Issaquah
New member welcome experience

- kp.org/wa/getstarted
- ID card and quick start
- Personalized welcome toolkit
- Welcome call
- Welcome letter from doctor

Anytime
Within 1 to 10 days of coverage start
Within 45 days of coverage start
After members choose a doctor or are courtesy paneled (HMO Core only) after 90 days
Rating area transitions - 2018

1. King
2. Island, Mason, Lewis, Kitsap, Pierce, San Juan, Skagit, Snohomish, Thurston, Whatcom
3. Spokane
Rating area transitions - 2019

1. King
2. Kitsap, Lewis
4. Spokane
5. Mason, Pierce, Thurston
6. Benton, Franklin, Kittitas, Yakima
8. Island, San Juan, Skagit, Snohomish, Whatcom
Bronze plan discontinued

Effective January 1, 2019, the Bronze plan will no longer be offered to prospective and current members, on and off the exchange

- Affected members will be mapped to the Flex Bronze plan, and can select another plan if they prefer
- Members will be notified of this change by October 1, 2018 and informed of next steps to take if they want to select another plan
# 2019 Individual & Family plan portfolio

<table>
<thead>
<tr>
<th>Plan Description</th>
<th>ON-Exchange</th>
<th>OFF-Exchange</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core Basics Plus Catastrophic</td>
<td>Available</td>
<td>X</td>
</tr>
<tr>
<td>Core Bronze HSA</td>
<td>Available</td>
<td>Available</td>
</tr>
<tr>
<td>Flex Bronze</td>
<td>Available</td>
<td>Available</td>
</tr>
<tr>
<td>Core Silver HSA</td>
<td>X</td>
<td>Available</td>
</tr>
<tr>
<td>VisitsPlus Silver HD</td>
<td>Available</td>
<td>X</td>
</tr>
<tr>
<td>Flex Silver HD – NEW!</td>
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<td>Available</td>
</tr>
<tr>
<td>Flex Silver</td>
<td>Available</td>
<td>X</td>
</tr>
<tr>
<td>Flex Gold</td>
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Individual & Family plan comparison and mapping