

A Q&A for producers

GENERAL INFORMATION

Is Group Health now part of Kaiser Permanente?

Yes. Kaiser Permanente's acquisition of Group Health Cooperative and its subsidiaries became final on Feb. 1, 2017.

Did Group Health's name change?

Yes. The Group Health name changed to Kaiser Permanente. Group Health Cooperative health plans are now Kaiser Foundation Health Plan of Washington plans. Group Health Options, Inc. health plans are now Kaiser Foundation Health Plan of Washington Options, Inc. plans.

The Kaiser Permanente name, brand, and logo will appear in medical offices, on employee apparel, on member identification cards, on public websites, and more.

Will Kaiser Permanente retain Group Health hospital partners?

Kaiser Permanente will continue relationships with established hospital partners such as Overlake Medical Center, Seattle Children's, Swedish, Providence Sacred Heart Medical Center and Children's Hospital, and CHI Franciscan.

Will Kaiser Permanente invest in the Washington market?

Yes. By investing in facilities, technology, equipment, and people, Kaiser Permanente plans to improve affordability, quality and service for members and the overall health of the community.

Kaiser Permanente has committed to invest \$800M to support the communities throughout Washington over the next decade. The acquisition also includes a commitment to invest \$1 billion over the next ten years to expand and modernize facilities and technology and improve both care and service.

INFORMATION FOR MEMBERS

Will members receive new ID cards?

Yes. We have begun sending new Kaiser Permanente ID cards to members. The new ID cards feature the Kaiser Permanente logo. Member numbers, however, will remain the same. Members should use their new Kaiser Permanente ID card for all their health care services.

Will members have the same coverage and benefits?

Yes. Becoming part of Kaiser Permanente did not change the 2017 plan or benefits Group Health members selected during the most recent Open Enrollment period. The acquisition does not affect 2017 premiums, benefits, or cost shares.

Will members have access to the same doctors and care teams?

Yes. Members can continue to see the doctors and care teams they count on. They can continue to receive care at the same locations and hospitals they did before the acquisition.

Will members still have care options such as CareClinic and Consulting Nurse Service?

Yes. Members can continue to get convenient walk-in care at CareClinics, inside select Puget Sound-area Bartell Drugs. And members can still call our Consulting Nurse Service for care advice 24/7 at the same phone number.

Will members still have access to online accounts?

Members are able to access their personal online accounts to manage their health from a computer or smartphone. Members can sign on from the home page at kp.org/wa, using the same member number that they had as Group Health members. When members receive care at Kaiser Permanente medical offices, they can also email their care teams, just like they could in the past.

Can members now access care in other Kaiser Permanente regions?

Many Group Health members have long been able to receive care at Kaiser Permanente facilities when traveling outside of the Group Health coverage area, although some services at Kaiser Permanente require pre-authorization.

Will members with Group Health coverage in effect prior to the acquisition receive an updated Kaiser Permanente benefits booklet and Summary of Benefits and Coverage (SBC)?

No. We are not rebranding the benefits booklet and SBCs previously made available to members prior to the acquisition. Instead, members will receive an endorsement (insert for Medicare) that they can attach to their booklet.

Will members still be able to access Customer Service for help?

Yes. There is a new local number (206-630-4636) but the toll-free number remains the same (1-888-901-4636). Customer Service is now known as Member Services.

CLIENT CONTRACTS & PAYMENTS

Will my clients with Group Health coverage in effect prior to the acquisition receive a new Kaiser Permanente contract?

No. A letter and endorsement will be mailed to I&F and fully insured group members. Members with a Medicare contract will receive a letter and insert. Both mailings will occur in late Feb. 2017. Our Account Management team will reach out to our self-insured clients and their producers to discuss communication options to notify members of the name change for contracts.

Who should my clients make their checks out to now?

Checks should be made payable as follows:

Prior to March 6, 2017	After March 6, 2017
Group Health Cooperative	Kaiser Foundation Health Plan of Washington - OR - Kaiser Permanente
Group Health Options	Kaiser Foundation Health Plan of Washington Option, Inc. - OR - Kaiser Permanente Options

Since both organizations are separate legal entities, we require separate payments from groups with both an HMO and PPO plan. For groups that elect to make payment via ACH or wire transfer, please advise them to include their group number to help expedite the processing of their payment.

What if my client makes a payment to Group Health after March 6, 2017?

The bank will still accept checks made out to Group Health for an extended period of time. The payment will still be applied to your client's account. Please encourage your clients to make payments to Kaiser Permanente going forward.

Will my client's invoice look different?

The name and logo will be different but all other data remains the same.

PRODUCER TRANSACTIONS

I recently provided Group Health enrollment forms for a client with a March effective date. Do I need to complete Kaiser Permanente paperwork and resubmit?

No. We will accept the Group Health-branded enrollment forms and paperwork.

Do I need to execute a new producer agreement with Kaiser Permanente to sell your products?

No. We are not requiring appointed producers to execute a new agreement with Kaiser Permanente at this time to sell our products. The executed agreement you have in place with Group Health will remain in effect until further notice.

Will my Group Health producer number change?

No. Your producer number will not change.

Will my Washington State OIC appointment with Group Health automatically transfer to Kaiser Foundation Health Plan of Washington?

Yes. On **Feb. 15, 2017**, the Washington State Office of the Insurance Commissioner (OIC) recognized the name change as follows:

- Group Health Cooperative became [**Kaiser Foundation Health Plan of Washington**](#)
- Group Health Options Inc. became [**Kaiser Foundation Health Plan of Washington Options, Inc.**](#)

Will my appointment with Kaiser Foundation Health Plan of Washington allow me to become appointed to sell products in the other Kaiser Permanente regions?

No. Your appointment(s) only extends to the plans underwritten and offered by Kaiser Foundation Health Plan of Washington and/or Kaiser Foundation Health Plan of Washington Options, Inc.

Will I receive a new appointment certificate reflecting Kaiser Foundation Health Plan of Washington?

No. We are not mailing new appointment certificates. You can print your appointment certificate(s) by accessing the Washington State Office of the Insurance Commissioner [**website**](#).

Will my access to the producer portal change?

No. You can access the Kaiser Permanente producer website the same way you accessed the Group Health producer website. The site looks different, but none of the functionality has changed. You can continue to use your same password.

Will my contact change?

No, you can continue to work with your same contact. He or she now works for Kaiser Permanente but has the same phone number. Your contact's email address will continue to work for the time being.