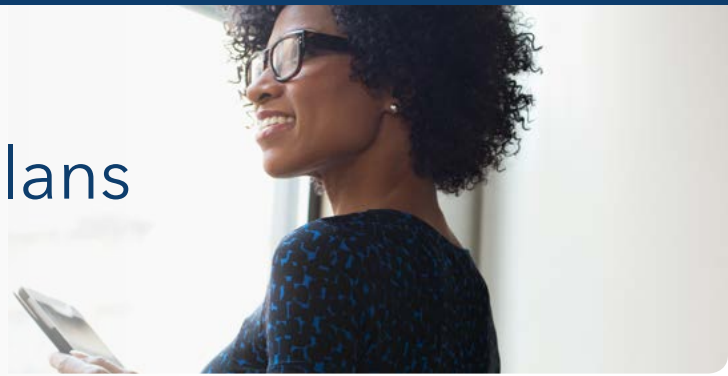


Kaiser Permanente Virtual Complete™ plans

Convenient care options and exceptional value



With a Kaiser Permanente Virtual Complete plan, your employees can get affordable, high-quality, personalized care in a variety of ways. They have flexibility in how they choose to get care – taking full advantage of our many no-cost virtual care options while still having primary care access to in-person care whenever they need it.

How our Virtual Complete plan works

Members can connect with their care team and specialists they've been referred to by video or phone for \$0. And they can have up to 3 in-person primary care visits for a copay before meeting their deductible.

With a Virtual Complete plan, your employees can:



Schedule phone visits or face-to-face video visits with their care team and specialists they've been referred to



Get on-demand support with 24/7 care advice by phone



Use our online symptoms checker to get personalized care advice within a few hours



Email their Kaiser Permanente doctor's office with nonurgent questions and get a reply within 2 business days

Virtual care can address many common conditions and situations, like:

- COVID-19, cold, flu, sinus, and allergy symptoms
- Urinary tract infections/urinary symptoms
- Skin rash
- Eye symptoms, like pink eye or eye irritation
- Depression, anxiety, and other mental health issues
- Questions about medication

Many care teams provide virtual care, including:

- Internal medicine
- Family medicine
- Ob-gyn
- Mental health
- Urgent care
- Physical therapy

Our virtual care is different – because it’s fully integrated

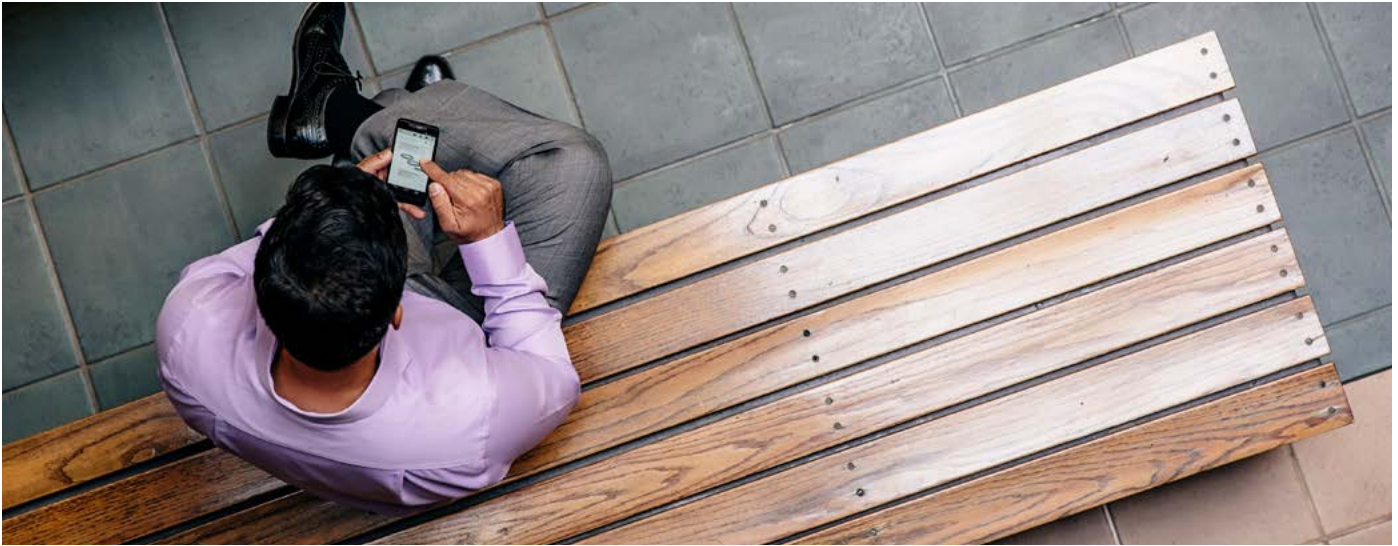
Our virtual care capabilities are designed to work together – giving members a seamless experience no matter how they choose to engage. And unlike many providers, every Kaiser Permanente doctor can see and update your employees’ electronic medical record – allowing them to promote preventive services, coordinate follow-up care, and make informed decisions about your employees’ care. Virtual care works better in an integrated system like ours.



Simple to understand, easy to use, and designed to deliver superior value

Virtual care Primary care, specialty care, mental health, pediatrics, dermatology, and more	\$0
Digital health support Self-care apps, personalized healthy lifestyle programs, and more	\$0
In-person office visits With primary care doctors	First 3 visits: \$30 before deductible Additional visits: \$30 after deductible
Lab tests	\$15, not subject to deductible
Generic prescriptions	\$15, not subject to deductible
Deductible	Range of deductible options

This is a sample of our Virtual Complete plan design. Other services not noted, such as X-rays and hospital care are subject to the deductible.



Virtual support for healthy living offers even more value

On top of the care they receive through their Virtual Complete plan, your employees also have access to digital wellness tools designed to help them thrive.

Healthy lifestyle programs

[Online programs](#) offering tools for healthy living and personalized tips to help employees reach their health goals.

CLASSPASS

No-cost access to thousands of on-demand [ClassPass](#) workout videos, plus reduced rates on livestream and in-person classes.



Personalized programs for managing depression, stress, anxiety, and more. [myStrength](#)⁶ lets employees set their own goals and work at their own pace.



[Calm](#) is an app for meditation, mindfulness, mental resilience, and sleep – designed to help lower stress, reduce anxiety, and more.

Contact your Kaiser Permanente representative to learn more about our Virtual Complete plans

¹Kaiser Permanente Core Value Metrics Report, accessed December 3, 2020.

²Kaiser Permanente Digital Metrics Report, 2020.

³Kaiser Permanente Sees Good Results With Video-Based Telehealth," MHealth Intelligence, 2018.

⁴See note 1.

⁵See note 1.

⁶myStrength[®] is a wholly owned subsidiary of Livongo, Inc.