Individual and Family

Angie Van Brocklin
Rick Henshaw
Optimizing our network

- Our ability to provide high-quality, affordable care is strongest through our internal delivery system (IDS); it provides the most value to members.

- Our model of care is most effective when our members have strong relationships with our IDS providers or with external providers who closely align with the way we deliver care.

- This means:
  1. We’re building new facilities in new areas.
  2. We’re performing annual reviews of our contracted network to ensure it aligns with our expansion strategy.
  3. There are some changes to our contracted network.
  4. You can expect communication from us next week that includes:
     • Providers affected by our network changes
     • Groups and members affected by these changes
Individual and family service area update: San Juan County

- As of January 1, 2020, Kaiser Permanente individual and family plans will no longer be offered in San Juan County.
- The 1,923 members and mutual clients impacted by this change will need to select a new individual and family carrier during open enrollment.
- Brokers will receive client information and notification letters the week of September 23, 2019.
- Members will be notified of this change by October 1, 2019.
2020 service area and rating region update

1. King
2. Kitsap, Lewis
3. Spokane
4. Mason, Pierce, Thurston
5. Benton, Franklin, Kittitas, Yakima
6. Island, Skagit, Snohomish, Whatcom
7. Columbia, Walla Walla, Whitman
## Individual and family plan portfolio

<table>
<thead>
<tr>
<th>Plan</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>
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<td>Available</td>
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<tr>
<td>Core Silver HSA</td>
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<tr>
<td>VisitsPlus Silver HD</td>
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<td>X</td>
</tr>
<tr>
<td>Flex Silver HD</td>
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<tr>
<td>Flex Silver</td>
<td>Available</td>
<td>X</td>
</tr>
<tr>
<td>Flex Gold</td>
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<td>Available</td>
</tr>
</tbody>
</table>
Individual and family plan comparison and mapping
Important dates to remember

Jan. 1, 2020
Coverage begins for plans purchased on or before Dec. 15, 2019

Special enrollment period (SEP) cutoff date
On-exchange and off-exchange SEP monthly cutoff: 15th of each month unless enrollee meets exception criteria.

Off-exchange or on-exchange through the Washington Healthplanfinder
Individual and Family sales and service support team

We’re here to support you and can help you with:

- Eligibility
- Enrollment status
- Enrollment materials/sales kit requests
- Plan quotes
- Plan benefits

Available Monday through Friday from 8 a.m. to 5 p.m.

1-800-474-1079 ifsales@kp.org
Kaiser Permanente Northwest

- Clark and Cowlitz counties will still remain within the service area of Kaiser Foundation Health Plan of the Northwest (in green).
- All areas shaded in blue are within the service area of Kaiser Foundation Health Plan of Washington.
- Important numbers for KFHPNW:
  - KPIF Broker Shared Service Line (presale): 1-844-394-3978,* option 4, option 5 - NW
  - KPIF Broker Shared Service Line (post-sale): 1-844-394-3978, option 1
  - KPIF Producer Relations (commissions and appointing questions): 1-844-268-3943*
  - KPIF Member Services: 1-800-813-2000*

*This number is specific to inquiring about members, plans, and other information as it pertains to Kaiser Foundation Health Plan of the Northwest. Please refer to the rest of the slide deck for contact information regarding Kaiser Foundation Health Plan of Washington.
Thank you!
We’re happy to answer your questions.