

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 can take advantage of our many no-cost virtual care options while still having access to in-person primary 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 1-3 in-person primary care visits for a copay before meeting their deductible.¹

With a Virtual Complete plan, your employees can:



Chat online with a Kaiser Permanente doctor for routine or urgent medical advice



Complete an on-demand video visit with a doctor any time, 24/7



Schedule a phone or video visit with their Kaiser Permanente doctor



Get routine or urgent medical advice or help choosing the right care option by phone, 24/7



Get answers to nonurgent questions, typically within 24 hours, by emailing their Kaiser Permanente doctor's office

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

- COVID-19, cold, flu, sinus, and allergy symptoms
- Urinary tract infections/symptoms
- Skin rashes
- 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
- Women's health
- Mental health
- Urgent care
- Pediatrics

Our virtual care is different—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. 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.

More than half of all our care is delivered virtually²



6.7 million
video visits³

9 in 10 members say their
video visit met their needs⁴



31.1 million
secure emails²

37% of all care encounters



46.7 million
phone appointments²

42% of all care encounters



Utilization rates for January–September 2020.

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 <i>Primary care visit copays may range from \$40 to \$70 based on the plan</i>	First 1-3 visits at a copay before deductible. ¹ Additional visits at a copay after deductible.
Mental health/substance abuse visits	Copay, not subject to deductible
Lab tests	\$30 to \$50 depending on the plan, not subject to deductible
Generic prescriptions	\$15 to \$30 depending on the plan, not subject to deductible

This is a sample of our Virtual Complete plan design and does not represent actual costs.



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.



[Ginger](#) provides 24/7 emotional-support coaching – without a referral – via text for stress, grief, low mood, relationships, and sleep, at no additional cost.⁶

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](#)⁵ 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

1. Please see the 2023 plan comparisons for complete details on in-person primary care visits related to this plan.
2. Kaiser Permanente Core Value Metrics Report, accessed December 3, 2020.
3. Kaiser Permanente Digital Metrics Report, 2020.
4. Kaiser Permanente Sees Good Results With Video-Based Telehealth,” MHealth Intelligence, 2018.
5. myStrength® is a trademark of Livongo, Inc., a wholly owned subsidiary of Teladoc Health, Inc.
6. The Ginger coaching services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your Evidence of Coverage or other plan documents. These services may be discontinued at any time without notice. The coaching services are not available to any members under 18 years old. The coaching services are neither offered nor guaranteed under contract with the FEHB Program, but are made available to enrollees and family members, 18 and older, who become members of Kaiser Permanente. The coaching services are available to members enrolled in the Child Health Plan Plus (CHP+) program who are 18 and older. The coaching services are not available to anyone enrolled in the State of Colorado’s Fee-for-Service Medicaid program and receiving primary care medical provider services from Kaiser Permanente