

Delivering high-quality care when you and your employees need it most

At Kaiser Permanente, everyone in our organization works together to put you and your employees at the center of what we do. With us, you don't just get health coverage. You also get a team of dedicated, highly trained physicians, delivering care in state-of-the-art hospitals and medical offices. By design, everything and everyone is connected, which means your membership rates – and 100% of our operating revenue – go directly toward caring for your employees and improving their entire health care experience.

Our integrated model has the infrastructure and expertise to efficiently and effectively address the current public health crisis. And as the demand for quality care increases, we'll continue to make smart, responsible investments into the care your business and employees rely on.

How we're responding to COVID-19



Providing support for the sick and vulnerable. Access to high-quality care is our number one priority – now more than ever before. That's why we cover all COVID-19 testing, diagnosis, and treatment costs.* It's why we're teaming up with Civica Rx to provide consistent supplies of affordable, generic medications to our members. And it's why mental health apps like Calm and myStrength are available to Kaiser Permanente members at no cost for additional support during these uncertain times.



Strategically redeploying staff and consolidating medical facilities. Our decades of experience with confronting infectious diseases has helped us strategically mobilize staff, protective equipment, and other resources between medical facilities to where they're needed most. Now, we're evaluating needs and resources as we reopen facilities across the country.



Increasing telehealth services. Prior investments in technology and infrastructure helped us meet the skyrocketing demand for safe and convenient care at home. We went from delivering 15% of doctor's visits via telehealth to 80% in response to COVID-19. We've also expanded our mail-order pharmacy capacity – leading to 10.3 million orders in the first quarter of 2020, nearly 2 million more than the prior quarter.

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Keeping members and employers informed with timely communications. Online updates and weekly emails help members stay healthy and access care. [Playbooks, webinars, and toolkits](#) are available online to employers so they can support their employees and safely reopen their workplace while mitigating the spread of COVID-19.



Investing in expansion. When COVID-19 arrived, we were ready to address the changing needs of our membership. But we're also committed to shaping the future of health care. In the first quarter of 2020 alone, we've invested \$912 million on technology, infrastructure, and construction to enhance what already makes our delivery model different and better – all in service of providing your business, employees, and communities with sustainable, high-quality care.

The COVID-19 pandemic has already created numerous challenges across the country. Now, businesses, schools, communities, and health care organizations like ours are embarking on the "next normal." No matter what's ahead, and no matter how long this lasts, we'll continue providing high-quality care and coverage to support the health of your business and employees. All of us. We're here for you.

“We have been preparing and engaging in virtually every aspect of screening, testing, treating, prescribing, and hospitalizing for the COVID-19 pandemic since February.”

– Greg Adams, Chairman and Chief Executive Officer of Kaiser Permanente

For more information on our response to COVID-19, contact your Kaiser Permanente representative.

*For Choice products, this policy applies only to the in-network portion of Kaiser Permanente Insurance Company (KPIC) plans. The normal benefits apply for out-of-network KPIC plans. For self-funded groups, this policy does not automatically apply, but we encourage them to adopt this policy.