

COVERAGE

Not all care is created equal.



Proactive care

Purposeful innovation

Empowered doctors

Aligned incentives

Unmatched access



When care and coverage work together, everything works better.

CARE

Our model delivers outcomes others can't.

Empowered doctors

We empower doctors to be exceptional—with an ecosystem designed to deliver better care.

MORE ADVANCED SUPPORT

The world's largest civilian EHR database for fast and informed care collaboration. Cutting-edge care and technology advanced by peers.

FEWER BARRIERS TO CARE

Removing prior authorizations—when our doctors recommend care, patients receive it. No juggling administrative hassles that take away valuable time with patients.

Purposeful innovation

We are at the forefront of research and purposeful innovation—because when doctors lead, best practices follow.

The time it takes us to turn research findings into evidence-based practices compared to the industry average.



One of the largest research institutions in the nation

2,330
active studies and clinical trials

180
full-time researchers

Unmatched access

We pair a deeply integrated experience with unmatched access to care—everywhere.

IN-PERSON

- One home for life-saving care, imaging, prescriptions, screenings and labs
- A single app to manage care and coverage
- No forms to fill out or repeating health history

VIRTUAL CARE

We outpace the nation in telehealth adoption

30%
KAISER PERMANENTE

vs. 5%
NATIONAL AVG.

And see better results

9.6/10
MEMBER SATISFACTION

50%
LESS FOLLOW-UP CARE NEEDED

Member retention that's nearly double the industry average



Proactive care

We engage members sooner with proactive care—and a more connected approach that others are still trying to copy.

FROM DAY 1. AND FOR FAR LONGER.

- Signature 21-point onboarding experience
- Proactive screening reminders for every member
- Automatic enrollment in disease management

MORE ENGAGED

5x

MENTAL HEALTH

Our members are 5x as likely to be screened for depression and 2x as likely to respond to treatment.

MORE SCREENINGS

- ↑ 11% Breast
- ↑ 13% Cervical
- ↑ 16% Colorectal

CANCER

We surpass national screening rates across key cancer types.

3 OUT OF 4 MEMBERS



HEART HEALTH

High blood pressure is under control for 3 out of 4 of our members, far above the national average.

Aligned incentives

We align on incentives that create the best outcomes for members—not for profits.

A higher standard of value-based care delivered to 100% of your workforce.

#1

across 69 effectiveness-of-care measures

Top 5%

nationwide in eliminating low-value care by avoiding care like unnecessary antibiotics, and imaging for low back pain

19%

more cost-effective than the average plan

End-to-end pharmacy oversight allows for consistently better speed, scale and savings.

CONSISTENTLY LOWER RX COST TREND

8.5%
KAISER PERMANENTE

vs. 10.1%
NATIONAL AVG.

SPEED AND SCALE

>100M

More than 100M prescriptions filled in 2023 alone.

LEADING BEST PRACTICES

95%

We prescribe biosimilars 95% of the time when available—compared to 25% nationally.