

A woman with a dog on a mountain peak at sunset. The woman is wearing a pink shirt and black leggings, and has a backpack. The dog is a fluffy, light-colored breed. They are standing on a rocky outcrop, looking out over a valley with a town and mountains in the distance. The sky is a mix of orange, yellow, and blue, indicating sunset or sunrise. Pine branches are visible in the foreground.

# DENVER PUBLIC SCHOOLS 2020 Open Enrollment

## NOT JUST CARE AND COVERAGE: PEACE OF MIND

April 22 and 29, 2020

## SHARED GOALS: DPS AND KAISER PERMANENTE

- Affordable health care coverage
- Medical excellence
- Robust medical/Rx benefit plan offerings
- Cost Transparency
- Simplicity of navigating the health plan



Our  
Mission

# ALL YOUR CARE UNDER ONE ROOF



- See a doctor
- Fill a prescription
- Get lab test or X-ray
- All in one trip

Our  
Model

## 4 PLAN DESIGNS OPTIONS:

	DHMO 1000	HDHP 1400	HDHP 2800	HDHP 3500
Deductible (Indiv. / Family)	\$1,000 / \$3,000	\$1,400 / \$2,800	\$2,800 / \$5,600	\$3,500 / \$7,000
Out of Pocket Maximum	\$3,000 / \$9,000	\$2,800 / \$5,600	\$4,000 / \$8,000	\$6,350 / \$12,700
Co-insurance	30%	20%	30%	30%
PCP / Specialist	\$40 / \$60 copay	20% after Ded.	30% after Ded.	30% after Ded.
Hospital Inpatient	30% after Ded.	20% after Ded.	30% after Ded.	30% after Ded.
Hospital Outpatient / Ambulatory Surgery Ctr	30% after Ded. \$500 copay	20% after Ded. 10% after Ded.	30% after Ded. 20% after Ded.	30% after Ded. 20% after Ded.
Rx: G / B / NP	\$20 / \$40 / \$60	After Deductible \$20 / \$40 / \$60	After Deductible \$20 / \$40 / \$60	After Deductible \$20 / \$40 / \$60
Specialty Rx	20% up to \$250	After Ded., 20%	After Ded., 20%	After Ded., 20%
Preventive Rx (for chronic conditions)	FREE	FREE	FREE	FREE

Benefits  
at a  
Glance

# WHAT CHANGES WILL YOU EXPERIENCE AS A RESULT OF DPS GOING TO SELF-FUNDED PLANS?

Effective July 1, 2020 –

## NEW: ID cards

- Your digital ID card in kp.org mobile app will be updated
- Look for new ID cards in the mail and replace your old one

**NEW: Group #47077** (Former Group #100)

**NEW: Member Service phone number after 7/1/2020**

- 800-324-9208

**PRE-ENROLLMENT LINE** - Effective April 20<sup>th</sup>

- Call **800-324-9208** for health plan or enrollment questions

# INCREASED ACCESS, HOURS, and AFFORDABILITY



Kaiser Permanente is always looking for ways to innovate based on complex market trends and increasing consumer demands.

What's  
New  
at KP

## Added in 2019

### Digital Care

- \$0 Telehealth Copays\*
- Chat online with a Pharmacist and Financial Counselor
- Express Check-In
- Member Welcome Experience

### Expanded Care

- Expanded hours 7am-7pm
- New Saturday hours
- More E/R locations
- Urgent care house calls via Dispatch Health
- Behavioral health provider expansion

## New for 2020

### Expanding Telehealth Options

- Expanded Chat hours
- Chat with a Therapist
- On Demand video visits
- 24/7 Telehealth access
- Same / Next Day Rx Delivery

**myStrength and Calm apps** - Free Mental Health, Wellness, and Resiliency digital tools

**Rally Health** - Health Risk Assessment tool

### New & Expanded Locations

- Adding 3rd Medical Office in Colorado Springs in 2021
- Renovations at many Medical Offices

# MORE WAYS THAN EVER TO SKIP THE TRIP - COMING SOON



## **NEW:** Chat earlier - starting at 6 a.m.

- When you need early morning medical advice, log on!
- More access to pediatricians
- New hours will be from 6 a.m. - 10 p.m.



## **NEW:** 24/7, On-demand phone and video visits.

- See or talk to a doctor whenever, wherever. Breakfast, bedtime or in between.



## **NEW:** Prescriptions delivered to your doorstep - the same day.

- Get a prescription without leaving home.
- For just a \$10 delivery fee, we'll have your Rx delivered to you - the same day (or next day - depending on the time of day order is placed).

\*Same day prescription delivery available for eligible prescription drugs and is not available to every address or from all pharmacy locations. Order cutoff times may vary by pharmacy location. Other restrictions apply.

What's  
New  
at KP

## URGENT CARE DELIVERED IN THE HOME OR OFFICE

We have teamed up with DispatchHealth to offer even more convenience.



Members in Denver/Boulder and Colorado Springs now have direct access to mobile urgent care services.

Services for illnesses or injuries that require attention soon but aren't emergencies, such as:

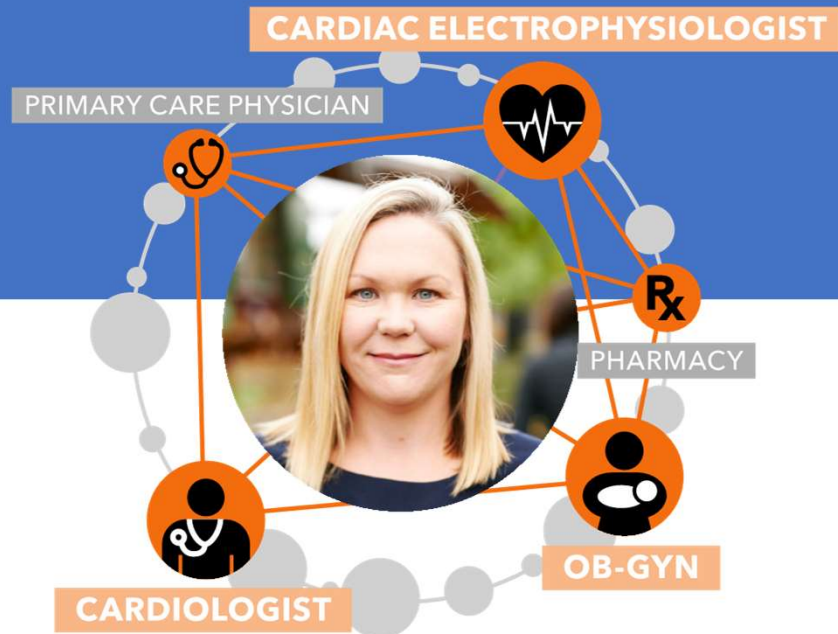
- Sprains, strains, cuts that need stitches
- Migraines, dizziness, and other neurological conditions
- Asthma, respiratory conditions and urinary tract issues

Members call DispatchHealth directly or are referred through Chat with a Doctor, or our 24/7 advice line.

What's  
New  
at KP



# WE TAKE THE HASSLE OUT OF HEALTH CARE



It can be tough to be a healthcare consumer. But we make it easier to navigate – through the power of integration.

Why choose KP?

- A single electronic medical record system, shared by all our providers
- Care under one roof, in a single trip
- One ID card
- Single, dedicated 800# for questions
- One integrated mobile app – connect to care, view medical history, pay bills

# CONNECT WITH YOUR CARE TEAM



Chat



Phone



Video



Email



E-visits

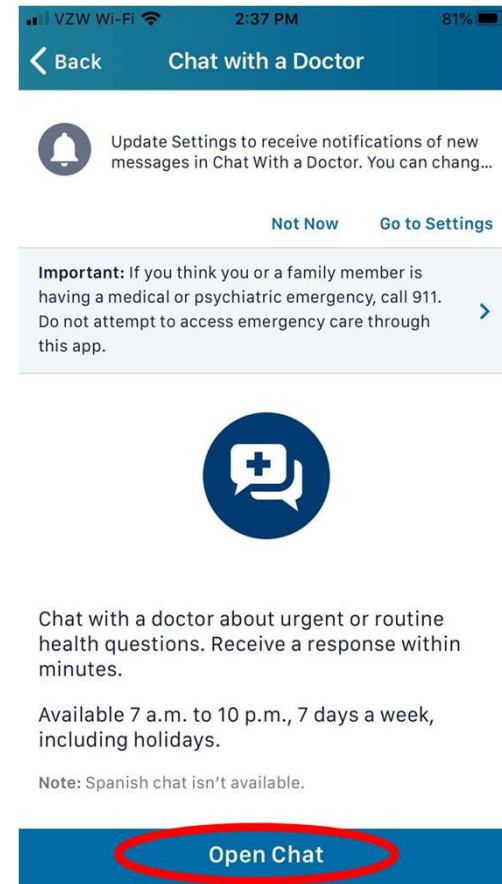
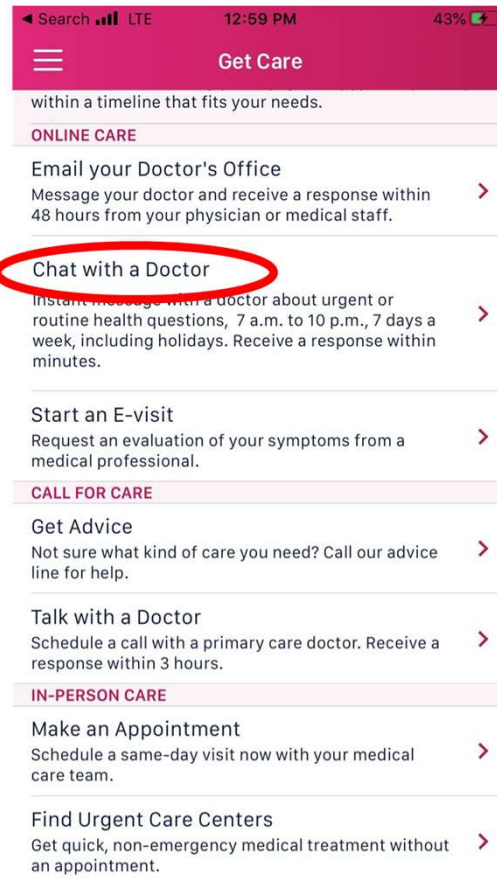
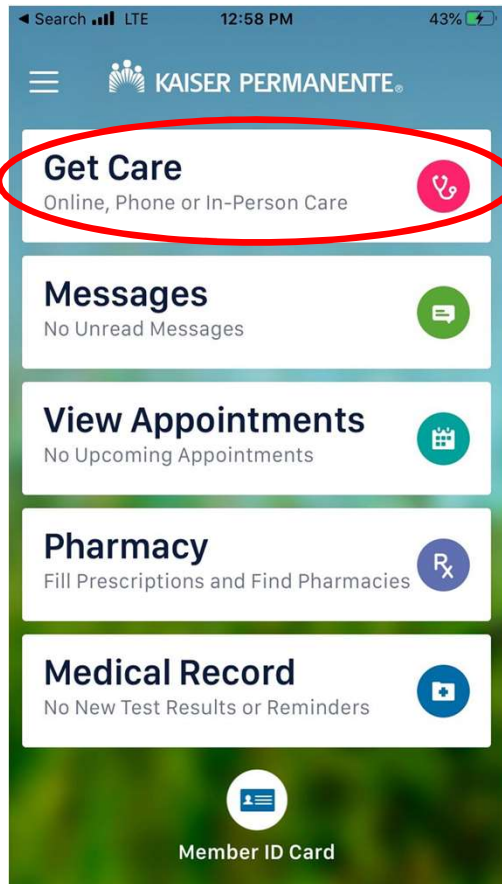


kp.org

24-7  
access  
to care

**CONNECTED TO YOUR ELECTRONIC MEDICAL RECORD.  
24/7 NO-COST ACCESS.  
CHAT WITH A DOCTOR, PHARMACIST OR FINANCIAL COUNSELOR.**

# Kp.org MOBILE APP - FREE CARE OPTIONS



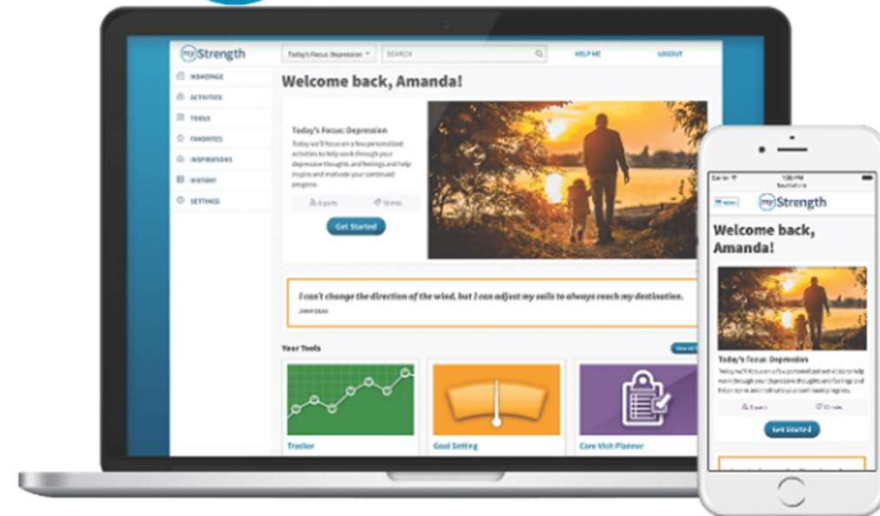
24/7 Access to Care

# MySTRENGTH - NEW DIGITAL SELF-CARE APP

Cognitive Behavioral Therapy-based program offering guided programs and tools for a range of mental health needs and challenges:

- Managing Depression
- Controlling Anxiety
- Reducing Stress
- Practicing Mindfulness & Meditation
- Improving Sleep
- Balancing Intense Emotions
- Managing Chronic Pain

Register by visiting  
[www.kp.org/selfcareapps](http://www.kp.org/selfcareapps)



24/7 Access  
to Care

# TRAVELING? YOU'RE COVERED!

## BEST OPTIONS FOR NON-EMERGENCY URGENT CARE AWAY FROM HOME



KP

### Domestic Travel (USA) within a KP Service/Region

- Nearest KP urgent care



MC



UC

### Domestic Travel (USA) in a state without KP

- Nearest MinuteClinic
- Nearest urgent care facility



UC



H

### International Travel

- Nearest urgent care facility
- Nearest hospital

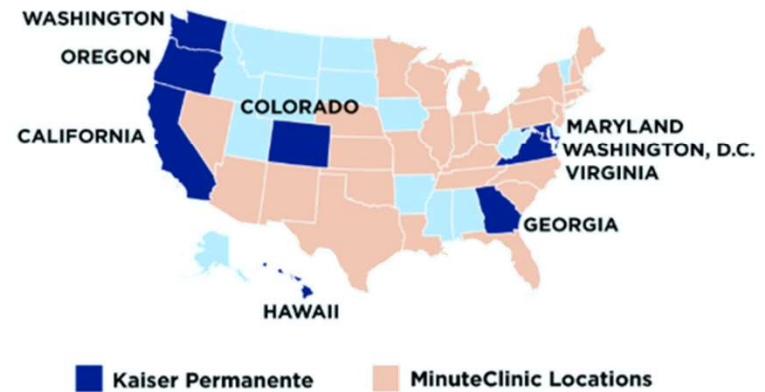


ER

### Emergency Care Away From Home

- Nearest hospital
- Call 911 (USA)

## WHERE YOU CAN FIND KAISER PERMANENTE



24-7  
access  
to care

# TRANSITION OF CARE: MEETING THE UNIQUE NEEDS OF NEW MEMBERS



## Common Needs

- Choose a doctor
- Transfer prescriptions
- Transfer records and health history
- Schedule office visits

## Family Needs

- Choose a pediatrician or a family practice doctor
- Transfer prescriptions
- Transfer records and health history
- Schedule office visits and vaccinations
- Manage the health of a family member on **kp.org**

## Specialty Care Needs

- Connect with specialists, such as neurologists, dermatologists
- Coordinate durable medical equipment needs
- Connect with pharmacy for specialty prescriptions

## Complex Medical Needs

- Connect with specialty care for conditions, such as cancer, renal disease, pre-/post-surgery, and transplants
- Assist with prenatal and postnatal care and coordination

Easy Transition



KAISER PERMANENTE®