

**Summary of Benefits and Coverage: What this [Plan](#) Covers & What You Pay For Covered Services**

**Coverage Period: 1/1/2018-12/31/2018**

 **KAISER PERMANENTE: Salesforce.Com, Inc – C18E**

**Coverage for: Individual / Family | [Plan](#) Type: EPO**

All plans offered and underwritten by Kaiser Foundation Health [Plan](#) of the Northwest




**The Summary of Benefits and Coverage (SBC) document will help you choose a health [Plan](#). The SBC shows you how you and the [Plan](#) would share the cost for covered health care services. NOTE: Information about the cost of this [Plan](#) (called the [Premium](#)) will be provided separately.**

**This is only a summary.** For more information about your coverage, or to get a copy of the complete terms of coverage see [www.kp.org/plandocuments](http://www.kp.org/plandocuments) or call 1-800-813-2000 (TTY: 711). For general definitions of common terms, such as [Allowed Amount](#), [Balance Billing](#), [Coinsurance](#), [Copayment](#), [Deductible](#), [Provider](#), or other underlined terms see the Glossary. You can view the Glossary at <http://www.healthcare.gov/sbc-glossary> or call 1-800-813-2000 (TTY: 711) to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall <a href="#">Deductible</a> ?	\$0	See the Common Medical Events chart below for your costs for services this <a href="#">Plan</a> covers.
Are there services covered before you meet your <a href="#">Deductible</a> ?	Not applicable.	This <a href="#">Plan</a> covers some items and services even if you haven't yet met the <a href="#">Deductible</a> amount. But a <a href="#">Copayment</a> or <a href="#">Coinsurance</a> may apply. For example, this <a href="#">Plan</a> covers certain preventive services without cost-sharing and before you meet your <a href="#">Deductible</a> . See a list of covered preventive services at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .
Are there other <a href="#">deductibles</a> for specific services?	No.	You don't have to meet deductibles for specific services.
What is the <a href="#">Out-of-pocket Limit</a> for this <a href="#">Plan</a> ?	\$1,500 Individual / \$3,000 Family	The <a href="#">Out-of-pocket Limit</a> is the most you could pay in a year for covered services. If you have other family members in this <a href="#">Plan</a> , they have to meet their own <a href="#">Out-of-pocket Limits</a> until the overall family <a href="#">Out-of-pocket Limit</a> has been met.
What is not included in the <a href="#">Out-of-pocket Limit</a> ?	<a href="#">Premiums</a> , health care this <a href="#">Plan</a> doesn't cover, and services indicated in chart starting on page 2.	Even though you pay these expenses, they don't count toward the <a href="#">out-of-pocket</a> limit.
Will you pay less if you use a <a href="#">Network</a> ?	Yes. See <a href="http://www.kp.org">www.kp.org</a> or call 1-800-813-2000 (TTY: 711) for a list of <a href="#">participating providers</a> .	This <a href="#">Plan</a> uses a <a href="#">Provider Network</a> . You will pay less if you use a <a href="#">Provider</a> in the <a href="#">Plan's Network</a> . You will pay the most if you use an <a href="#">out-of-Network Provider</a> , and you might receive a bill from a <a href="#">Provider</a> for the difference between the <a href="#">Provider's</a> charge and what your <a href="#">Plan</a> pays ( <a href="#">Balance Billing</a> ). Be aware your <a href="#">Network Provider</a> might use an <a href="#">out-of-Network Provider</a> for some services (such as lab work). Check with your <a href="#">Provider</a> before you get services.

<b>Do you need a <a href="#">Referral</a> to see a <a href="#">Specialist</a>?</b>	<b>Yes</b> , but you may self-refer to certain specialists.	This <a href="#">Plan</a> will pay some or all of the costs to see a <a href="#">Specialist</a> for covered services but only if you have a <a href="#">Referral</a> before you see the <a href="#">Specialist</a> .
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 All [Copayment](#) and [Coinsurance](#) costs shown in this chart are after your [Deductible](#) has been met, if a [Deductible](#) applies.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Select <a href="#">Provider</a> (You will pay the least)	Non-Participating <a href="#">Provider</a> (You will pay the most)	
<b>If you visit a health care <a href="#">Provider</a> office or clinic</b>	Primary care visit to treat an injury or illness	\$15 / visit	Not Covered	None
	<a href="#">Specialist</a> visit	\$15 / visit	Not Covered	None
	<a href="#">Preventive Care/Screening/immunization</a>	No charge	Not Covered	You may have to pay for services that aren't preventive. Ask your <a href="#">Provider</a> if the services needed are preventive. Then check what your <a href="#">Plan</a> will pay for.
<b>If you have a test</b>	<a href="#">Diagnostic Test</a> (x-ray, blood work)	X-ray: No charge Lab tests: No charge	Not Covered	None
	Imaging (CT/PET scans, MRIs)	No charge	Not Covered	Some services may require prior authorization.
<b>If you need drugs to treat your illness or condition</b> More information about <a href="#">Prescription Drug Coverage</a> is available at <a href="#">Formulary</a>	Generic drugs	\$10 retail; \$20 mail order / prescription <a href="#">Deductible</a> does not apply	Not Covered	Up to a 30-day supply retail or 90-day supply mail order. No charge for contraceptives. Subject to <a href="#">Formulary</a> guidelines.
	Preferred brand drugs	\$20 retail; \$40 mail order / prescription <a href="#">Deductible</a> does not apply	Not Covered	Up to a 30-day supply retail or 90-day supply mail order. No charge for contraceptives. Subject to <a href="#">Formulary</a> guidelines.
	Non-preferred brand drugs	\$40 retail; \$80 mail order / prescription <a href="#">Deductible</a> does not apply	Not Covered	Up to a 30-day supply retail or 90-day supply mail order. Covered only when you meet <a href="#">Formulary</a> exception criteria
	<a href="#">Specialty Drug</a>	Applicable Generic, Preferred brand, Non-preferred brand drugs cost shares apply. <a href="#">Deductible</a> does not apply	Not Covered	Up to a 30-day supply. KP <a href="#">Formulary</a> applies.
<b>If you have outpatient surgery</b>	Facility fee (e.g., ambulatory surgery center)	\$15 / visit	Not Covered	Prior authorization required.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Select <a href="#">Provider</a> (You will pay the least)	Non-Participating <a href="#">Provider</a> (You will pay the most)	
	Physician/surgeon fees	Included in facilities fee	Not Covered	Prior authorization required.
If you need immediate medical attention	<a href="#">Emergency room care</a>	\$75 / visit		Waived if admitted.
	<a href="#">Emergency Medical Transportation</a>	\$50 / trip		None
	<a href="#">Urgent Care</a>	\$15 / visit		Non-participating providers covered when temporarily outside the service area.
If you have a hospital stay	Facility fee (e.g., hospital room)	No charge	Not Covered	Prior authorization required.
	Physician/surgeon fees	Included in facilities fee	Not Covered	Prior authorization required.
If you need mental health, behavioral health, or substance abuse services	Outpatient services	Mental / Behavioral Health: \$15 / visit Substance Abuse: \$15 / visit	Not Covered	Prior authorization required.
	Inpatient services	No charge	Not Covered	Prior authorization required.
If you are pregnant	Office visits	No charge	Not Covered	Depending on the type of services, a <a href="#">Copayment</a> , <a href="#">Coinsurance</a> , or <a href="#">Deductible</a> may apply. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound.)
	Childbirth/delivery professional services	Included in facilities fee	Not Covered	None
	Childbirth/delivery facility services	No charge	Not Covered	None
If you need help recovering or have other special health needs	<a href="#">Home Health Care</a>	No charge	Not Covered	130 day limit / year. Prior authorization required.
	<a href="#">Rehabilitation Services</a>	Outpatient: \$15 / visit Inpatient: No charge	Not Covered	Outpatient: 20 visit limit / year. Prior authorization required. Inpatient: Does not apply to the <a href="#">Out-of-pocket</a>

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Select <a href="#">Provider</a> (You will pay the least)	Non-Participating <a href="#">Provider</a> (You will pay the most)	
				<a href="#">Limit</a> . Prior authorization required.
	<a href="#">Habilitation services</a>	Outpatient: \$15 / visit Inpatient: No charge	Not Covered	Outpatient: 20 visit limit / year. Prior authorization required. Inpatient: Does not apply to the <a href="#">Out-of-pocket Limit</a> . Prior authorization required.
	<a href="#">Skilled Nursing Care</a>	No charge	Not Covered	100 day limit / year. Prior authorization required.
	<a href="#">Durable medical equipment</a>	20% <a href="#">Coinsurance</a>	Not Covered	Subject to <a href="#">Formulary</a> guidelines. Prior authorization required.
	<a href="#">Hospice Services</a>	No charge	Not Covered	Prior authorization required.
<b>If your child needs dental or eye care</b>	Children's eye exam	\$15 / visit for refractive exam	Not Covered	Limited to 1 exam / year
	Children's glasses	Not covered	Not Covered	None
	Children's dental check-up	Not Covered	Not Covered	None

**[Excluded Services](#) & [Other Covered Services](#):**

<b>Services Your <a href="#">Plan</a> Generally Does NOT Cover (Check your policy or <a href="#">Plan</a> document for more information and a list of any other <a href="#">Excluded Services</a>.)</b>	
<ul style="list-style-type: none"> <li>• Cosmetic surgery</li> <li>• Children's glasses</li> </ul>	<ul style="list-style-type: none"> <li>• Dental care (Adult &amp; Child)</li> <li>• Long-term care</li> <li>• Non-emergency care when traveling outside the U.S</li> <li>• Private-duty nursing</li> <li>• Routine foot care</li> <li>• Weight loss programs</li> </ul>

<b>Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <a href="#">Plan</a> document.)</b>	
<ul style="list-style-type: none"> <li>• Acupuncture (\$1500 limit / year combined for all alternative care services)</li> <li>• Bariatric surgery (<a href="#">Medically Necessary</a>)</li> <li>• Chiropractic (\$1500 limit / year combined for all alternative care services)</li> </ul>	<ul style="list-style-type: none"> <li>• Routine eye care (Adult)</li> <li>• Hearing aids (Adult - \$1500 limit / 4 years) (under age 18 - 1 aid / ear, every 48 months)</li> <li>• Infertility treatment</li> </ul>

**Your Rights to Continue Coverage:** There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is shown in the chart below. Other coverage options may be available to you too, including buying individual insurance coverage through the [Health Insurance Marketplace](#). For more information about the [Marketplace](#), visit [www.HealthCare.gov](http://www.HealthCare.gov) or call 1-800-318-2596.

**Your [Grievance](#) and [Appeals Rights](#):** There are agencies that can help if you have a complaint against your [Plan](#) for a denial of a [Claim](#). This complaint is called a [Grievance](#) or [Appeal](#). For more information about your rights, look at the explanation of benefits you will receive for that medical [Claim](#). Your [Plan](#) documents also provide complete information to submit a [Claim](#), [Appeal](#), or a [Grievance](#) for any reason to your [Plan](#). For more information about your rights, this notice, or assistance, contact the agencies in the chart below.

**Contact Information for Your Rights to Continue Coverage & Your [Grievance](#) and [Appeals Rights](#):**

Kaiser Permanente Member Services	1-800-813-2000 (TTY: 711) or <a href="http://www.kp.org/memberservices">www.kp.org/memberservices</a>
Department of Labor’s Employee Benefits Security Administration	1-866-444-EBSA (3272) or <a href="http://www.dol.gov/ebsa/healthreform">www.dol.gov/ebsa/healthreform</a>
Department of Health & Human Services, Center for Consumer Information & Insurance Oversight	1-877-267-2323 x61565 or <a href="http://www.cciio.cms.gov">www.cciio.cms.gov</a> .
Oregon Department of Insurance	1-888-877-4894 or <a href="http://www.dfr.oregon.gov">www.dfr.oregon.gov</a>
Washington Department of Insurance	1-800- 562- 6900 or <a href="http://www.insurance.wa.gov">www.insurance.wa.gov</a>

**Does this [Plan](#) provide [Minimum Essential Coverage](#)? **Yes****

If you don’t have [Minimum Essential Coverage](#) for a month, you’ll have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

**Does this [Plan](#) meet the [Minimum Value Standards](#)? **Yes****

If your [Plan](#) doesn’t meet the [Minimum Value Standard](#), you may be eligible for a [Premium](#) to help you pay for a [Plan](#) through the [Marketplace](#).

**Language Access Services:**

[Spanish (Español): Para obtener asistencia en Español, llame al 1-800-813-2000 (TTY: 711).

[Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-813-2000 (TTY: 711).

[Chinese (中文): 如果需要中文的帮助，请拨打这个号码 1-800-813-2000 (TTY: 711).

[Navajo (Dine): Dinek’ehgo shika at’ohwol ninisingo, kwijigo holne’ 1-800-813-2000 (TTY: 711).

—————*To see examples of how this [Plan](#) might cover costs for a sample medical situation, see the next section.*—————

## About these Coverage Examples:



**This is not a cost estimator.** Treatments shown are just examples of how this [plan](#) might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your [providers](#) charge, and many other factors. Focus on the [cost sharing](#) amounts ([deductibles](#), [copayments](#) and [coinsurance](#)) and [excluded services](#) under the [plan](#). Use this information to compare the portion of costs you might pay under different health [plans](#). Please note these coverage examples are based on self-only coverage.

### Peg is Having a Baby

(9 months of in-network pre-natal care and a hospital delivery)

■ The <a href="#">Plan</a> overall <a href="#">Deductible</a>	\$0
■ <a href="#">Specialist Copayment</a>	\$15
■ Hospital (facility) <a href="#">Copayment</a>	\$0
■ Other (blood work) <a href="#">Copayment</a>	\$0

This EXAMPLE event includes services like:

[Specialist](#) office visits (*prenatal care*)  
 Childbirth/Delivery Professional Services  
 Childbirth/Delivery Facility Services  
[Diagnostic Tests](#) (*ultrasounds and blood work*)  
[Specialist](#) visit (*anesthesia*)

<b>Total Example Cost</b>	<b>\$12,800</b>
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In this example, Peg would pay:

<a href="#">Cost Sharing</a>	
Deductibles	\$0
Copayments	\$30
<a href="#">Coinsurance</a>	\$0
<i>What isn't covered</i>	
Limits or exclusions	\$60
<b>The total Peg would pay is</b>	<b>\$90</b>

### Managing Joe's type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

■ The <a href="#">Plan</a> overall <a href="#">Deductible</a>	\$0
■ <a href="#">Specialist Copayment</a>	\$15
■ Hospital (facility) <a href="#">Copayment</a>	\$0
■ Other (blood work) <a href="#">Copayment</a>	\$0

This EXAMPLE event includes services like:

[Primary Care Physician](#) office visits (*including disease education*)  
[Diagnostic Tests](#) (*blood work*)  
[Prescription Drugs](#)  
 Durable medical equipment (*glucose meter*)

<b>Total Example Cost</b>	<b>\$7,400</b>
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In this example, Joe would pay:

<a href="#">Cost Sharing</a>	
Deductibles	\$0
Copayments	\$900
<a href="#">Coinsurance</a>	\$30
<i>What isn't covered</i>	
Limits or exclusions	\$60
<b>The total Joe would pay is</b>	<b>\$990</b>

### Mia's Simple Fracture

(in-network emergency room visit and follow up care)

■ The <a href="#">Plan</a> overall <a href="#">Deductible</a>	\$0
■ <a href="#">Specialist Copayment</a>	\$15
■ Hospital (facility) <a href="#">Copayment</a>	\$0
■ Other (x-ray) <a href="#">Copayment</a>	\$0

This EXAMPLE event includes services like:

Emergency room care (*including medical supplies*)  
[Diagnostic Test](#) (*x-ray*)  
 Durable medical equipment (*crutches*)  
[Rehabilitation Services](#) (*physical therapy*)

<b>Total Example Cost</b>	<b>\$1,900</b>
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In this example, Mia would pay:

<a href="#">Cost Sharing</a>	
Deductibles	\$0
Copayments	\$400
<a href="#">Coinsurance</a>	\$40
<i>What isn't covered</i>	
Limits or exclusions	\$0
<b>The total Mia would pay is</b>	<b>\$440</b>

## NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call 1-800-813-2000 (TTY: 711)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or phone at: Member Relations, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232, telephone number: 1-800-813-2000.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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## HELP IN YOUR LANGUAGE

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call 1-800-813-2000 (TTY: 711).

**አማርኛ (Amharic) ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በጎጃ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚክተሎ ቁጥር ይደውሉ 1-800-813-2000 (TTY: 711)።

**العربية (Arabic) ملحوظة:** إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-813-2000 (TTY: 711).

**中文 (Chinese) 注意:** 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-813-2000 (TTY: 711)。

**فارسی (Farsi) توجه:** اگر یہ زبان فارسی گفتگو می کنید،  
تسهیلات زبانی بصورت رایگان برائے شما فراہم می یاتند۔  
یا 1-800-813-2000 (TTY: 711) تماس بگیرید۔

**Français (French) ATTENTION:** Si vous parlez français,  
des services d'aide linguistique vous sont proposés  
gratuitement. Appelez le 1-800-813-2000 (TTY: 711).

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch  
sprechen, stehen Ihnen kostenlos sprachliche  
Hilfsdienstleistungen zur Verfügung.  
Rufnummer: 1-800-813-2000 (TTY: 711).

**日本語 (Japanese) 注意事項:** 日本語を話される場合、  
無料の言語支援をご利用いただけます。1-800-813-2000  
(TTY: 711) まで、お電話にてご連絡ください。

**ខ្មែរ (Khmer) ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយភាសាខ្មែរ,  
សេវាជំនួយភាសាដោយមិនគិតថ្លៃ  
គឺអាចម៉ឺនសិក្សាបានឥតគិតថ្លៃ។ 1-800-813-2000  
(TTY: 711)។

**한국어 (Korean) 주의:** 한국어를 사용하시는 경우, 언어  
지원 서비스를 무료로 이용하실 수 있습니다.  
1-800-813-2000 (TTY: 711) 번으로 전화해 주십시오.

**ລາວ (Laotian) ໄປດຊາບ:** ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ,  
ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ,  
ແມ່ນມີຮ່ວມໃຫ້ທ່ານ. ໂທ 1-800-813-2000 (TTY: 711).

**Naabeehó (Navajo) Dii baa akó ninizin:** Dii saad bee  
yánilti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá  
jiik'eh, éi ná hóló, koji' hódíilnih 1-800-813-2000 (TTY:  
711).

**Afaan Oromoo (Oromo) XIYYEEFFANNAA:** Afaan  
dubbattu Oroomiffa, tajaajila gargaarsa afaanii,  
kanfaltiidhaan ala, ni argama.  
Bilbilaa 1-800-813-2000 (TTY: 711).

**ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ:** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ  
ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ।  
1-800-813-2000 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

**Română (Romanian) ATENȚIE:** Dacă vorbiți limba  
română, vă stau la dispoziție servicii de asistentă  
lingvistică, gratuit. Sunați la 1-800-813-2000 (TTY: 711).

**Русский (Russian) ВНИМАНИЕ:** если вы говорите  
на русском языке, то вам доступны бесплатные  
услуги перевода. Звоните 1-800-813-2000 (TTY: 711).

**Español (Spanish) ATENCIÓN:** si habla español, tiene  
a su disposición servicios gratuitos de asistencia  
lingüística. Llame al 1-800-813-2000 (TTY: 711).

**Tagalog (Tagalog) PAUNAWA:** Kung nagsasalita ka  
ng Tagalog, maaari kang gumamit ng mga serbisyo ng  
tulong sa wika nang walang bayad.  
Tumawag sa 1-800-813-2000 (TTY: 711).

**ไทย (Thai) เรียน:** ถ้าคุณพูดภาษาไทย  
คุณสามารถใช้บริการช่วยเหลือทางภาษาไทยได้ฟรี โทร 1-800-  
813-2000 (TTY: 711).

**Українська (Ukrainian) УВАГА!** Якщо ви розмовляєте  
українською мовою, ви можете звернутися до  
безкоштовної служби мовної підтримки. Телефонуйте  
за номером 1-800-813-2000 (TTY: 711).

**Tiếng Việt (Vietnamese) CHÚ Ý:** Nếu bạn nói Tiếng  
Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho  
bạn. Gọi số 1-800-813-2000 (TTY: 711).