Summer 2020

Health & Welfare e-Newsletter

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Teamsters Managed Trust Funds

Visit Our Website

Feeling overwhelmed? Tap into the power of self-care.

Adult members can download 2 popular apps at kp.org/selfcareapps

These apps can help you build resilience, set goals, and take meaningful steps toward becoming healthier and happier. Choose the areas you want to focus on – including managing depression, reducing stress, improving sleep, and more.

- ☑ Evidence-based and proven effective
- ☑ Hand-picked by Kaiser Permanente physicians
- ☑ Confidential and easy to use

Calm

Calm is an app for daily use that uses meditation and mindfulness to help lower stress, reduce anxiety, and improve sleep quality. With guided meditations, programs taught by world-renowned experts, sleep stories narrated by celebrities, mindful movement videos, and more, Calm offers something for everyone.

The Calm app is not available to KP Washington members at this time.

myStrength

myStrength offers personalized programs with interactive activities, daily health trackers to monitor and maintain your progress, in-the-moment coping tools, and more. It's designed to help you set goals and work towards them in ways that work for you – by making positive changes that support your mental, emotional, and overall well-being.

myStrength® is a wholly owned subsidiary of Livongo Health, Inc.

Get the apps at **kp.org/selfcareapps**.

Kaiser Permanente health plans around the country: Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305, 404-364-7000 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 2101 E. Jefferson St., Rockville, MD 20852 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232 • Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 601 Union St., Suite 3100, Seattle, WA 98101

KAISER PERMANENTE®

480758820 May 2020

Get care from the comfort of home

We know the coronavirus is a major concern for everyone, but rest assured you can continue to get the high-quality care you depend on for all your health needs. For primary care, specialty care, and mental health services, connect with your care team from the safety and comfort of your home.

E-visit

Fill out a short questionnaire about your symptoms online and get personalized self-care advice from a Kaiser Permanente clinician.

Phone appointment

Schedule an appointment to talk with a Kaiser Permanente clinician over the phone – just like an in-person visit.[1,2]

Email

Message your doctor's office with nonurgent questions anytime through your kp.org account.[1]

Video visit

Meet face-to-face with a doctor by video for the same high-quality care as an in-person visit.[1,2]

Mail-order pharmacy

Get prescriptions sent straight to your door with our mail-order delivery service.[3]

1. Where appropriate and available. **2.** If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. **3.** Some prescriptions are not available through the mail-order pharmacy. For certain drugs, you can get prescription refills mailed to you through our Kaiser Permanente mail-order pharmacy. You should receive them within 10 business days.

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Ready to make an appointment?

Go online:
Sign in to **kp.org** or use the Kaiser Permanente app. If you're a member in Colorado or Washington, you can also chat online with a doctor through your kp.org account.

Call us 24/7:
Find your location information below.

California
- Northern California: **650-358-7015** (TTY **711**)
- Southern California: **1-833-574-2273** (TTY **711**)

Colorado
- Denver/Boulder: **303-338-4545** (TTY **711**)
- Mountain/Northern Colorado: **970-207-7171** (TTY **711**)
- Southern Colorado: **1-800-218-1059** (TTY **711**)

Georgia
404-365-0966 (TTY **711**)

Hawaii
- Oahu: **808-432-2000** (TTY **711**)
- Maui: **808-243-6000** (TTY **711**)
- Hawaii Island: **808-334-4400** (TTY **711**)
- Kauai: **808-246-5600** (TTY **711**)

Maryland/Virginia/Washington, D.C.
1-800-777-7904 (TTY **711**)

Oregon/SW Washington
- Portland: **503-813-2000** (TTY **711**)
- All other areas: **1-800-813-2000** (TTY **711**)

Washington
1-800-297-6877 (TTY **711**)

Learn more at **kp.org/getcare**

KAISER PERMANENTE®

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Right care. Right place. Right savings.

With many options for getting care, how do you choose? This chart can help you understand where to go for what – and how you can save money.

Where to get care	What it is	Type of Care	Cost
NurseLine℠	NurseLine℠ connects you with registered nurses 24/7: **1-877-440-0547**.	• Choosing appropriate medical care • Finding a doctor or hospital • Understanding treatment options • Achieving a healthier lifestyle • Answering medication questions	**No additional cost**
Virtual Visit	A virtual visit lets you see a doctor via your smartphone, tablet or computer.	• Allergies • Bladder infections • Bronchitis • Cough/colds • Diarrhea • Fever • Pink eye • Rashes • Seasonal flu • Sinus problems • Sore throats • Stomach aches	**$**
Convenience Care Clinics	Visit a convenience care clinic when you can't see your doctor and your health issue isn't urgent. These clinics are often in stores.	• Common infections (e.g. strep throat) • Minor skin conditions (e.g. poison ivy) • Vaccinations • Pregnancy tests • Minor injuries • Ear aches	**$$**
Primary Care Physician	Go to a doctor's office when you need preventive or routine care. Your primary doctor can access your medical records, manage your medications and refer you to a specialist, if needed.	• Checkups • Preventive services • Minor skin conditions • Vaccinations • General health management	**$$**
Urgent Care	Urgent care is ideal for when you need care quickly, but it is not an emergency (and your doctor isn't available). Urgent care centers treat issues that aren't life threatening.	• Sprains • Strains • Small cuts that may need a few stitches • Minor burns • Minor infections • Minor broken bones	**$$$**
Emergency Room	The ER is for life-threatening or very serious conditions that require immediate care. This is also when to call 911.	• Heavy bleeding • Large open wounds • Sudden change in vision • Chest pain • Sudden weakness or trouble talking • Major burns • Spinal injuries • Severe head injury • Breathing difficulty • Major broken bones	**$$$$**

NurseLine℠ is for informational purposes only. Nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care. NurseLine services are not an insurance program and may be discontinued at any time.

Virtual visits are not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. Virtual visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times or in all locations.

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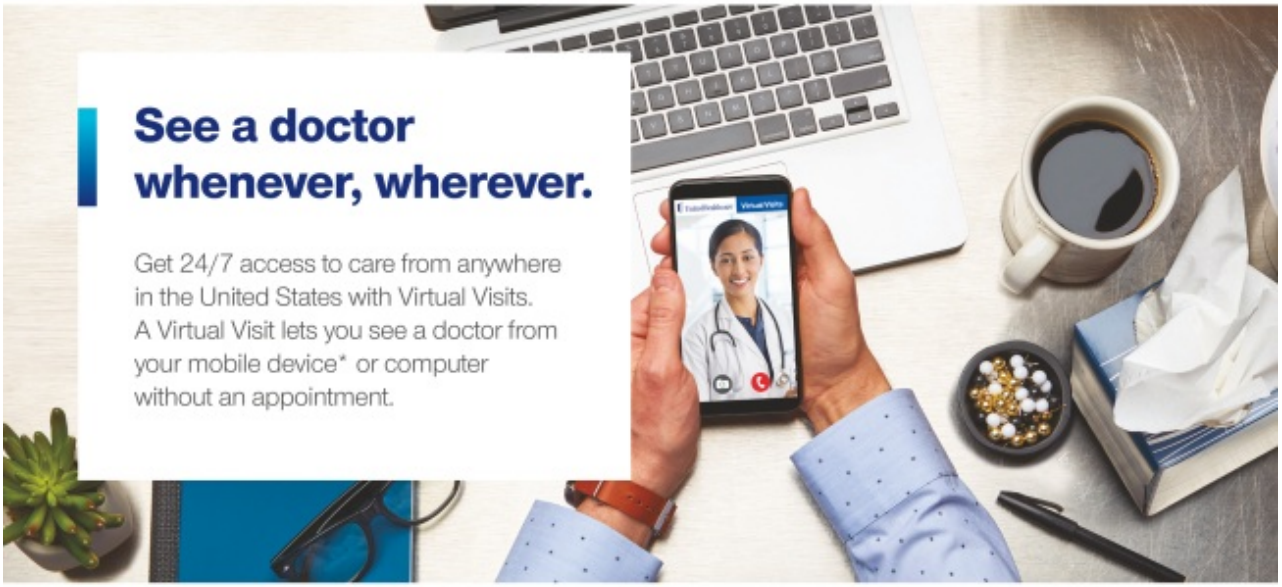

Seeing a doctor just got easier.

Choose from an Amwell®, Doctor On Demand™ or Teladoc® network provider and pay $50** or less for the visit. All 3 Virtual Visits provider networks are covered under your health plan benefits.

amwell

dr. on demand

TELADOC.

Tips for registering:

1. For Virtual Visits access or to find out more, download the Amwell, Doctor On Demand*** or Teladoc mobile apps today.
2. Locate your member ID number on your health plan ID card.
3. Have your credit card ready to cover any costs not covered by your health plan.
4. Choose a pharmacy that's open in case you're given a prescription.†

To learn more or start a Virtual Visit, go to uhc.com/virtualvisits or myuhc.com®.

UnitedHealthcare®

*Data rates may apply.

**The Designated Virtual Visit Provider's reduced rate for a virtual visit is subject to change at any time.

*** Doctor On Demand does not support any version of Internet Explorer®.

†Certain prescriptions may not be available, and other restrictions may apply.

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Virtual Visits and video chat with a doctor are not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times or in all locations.

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DELTA DENTAL

6 Reasons to Get a Dental Cleaning

1 **Prevent cavities.** Cleanings remove plaque, a sticky bacterial film that builds up on your teeth. This acidic substance can eat away at your enamel, eventually causing tooth decay.

2 **Stop tooth loss.** Plaque can irritate your gums, making them pull away. When your gums are unhealthy, your teeth can become loose and fall out.

3 **Brighten your smile.** Drinking coffee, tea and wine or using tobacco can stain your teeth. A dental cleaning can remove built-up stains and leave you with freshly polished teeth. The result? A whiter, brighter smile!

4 **Freshen your breath.** Good oral hygiene is the best way to prevent persistent bad breath. Even if you brush and floss regularly, getting a cleaning is a great way to keep your mouth healthy and odor-free.

5 **Boost your overall health.** Regular dental cleanings may help lower your risk for some diseases, like heart disease and stroke.[1]

6 **Save money.** Under most plans, cleanings and exams are available at low or no cost. And by catching and treating problems before they worsen, you'll save money down the road.

SmileWay® Your smile. Your health. Your way.

Visit **mysmileway.com** — a one-stop-shop for oral health-related tools and tips, including interactive quizzes, a risk assessment tool and a subscription to *Grin!*, our free oral wellness e-magazine.

[1] Chen et al. The association of tooth scaling and decreased cardiovascular disease: a nationwide population-based study. Am J Med. 2012;125(6):568-75.

Our Delta Dental enterprise includes these companies in these states: Delta Dental of California — CA, Delta Dental of the District of Columbia — DC, Delta Dental of Pennsylvania — PA & MD, Delta Dental of West Virginia, Inc. — WV, Delta Dental of Delaware, Inc. — DE, Delta Dental of New York, Inc. — NY, Delta Dental Insurance Company — AL, DC, FL, GA, LA, MS, MT, NV, TX and UT.

We keep you smiling®
deltadentalins.com/enrollees

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Important COVID-19 Pandemic Update

LIBERTY DENTAL PLAN

LIBERTY Dental Plan expands its Virtual Dental Services (TeleHealth/ TeleDentistry) in response to the COVID-19 pandemic.

Our solution is designed to provide enrollees remote access to a broad spectrum of dental care needs via several digital and telecommunication technologies 24 hours per day/7 days per week, and it is designed to divert hospital emergency room visits in lieu of the COVID-19 pandemic.

Our clinicians are accessible via phone or computer from anywhere to address emergency and urgent dental needs. They can diagnose the problems and initiate remediation that may include prescription for antibiotics and/or pain medication, as well as simple home-based therapeutics.

If an in-person care is required, dental emergency visits are coordinated by our member services team with appropriate dentists available for emergency and urgent dental treatments. Our care managers perform follow-ups and stay engaged with those who have accessed our virtual dental services. Our provider relations team is in constant communication with our providers and maintains a daily list of those who are available in each area to provide in-person dental services.

Depending on the length of the current suspension and postponement of routine and non-urgent dental care, we expect that the need for these services will climb exponentially in the coming days and in response we have created "Virtual Dental Teams" that include, Dentists, Dental Specialists, Care Coordinators case managers/medical nurses who work closely together in each market and state with a member-centric focus.

Members should contact LIBERTY's Member Services team for assistance with emergency dental care by calling (866) 544-2981

www.libertydentalplan.com

Making members shine, one smile at a time™

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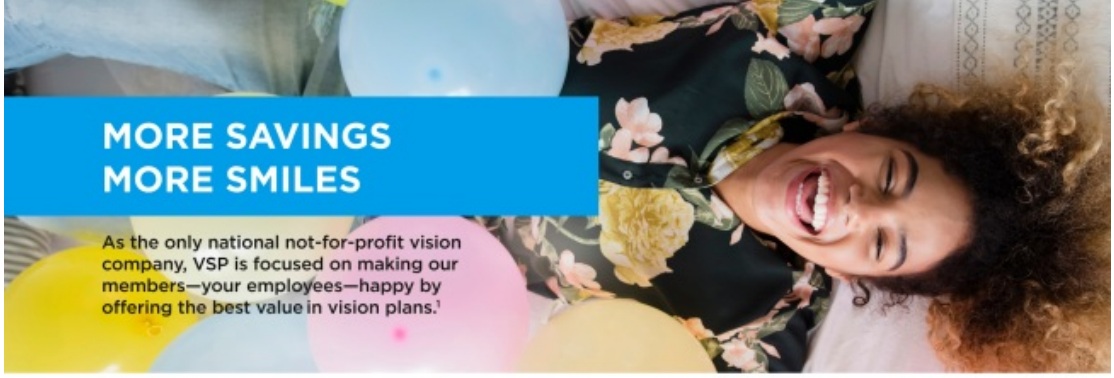

THE PROOF IS IN THE VISION PLAN

- Low out-of-pocket costs
- Only vision care company to offer fully-covered, standard progressive lenses
- Wholesale Frame Guarantee means more frames are covered in full

EXCLUSIVE MEMBER EXTRAS: $3,000+ IN ADDITIONAL SAVINGS!

As VSP® members, your employees can take advantage of exclusive savings on everything from designer glasses to hearing aids to movie tickets. We've got savings for everyone!

VISION
- Rebates and savings on glasses, sunglasses, and contact lenses
- Discounts on laser vision surgery
- Extra $20 to spend on featured frame brands

HEALTH
- Save up to 60% on a pair of digital hearing aids with TruHearing[3]
- Telehealth, prescription drugs, and diabetic care services

LIFESTYLE
- Movie tickets, theme parks, travel, and lodging

HAPPINESS ALL AROUND

VSP leads the industry in overall member satisfaction.[4]

BONUS OFFERS

VSP members can save even more when they visit a VSP Premier Program location.

Spread the joy and visit vsp.com/offers to see more ways employees can save.

1. 2017 National Vision Plan Member Survey 2. Some exceptions apply. Contact your Account Representative for details. A doctor will prescribe the best rx and lenses to meet the patient's needs. 3. VSP is providing information to its members, but does not offer or provide any discount hearing program. The relationship between VSP and TruHearing is that of independent contractors. VSP makes no endorsement, representations, or warranties regarding any products or services offered by TruHearing, a third-party vendor. The vendor is solely responsible for the products or services offered by them. If you have any questions regarding the services offered here, you should contact the vendor directly. TruHearing offers individuals the opportunity to purchase hearing aids at discounted prices, including individuals covered by self-funded health plans not subject to state insurance or health plan regulations. TruHearing is not insurance and not subject to state insurance regulations. TruHearing provides discounts to certain healthcare groups for hearing aid sales and services; TruHearing provides fitting, programming, and three adjustment visits at no cost; the member is obligated to pay for testing, and all post-fitting hearing care services, but will receive a discount from those healthcare providers who have contracted with TruHearing. Not available directly from VSP in the states of Washington and California. 4. MetLife Study of Employee Benefits Trends, 2014.

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