

# a balanced life

BE YOUR BEST. AT WORK. AT PLAY. AT LIFE.

KAISER PERMANENTE®  thrive

**TAKE CARE OF YOURSELF.  
SO YOU CAN TAKE CARE OF BUSINESS.**

What's on your daily "to do" list? In addition to "Run reports," and "Attend meetings," do you include "Take a break" or "Eat healthy"? Probably not. When work grows stressful, downtime and healthy habits become low priorities—sometimes even distant memories.

It's important to remember that you've got to take care of yourself so that you can take care of your business. And prioritizing your daily routine can be the first step for healthy changes.

So why not take this lunch pail outside on your next break? Read up on some of the value-added programs and tools available to help you live a healthier, fuller life. And write out a new "to do" list on the enclosed sandwich Post-it pad.

Put your health at the top of the list, and get started today.



**TOOLKIT FOR CHANGE**

The right resources can make any job easier. But what empowers someone else may not work for you. That's why a range of healthy tools can be a powerful strategy for change. From the classroom to your living room, you've got the support you need to make changes today and take control of your health.







## pack a power lunch

### HEALTHY LIVING CLASSES

#### Weight management, exercise, and nutrition

Learn to change your lifestyle and manage your weight with menu planning, help choosing the right foods in the right amounts, and reading labels. Classes are usually located at our medical centers and medical office buildings. Many courses are open to the public. (Some fees may apply.) Visit [kp.org/classes](http://kp.org/classes) or call Member Services\* to see what's offered near you.

#### Discounted Weight Watchers® options

Kaiser Permanente has collaborated with Weight Watchers to bring you exciting new weight management options at discounts ranging from 12 to 23 percent off regular rates.† For more information call 1-866-639-3300 (toll free) or visit [kp.org/weightwatchers](http://kp.org/weightwatchers).

### WORK IT OUT IN THE KITCHEN

#### In the kitchen with Carole: Eating Well for Your Health

Want to eat well, but not sure where to begin? Take a "guided tour" of your own kitchen to identify unhealthy

foods and learn healthy alternatives with this CD recorded by a Kaiser Permanente registered dietitian. Fee may apply. Order yours today by calling 1-800-556-9444.

#### Recipes for good health

Sometimes you probably eat what's easiest rather than what's healthiest. If you're looking for ways to eat well and stay healthy, visit [kp.org/nutrition](http://kp.org/nutrition) for healthy recipes and nutrition information. Cook at home and bring your lunch to work tomorrow—your new lunch pail makes it easy.

### NETWORK SUPPORT WITH WEB TOOLS

#### HealthMedia Balance® and HealthMedia Nourish®

HealthMedia Balance helps you manage your weight by connecting mind, body, and food. HealthMedia Nourish helps you take control of your food choices. Kaiser Permanente members can fill out a questionnaire at [kp.org/healthylifestyles](http://kp.org/healthylifestyles) for a guide and follow-up e-mails tailored to their needs and personality.

Health education shouldn't just be accessible, it should be unavoidable.

—Sidney Garfield, MD, founding medical director, Kaiser Permanente



## lose the stress, IMPROVE PERFORMANCE

### HEALTHY LIVING CLASSES

#### Stress reduction and mind/body health

Learn how your body and mind are connected so you can change the way you react to stress and develop skills for coping with whatever life throws at you.

#### Yoga and tai chi\*

Heal your mind and spirit with these gentle, gradual exercises. Work at your own pace to create calmness, tone muscles, and increase flexibility, stamina, and physical strength.

Visit [kp.org/classes](http://kp.org/classes) to find a class near you.



### NETWORK SUPPORT WITH WEB TOOLS

#### HealthMedia Relax®

HealthMedia Relax is a personalized stress management program based on the sources of stress in your life. Kaiser Permanente members can fill out a questionnaire at [kp.org/healthylifestyles](http://kp.org/healthylifestyles) for a guide and follow-up e-mails.

Visit [kp.org/mindbody](http://kp.org/mindbody) for more information on reducing stress.

**Health care expenditures are nearly 50 percent greater for workers who report high levels of stress.**

*—Journal of Occupational and Environmental Medicine*





## break away

FROM THE SMOKE BREAK

### HEALTHY LIVING CLASSES

#### Stop smoking

Kick the nicotine habit for good! Get the 411 on chemical and behavioral aids while learning about lifestyle changes to help you quit. The nicotine patch and medication are also available. Visit [kp.org/classes](http://kp.org/classes) to find a class near you.

### GET HELP BY PHONE

#### Kaiser Permanente Smoker's Helpline

1-888-883-7867 (Southern California)

#### California Smoker's Helpline

1-800-662-8887 (Northern California)

#### American Cancer Society

1-800-ACS-2345 (for customers outside of California)

Make the phone call that can change your life. Counselors are available to assess your readiness to quit. They can give you self-help materials and enroll you in the telephone program. Spanish-speaking counselors are available. Telephone programs are open to the public. There is no fee for this service.

### NETWORK SUPPORT WITH WEB TOOLS

#### HealthMedia Breathe®

HealthMedia Breathe is an award-winning smoking cessation program that will give you a personal plan to decrease dependency, manage withdrawal, and handle cravings. Kaiser Permanente members can fill out a questionnaire at [kp.org/healthylifestyles](http://kp.org/healthylifestyles) for a guide and follow-up e-mails tailored to their personality.

Consider what happens after you stop smoking for:

20 minutes—the temperature of your hands and feet increases to normal.

24 hours—your chance of heart attack decreases.

1 year—your risk of coronary artery disease is half that of a smoker.





## take charge of yourself

### GET INFORMED

#### Healthy links

With all the information on the Web, it can be difficult to find a source you trust. To save you time, we've put together a list of links to outside sources for dependable information. Whether you're looking for the latest on cancer treatment (American Cancer Society) or information about keeping your gums healthy (Floss.com), visit [kp.org/healthlinks](http://kp.org/healthlinks) to link to information you need.



### NETWORK SUPPORT WITH WEB TOOLS

#### Online health calculators

Predict when your baby is due, target your healthy weight, or calculate how many calories you're burning at the gym. With links to more detailed information, it's easy to stay on track or start a whole new routine for better health. Visit [kp.org/calculators](http://kp.org/calculators) for more information.

#### 10,000 Steps® program<sup>®</sup>

Increase your physical activity by working toward a goal of walking 10,000 steps every day. The 10,000 Steps Web site helps you set personal goals, track daily steps, and monitor progress online. Kaiser Permanente members get a discount on the program and a pedometer. Visit [kp.org/10000steps](http://kp.org/10000steps) to learn more.

▶ continues

### best in show

Kaiser Permanente's Web site, [kaiserpermanente.org](http://kaiserpermanente.org), earned six top honors for content, design, and more at the 2005 eHealthcare Leadership Awards.



## WEB TOOLS, continued

### Online health and drug encyclopedias

With a 40,000-page health encyclopedia and an extensive online drug encyclopedia, you've got a one-stop source for dependable research. The online drug encyclopedia has photos of medications, precautions, information on side effects, and links to Spanish content. Visit [kp.org/health](http://kp.org/health) or [kp.org/medications](http://kp.org/medications) today to get started.

### HealthMedia Succeed®

Take an in depth look at the health choices you make each day with HealthMedia Succeed, and get a personal plan to improve your well-being and the quality of your life. Kaiser Permanente members can visit [kp.org/healthylifestyles](http://kp.org/healthylifestyles) to get started.

**An optimistic attitude will not only help you avoid depression, it may actually improve your physical health.**

—American Psychological Association

### kaiserpermanente.org en español

Spanish-speaking Kaiser Permanente members have an online resource that serves as a home for Latinos—*La guía en español* (a Spanish guide). At [kp.org/espanol](http://kp.org/espanol), visitors will find information and advice about health, including a drug encyclopedia and educational brochures.

## MIND AND BODY HEALTH

Your thoughts, feelings, moods, and actions have a significant effect on your health. They determine the onset of some diseases, the course of many diseases, and the management of nearly all. To learn more about mind and body health, visit [kp.org/mindbody](http://kp.org/mindbody) to learn how to:

- Make healthy changes in your life
- Communicate more effectively
- Make time for the things you enjoy
- Improve your mood





## fast help

### FOR YOUR BUSY WORKDAY

#### ONLINE ACCOUNT SERVICES

Benefits managers need to do a lot of things well. To help you find more time in the workday, we've made multitasking a whole lot easier. Our secure online account services make it faster and more convenient to administer your Kaiser Permanente health plan benefits.

This easy-to-use site enables busy benefits managers to take more control of their work schedule and:

- View their bill, transaction history, and balance due
- Quickly access account status without making a phone call
- View group member details
- Keep accounts current by updating members' enrollment status at any time
- Pay their bill quickly and easily online with a single payment or monthly debits
- Work according to their own schedule, not our service hours

#### ONE NUMBER, MANY ANSWERS

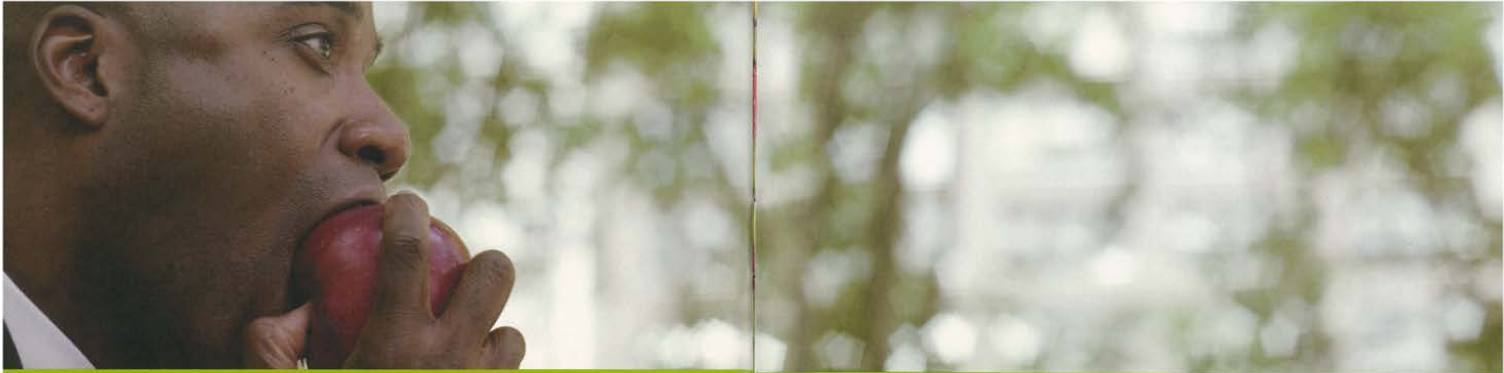
When you need answers, the first call you make should be the only call you make. That's why we created the Purchaser Services Unit (PSU). They get it right the first time, and you get the answers you need to get back to business. The PSU is a team of customer service specialists who can answer questions about eligibility, benefits, and more. Here's a list of some of the core areas they can help you with:

- Eligibility
- Claims
- Contract interpretation
- HIPAA and COBRA questions
- Schedule A requests
- Brochure requests
- Facility locations
- Service issues

The PSU team can be contacted toll free at **1-866-752-4737**, or via e-mail at [psu.ca@kp.org](mailto:psu.ca@kp.org).

For customers outside of California, please see the inside back cover of this brochure for a list of regional call centers, or call your account manager.





## take a fresh look

AT KAISER PERMANENTE

### A VARIETY OF PLANS TO CHOOSE FROM

Kaiser Permanente offers a whole suite of products, including HMO copayment and deductible plans, POS and PPO plans, and popular add-ons.

With options like doctor office copayments ranging from \$10 to \$30 and deductibles of \$200, \$500, or \$1,000, you can find a plan that gives you an affordable solution and the coverage you need.

Putting a strategy together for lower premiums and more consumer engagement? HMO deductible plans and other cost-sharing strategies can help you build a benefits package that protects your bottom line *and* promotes healthy living. With the flexibility to offer multiple plans at once, it's now easier than ever to find solutions that work for the entire workforce.

Here's a snapshot of some of the products available\*\* to you:

- HMO copayment and deductible plans offer predictable payments, broad coverage, and lower premiums.
- PPO plans with two tiers of coverage—an outside network or any other licensed provider.
- POS plans with three tiers of coverage—receive care from a Kaiser Permanente doctor, an outside network provider, or any other licensed provider. One plan, one benefits manager contact, lots of choices.
- Out-of-area indemnity plans provide the convenience of a single health benefits contact, even if employees live outside a Kaiser Permanente service area.
- Chiropractic coverage—popular benefit that's easy to use and a low-premium add-on to a benefits package.
- Dental plans—broad coverage options with low premiums.



## SUPPORT FOR BETTER BALANCE

Running around the office often takes priority over running around the basketball or tennis court. But they say if you need something important done, give the task to a busy person. That's why we're suggesting you put your own health at the top of your "to do" list.

You won't be alone. You've got a lot of support with Kaiser Permanente. With a fleet of convenient, effective, and easy-to-use tools for better health, you've got more than an insurance company. You've got a partner that's committed to prevention, health education, and empowerment. So, take a fresh look at Kaiser Permanente. We think you'll like what you see.

\* Member Services, by region, please see list below.

† These products and services are provided by entities other than Kaiser Permanente. Kaiser Permanente disclaims any liability for these discounted products and services. Should a problem arise, and you live in California, you may take advantage of the Kaiser Permanente grievance process by calling the Member Service Call Center at 1-800-464-4000.

‡ Yoga or tai chi may not be available in every area. Check [kp.org/classes](http://kp.org/classes) for classes near you.

§ 10,000 Steps® is a registered trademark of HealthPartners, Inc.

¶ Our plans are tailored to meet the varied needs of the communities we serve. Therefore plan designs, including copayment, deductible, and coverage levels vary region by region. All products are not available in all regions. To learn which plan options are available in your area, contact your Kaiser Permanente representative.

### Member Services

#### California

1-800-464-4000

#### Colorado

Colorado Springs area

1-888-681-7878

Denver/Boulder area

(303) 338-3800 (Denver metro area)

1-800-632-9700 (other areas)

#### Georgia

(404) 261-2590 (metro-Atlanta area)

#### Hawaii

Oahu, Maui, Hawaii, and Kauai areas

(808) 432-5955 (Oahu)

1-800-966-5955 (outside Oahu)

#### Mid-Atlantic States

District of Columbia, suburban D.C. area,

Baltimore, Maryland,

northern area of Virginia

(301) 468-6000 (D.C.)

1-800-777-7902 (other areas)

#### Northwest

Oregon, southwest area of Washington

(503) 813-2000 (Portland area)

1-800-813-2000 (other areas)

#### Group Health

Northern area of Idaho,

western/central/eastern areas

of Washington

1-888-901-4636

#### Ohio

1-800-686-7100 (northeast area)

### Customer service call centers

#### California

1-866-752-4737

[psu.ca@kp.org](mailto:psu.ca@kp.org)

#### Colorado

1-866-710-2727 (Colorado Springs)

(303) 306-2727 (Denver/Boulder)

[co.kp.csu@kp.org](mailto:co.kp.csu@kp.org)

#### Georgia

Contact your account manager at

(404) 364-7105

#### Hawaii

(808) 432-5256 (Oahu)

1-888-352-4737 (Neighbor Islands)

#### Mid-Atlantic States

District of Columbia, Maryland, Virginia

Contact your account manager

#### Northwest

Idaho, Oregon, Washington

(503) 813-3613 (Oregon)

1-866-246-3613

#### Ohio

1-800-400-1907



[kaiserpermanente.org](http://kaiserpermanente.org)

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[kp.org/classes](http://kp.org/classes)

[kp.org/espanol](http://kp.org/espanol)

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[kp.org/healthylifestyles](http://kp.org/healthylifestyles)

[kp.org/mindbody](http://kp.org/mindbody)

[kp.org/nutrition](http://kp.org/nutrition)

[kp.org/weightwatchers](http://kp.org/weightwatchers)

[kp.org/10000steps](http://kp.org/10000steps)

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