

Dear Brother/Sister –

During upcoming open enrollment for health benefits, we know you have choices to make. As you consider your options, take a good look at Kaiser Permanente. It's a union health plan committed to working families. But more importantly, it may offer what you and your family need to get and stay healthy. Some of our leaders visited their facilities in the Baltimore area and learned more about what they offer. We thought you'd like to know too.

– In Solidarity, UNION LEADER

You Have A Choice In Health Benefits For You and Your Family

Unlike the typical health care plan, with Kaiser Permanente, members get:

One Stop Shopping: *Everything Under One Roof*

With Kaiser, there is no need to run around Baltimore from your doctor's office, to a lab, and then on to your local pharmacy. It's all right there in one place. If you need a medication, your Kaiser doctor simply sends an electronic prescription to the on-site pharmacy. The Kaiser pharmacy strives to fill each prescription within 15 minutes, so chances are your prescription will be ready before you arrive. Need an X-ray or blood drawn? Radiology and the lab are only a few steps away. You get the care you need, and you're on your way.

Integrated Care: *Convenience and Coordination*

Integrated care means that you and your doctors are all connected for better care through Kaiser's industry leading electronic health records. Doctors access your electronic records each time you go in for a visit. Everything they need to know about you is at their fingertips! As an example of how this works, while you are seeing your doctor to discuss your diabetes, that doctor just might remind you to get your mammogram. You can email your doctor any time, check lab results, order prescriptions, and make appointments – all without having to take time off of work.

Choose Your Doctor: *From Thousands Who are Salaried & Certified*

Unlike some other physician networks, 99% of Kaiser Permanente physicians are board certified and have the best training.. And they don't work anywhere else. They work as a team to treat you as a whole patient, not only for certain symptoms or conditions. They also aren't paid based on the number of patients they see in a day. Instead, they are paid a straight salary and have no incentive to run unneeded tests or procedures.

Focus On Prevention: *Keeping You Well – Not Just Treating You When Sick*

Kaiser focuses on prevention – not just treatment – keeping you and your family healthier and preventing costly, life-threatening conditions.

THE TYPICAL CARE EXPERIENCE



THE KAISER MEMBER EXPERIENCE



Kaiser Permanente May Be Baltimore's Best Kept Secret In Health Care

Impressed With What Kaiser Provides

Have you ever wished you could “pull back the curtain” to see how your health plan really works? Well, that’s just what some labor officials got to do. Kaiser invited labor leaders to take a “Backstage Tour” of their facility in Woodlawn to understand how the Kaiser model really works.

During the tour, they visited the pharmacy, lab, radiology and vision center and got a demo of Kaiser’s high-tech electronic medical records that connects all their care givers with their members. What they saw was a modern, integrated method for delivering top-quality health care – all under one roof.

Labor leaders were impressed with what they saw – and others are too.

Highest Rated by Employees

Kaiser Permanente was rated the highest among other health plans for cost efficiency, clinical quality and plan efficiency in an independent survey by Aon Hewitt of more than 200,000 employees across the Mid-Atlantic region.

#1 in Quality

Kaiser Permanente **ranked the highest** on more quality measures tracked by the National Committee on Quality Assurance (NCQA) than any other health plan in 2010.

Saving Lives

Kaiser Permanente **leads the way** in the Mid-Atlantic in: Breast Cancer Screenings, Cervical Cancer Screenings, Childhood Immunization status, Weight Assessment and Counseling for Nutrition and Physical Activity for Child/Adolescents - BMI percentile (Total), Adult BMI Assessment, Comprehensive Diabetes Care-LCL-C Control.

The Basics On Kaiser in Baltimore Area

Convenient Locations: Baltimore City, Towson, White Marsh, and Woodlawn.

Brand new, 130,000-square-foot, state-of-the-art facility opening in South Baltimore in 2013!

Partner with Great Hospitals: Baltimore Washington Medical Center, Carroll County General, GBMC, St. Agnes, and others; partnerships with The Johns Hopkins Hospital and the University of Maryland Medical System for tertiary care; Union Memorial for cardiac care; and Sinai for pediatric specialty care.

Physicians: Access to 12,000 primary care doctors and specialists in private practices.

Where Can I Learn More?

Open enrollment. Visit a Kaiser Permanente representative and ask questions during the following open enrollment events for **Baltimore County employees:**

- October 11, 12, 15, 16, 17, 25
- November 1, 2

