

# Advantage Plus

Get dental, hearing, and extra vision benefits

Kaiser Permanente Senior Advantage (HMO)  
California

Enroll now for 2021



Learn more at [kp.org/advantageplus](https://kp.org/advantageplus)

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 KAISER PERMANENTE®

# Be healthy. Be vibrant.

Now you have the option to add dental, hearing, and extra vision benefits to your Kaiser Permanente Senior Advantage plan. And even better, it's affordable.

# GET STARTED HERE

Our Quick Start Guide below gives you a good overview of Advantage Plus. To learn more, turn to the table of contents on **page 3**.

## Quick Start Guide

**A** Go to **page 4** for a quick look at how Advantage Plus makes it easy to expand your health care coverage. For more detailed information about Advantage Plus benefits, go to **page 20**.

**B** Turn to “Benefits at a glance” on **page 5** for a summary of the dental, hearing, and extra vision benefits of Advantage Plus.

**C** **Ready to sign up?** Apply for coverage by filling out the enrollment form in this kit.

For more information or to enroll online, visit us at [kp.org/advantageplus](http://kp.org/advantageplus).



Take advantage of extra benefits today.

To learn more or to enroll online, visit us at [kp.org/advantageplus](https://kp.org/advantageplus). Or call us toll free at **1-877-451-3816** (TTY **711**), 7 days a week, 8 a.m. to 8 p.m.

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# Advantage Plus

## A BENEFITS PACKAGE FOR A HEALTHIER, MORE VIBRANT YOU

As a Kaiser Permanente Senior Advantage member, you enjoy the ease of combining your Medicare coverage with Kaiser Permanente coverage in a single plan. Now, with Advantage Plus, you can get valuable dental, hearing, and extra vision benefits added to your plan.\* So you get the health care coverage you need. And all of your health benefits are in one convenient package.

### **Get more health coverage. More value.**

- **More benefits**

Only **\$16** a month adds Advantage Plus coverage to your Senior Advantage plan. You'll get dental, hearing, and extra vision benefits.

- **The convenience of one simple bill**

You'll get one bill that includes both your Senior Advantage and Advantage Plus coverage – so taking care of your health is easier than ever. If you like, you can pay your bill through monthly credit card or electronic bank payments.

Advantage Plus gives you the choice to add more benefits to your Senior Advantage plan. The Advantage Plus package is optional, so if you want to add these benefits, be sure to fill out the enrollment form in this kit.

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\*You must be a Kaiser Permanente Senior Advantage member to apply.

Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. You must reside in the Kaiser Permanente health plan area in which you enroll.

# 1 BENEFITS AT A GLANCE

This chart shows the key **dental, hearing, and extra vision benefits** you'll get when you add Advantage Plus to your Senior Advantage plan. For **all 3 benefits**, you pay a **\$16 monthly premium**, which is added to your monthly Senior Advantage premium.

To learn more about how to enroll, please see "Enroll in Advantage Plus" on **page 19**.

## Northern California

Senior Advantage coverage only	Advantage Plus coverage combined with Senior Advantage <sup>***</sup>
<b>DENTAL</b>	
Dental services are generally not covered except for dental services necessary for radiation therapy, as covered by Medicare.†	<p>Key dental benefits:†</p> <p><b>\$10 per office visit</b> that includes the following:</p> <p><b>1 cleaning</b> every 6 months.</p> <p><b>Oral examinations.</b></p> <p><b>Comprehensive periodontal evaluations.</b></p> <p><b>Most X-rays.</b></p> <p><b>Coverage for periodontics:</b> From <b>\$0</b> to <b>\$595</b> (in addition to the office visit copay).</p> <p><b>Coverage for dentures:</b> From <b>\$46</b> to <b>\$923</b> (in addition to the office visit copay).</p> <p><b>\$125 per arch</b> for teeth whitening (external bleaching) in addition to the office visit copay.</p>
<b>HEARING AIDS</b>	
Hearing aids are generally not covered except for certain implanted hearing devices covered by Medicare, which are provided at no additional charge.†	<b>\$350</b> credit per hearing aid, per ear, every 3 years. Certain implanted hearing devices covered by Medicare are provided at no additional charge.
<b>VISION</b>	
<b>\$40</b> credit every 2 years.†	An additional <b>\$280</b> . A total credit of <b>\$320</b> .

<sup>\*\*\*</sup> Advantage Plus is not available under the Senior Advantage Medicare Medi-Cal (HMO D-SNP) Plans.

† See your **Evidence of Coverage** for information about dental, hearing, and vision services provided under the Senior Advantage individual plan.

## Southern California

Senior Advantage coverage only	Advantage Plus coverage combined with Senior Advantage <sup>***</sup>
<b>DENTAL</b>	
<p>Dental services are generally not covered except for dental services necessary for radiation therapy, as covered by Medicare.†</p>	<p>Key dental benefits:†</p> <p><b>\$10 per office visit</b> that includes the following:</p> <p><b>1 cleaning</b> every 6 months.</p> <p><b>Oral examinations.</b></p> <p><b>Comprehensive periodontal evaluations.</b></p> <p><b>Most X-rays.</b></p> <p><b>Coverage for periodontics:</b> From <b>\$0</b> to <b>\$585</b> (in addition to the office visit copay).</p> <p><b>Coverage for dentures:</b> From <b>\$32</b> to <b>\$650</b> (in addition to the office visit copay).</p> <p><b>\$125 per arch</b> for teeth whitening (external bleaching) in addition to the office visit copay.</p>
<b>HEARING AIDS</b>	
<p>Hearing aids are generally not covered except for certain implanted hearing devices covered by Medicare, which are provided at no additional charge.†</p>	<p><b>\$350</b> credit per hearing aid, per ear, every 3 years. Certain implanted hearing devices covered by Medicare are provided at no additional charge.</p>
<b>VISION</b>	
<p><b>\$40</b> credit every 2 years.†</p>	<p>An additional <b>\$340</b>. A total credit of <b>\$380</b>.</p>

<sup>\*\*\*</sup> Advantage Plus is not available under the Senior Advantage Medicare Medi-Cal (HMO D-SNP) Plans.

† See your **Evidence of Coverage** for information about dental, hearing, and vision services provided under the Senior Advantage individual plan.





## 2 ENJOY THE POWER OF A HEALTHY SMILE

Your dental health is key to your overall health. Healthy teeth and gums allow you to eat better and feel better.

Preventing and treating dental problems are important at any stage of life. You may feel more tooth sensitivity or have dental problems as a result of certain medications or health conditions. Regular oral exams not only keep your mouth healthy, they can also help spot medical problems.

Advantage Plus makes it easy to smile because you know you're getting the dental care you need.

### **Health tip:**

## REDUCE YOUR RISK OF INFECTION

Brushing and flossing are important for healthy teeth. They also help reduce the risk of infection. Bacteria can travel from the mouth to other parts of the body, causing infection. This is a major cause of joint replacements failing. With proper oral health, including brushing, flossing, and regular checkups and cleanings, you can help keep your whole body healthy.

# FREQUENTLY ASKED QUESTIONS

Advantage Plus dental benefits are provided through the DeltaCare<sup>®</sup> USA program offered by Delta Dental of California.

## **Q: What is the DeltaCare USA program?**

**A:** The DeltaCare USA program, offered by Delta Dental, provides a broad range of dental care through a convenient network of dentists. These contract dentists are screened to make sure that they maintain Delta Dental's standards of quality, access, and safety. All of the dentists in our network have established dental practices. There are no deductibles, no lifetime maximums, and virtually no claim forms under this dental program. See Chapter 4 in your Senior Advantage **Evidence of Coverage** for more information.

## **Q: When can I begin to use my dental benefits?**

**A:** Once your enrollment in Advantage Plus is confirmed, you can begin using your dental benefits on your effective date. You will also get an ID card from Delta Dental.

## **Q: How do I choose my dentist?**

**A:** When you enroll in Advantage Plus, Delta Dental will assign you to a contract dentist based on your home ZIP code. If you would like to change your assigned dentist, you can do so at any time. Call Delta Dental's Customer Service Department toll free at **1-877-644-1774** (TTY **1-800-735-2929**), Monday through Friday, 5 a.m. to 6 p.m. Delta Dental is always expanding its network and adding new dentists and areas. For the most up-to-date list of dentists, visit **deltadentalins.com** and select DeltaCare USA.

**Note:** It can take a few weeks for the dentist you selected to be activated in Delta Dental's system. If you would like to see your dentist within the first few weeks of your enrollment in Advantage Plus, you should call Delta Dental to confirm that the dentist you chose is in their system and accepting patients. For questions about your dentist, or if you would like to change your dentist, call Delta Dental's Customer Service Department toll free at **1-877-644-1774** (TTY **1-800-735-2929**), Monday through Friday, 5 a.m. to 6 p.m.

## **Q: How do I make an appointment?**

**A:** To make an appointment, simply call your contract dentist's office and let them know you are a DeltaCare USA enrollee. If you have questions about available appointments or being able to get to a dentist, call Delta Dental's Customer Service Department toll free at **1-877-644-1774** (TTY **1-800-735-2929**), Monday through Friday, 5 a.m. to 6 p.m.

**To get covered services, you must go to your assigned Delta dentist. Services provided by a specialist preapproved by Delta Dental or emergency services are exceptions. Any other treatment is not covered under this dental program.**

**Q: What happens if I have an emergency?**

**A:** If you need emergency services, you should get in touch with your contract dentist whenever possible. If you do not have an assigned contract dentist yet and you need emergency services, you should contact Delta Dental's Customer Service Department toll free at **1-877-644-1774** (TTY **1-800-735-2929**), Monday through Friday, 5 a.m. to 6 p.m., and they will help you find a dentist. For more information about emergency benefits, see your Senior Advantage **Evidence of Coverage**.

**Q: Can I get a second opinion?**

**A:** You may ask for a second opinion if you disagree with or question your contract dentist's diagnosis and/or treatment plan. Delta Dental may also ask you to get a second opinion to confirm that your contract dentist's treatment or your use of benefits is necessary and appropriate. For more information, see your Senior Advantage **Evidence of Coverage**.

**Q: What if I need to change my Delta dentist?**

**A:** You may change your dentist at any time by calling Delta Dental's Customer Service Department toll free at **1-877-644-1774** (TTY **1-800-735-2929**), Monday through Friday, 5 a.m. to 6 p.m. You must make your request for a contract dentist change before the 21st of the month for the change to be effective the first day of the next month.

Before you can change your contract dentist, you must also complete any treatment in progress, such as (a) partial or full dentures for which final impressions have been taken, (b) completion of root canals, or (c) delivery of crowns when teeth have been prepared.



## 3 HEAR WELL. LIVE WELL.

Good hearing allows you to fully enjoy life. You're more confident, secure, and connected to your world.

Millions of Americans have some degree of hearing loss. Among people over 50, it's the third most common health issue, behind heart disease and arthritis. But now more than ever, hearing loss doesn't mean that your quality of life has to change. Today's hearing products are smaller, more effective, and more comfortable than they were in the past.

Hearing benefits from Advantage Plus can help make sure you're not missing the sounds and conversations that make life more fulfilling.

### **Health tip:**

## QUICK HEARING SELF-CHECK

If you think you have a hearing problem, get your hearing checked by Kaiser Permanente Audiology or another plan provider. Use these questions for a simple self-check of your hearing health:

- Do you often ask people to speak up or repeat themselves?
- Do you have trouble following conversations in a noisy room or understanding speech on the phone?
- Do you have trouble hearing the sound of your telephone, alarm clock, or doorbell?
- Do others complain that your TV or stereo is too loud?

This section is for our **Northern California** members. **Southern California** members, please see **page 13**.

## FREQUENTLY ASKED QUESTIONS

The hearing aids that Advantage Plus covers are provided at Kaiser Permanente Hearing Centers in **Northern California**. Each center offers professional hearing aid services, products, and accessories.

### **Q: Which hearing tests are covered?**

**A:** Your current Kaiser Permanente Senior Advantage plan covers hearing tests to check if you need hearing correction or to make a diagnosis when you think you're having a hearing problem. You can get a diagnostic audiology test for the office visit copay that's described in your Senior Advantage **Evidence of Coverage**. If you think you're losing your hearing, call the Kaiser Permanente Audiology Department. You will be charged an office visit copay if the Kaiser Permanente Audiology Department gives you a diagnostic hearing evaluation.

Advantage Plus covers hearing aid checks that help your audiologist recommend the correct hearing aid for you and confirm that the aid matches your prescription – at no extra charge. Your audiologist will also test your hearing aids at no extra charge to make sure that they are working properly.

If you think you might have hearing loss, call the Kaiser Permanente Audiology Department.

### **Q: If I have hearing loss, are hearing aids covered?**

**A:** As a Kaiser Permanente member with the Advantage Plus package, you will receive a **\$350** credit toward the purchase of a hearing aid in each ear (maximum **\$700** for both ears). This credit is available once every 3 years. You'll need to pay the difference between the **\$350** credit and the price of the hearing aid.

### **Q: Where can I get my hearing aids?**

**A:** You may use your hearing aid benefit at any of the Kaiser Permanente Hearing Centers in Northern California. Locations are listed on the next page.

### **Q: Do I need a referral or special claim form to use my hearing aid benefit?**

**A:** No. You don't need referrals or claim forms for hearing tests or hearing aids.

### **Q: Are there any limits to the type or style of hearing aid that is covered?**

**A:** You may purchase your hearing aid(s) at one of our Kaiser Permanente Hearing Centers. The audiologist will help you choose the hearing aids that best meet your needs. A complete range of technologies and styles is available, and your test results and recommended treatment options will be explained to you.

### **Q: What if I have a medical problem with my hearing?**

**A:** If a Kaiser Permanente Hearing Center audiologist finds a medical problem during your exam, he or she will update your primary care doctor and help you get the correct medical follow-up.

### **Q: What if I need service or repairs on my hearing aid?**

**A:** If you bought your hearing aid(s) at a Kaiser Permanente Hearing Center, you have up to a 3-year manufacturer's warranty as well as a 3-year loss and damage warranty. If you purchase your hearing aid(s) from a Kaiser Permanente Hearing Center, you may bring it in for repairs and servicing at any of our Northern California locations. Batteries and accessories are not covered under this hearing aid benefit. Contact your local Kaiser Permanente Hearing Center for more details.

For more information or to enroll online, visit us at [kp.org/advantageplus](http://kp.org/advantageplus).

# KAISER PERMANENTE HEARING CENTERS

## CENTRAL VALLEY

### Modesto

4601 Dale Road, 2nd Floor  
Modesto, CA 95356  
**209-735-3193**  
**1-800-735-2922** TTY

### Stockton

7373 West Lane  
Stockton, CA 95210  
**209-476-5437**  
**1-800-735-2922** TTY

## DIABLO SERVICE AREA

### Walnut Creek

710 S. Broadway, Ste. 209  
Walnut Creek, CA 94596  
**925-295-4327**  
**711** TTY

## EAST BAY

### Oakland

2923 Webster St., Ste. 201  
Oakland, CA 94609  
**510-752-8330**

### Pleasanton

3825 Hopyard Road, Ste. 270  
Pleasanton, CA 94588  
**925-295-4327**

## GREATER ALAMEDA SERVICE AREA

### Union City

3553 Whipple Road, Bldg. B  
2nd Floor  
Union City, CA 94587  
**510-675-2001**  
**711** TTY

## NAPA/SOLANO

### Vacaville

1 Quality Drive  
Vacaville, CA 95688  
**707-624-2703**

### Vallejo

1761 Broadway, Ste. 200  
Vallejo, CA 94589  
**707-645-2500**  
**1-800-735-2922** TTY

## NORTH VALLEY

### Roseville

2120 Professional Drive  
Ste. 220  
Roseville, CA 95661  
**916-771-6680**  
**711** TTY

### Sacramento

3180 Arden Way  
Sacramento, CA 95825  
**916-977-3277**  
**711** TTY

## REDWOOD CITY

1800 Broadway St., Ste. 5  
Redwood City, CA 94063  
**650-299-2977**  
**1-800-735-2922** TTY

## SAN FRANCISCO

4141 Geary Blvd., 1st Floor  
San Francisco, CA 94118  
**415-833-8222**  
**711** TTY

## SAN JOSE

5831 Cottle Road  
San Jose, CA 95123  
**408-363-4801**  
**1-800-735-2922** TTY

## SAN RAFAEL

1600 Los Gamos Drive  
Lobby A  
San Rafael, CA 94903  
**415-444-7400**

## SANTA CLARA

2894 Homestead Road  
Santa Clara, CA 95051  
**408-553-6900**  
**711** TTY

## SANTA ROSA

3333 Mendocino Ave.  
Ste. 115  
Santa Rosa, CA 95403  
**707-566-5201**  
**711** TTY

## SOUTH SACRAMENTO

7300 Wyndham Drive  
Sacramento, CA 95823  
**916-525-6280**  
**711** TTY

## SOUTH SAN FRANCISCO

### Daly City

15 Southgate Ave., Ste. 210  
Daly City, CA 94015  
**650-758-5363**  
**711** TTY

This section is for our **Southern California** members. **Northern California** members, please see **page 11**.

## FREQUENTLY ASKED QUESTIONS

Hearing services for **Southern California** Kaiser Permanente members are provided together with:

- Kaiser Permanente Audiology Department
- HEARx West, doing business as HearUSA, is a limited liability company owned by The Permanente Federation LLC, Kaiser Foundation Health Plan, Inc., and HearUSA (a wholly owned subsidiary of WS Audiology). The Southern California Permanente Medical Group has a membership interest in the Permanente Federation. HearUSA works with your health plan to provide a broad range of affordable hearing care products and services in **Southern California**.

### Q: Which hearing tests are covered?

**A:** Your current Kaiser Permanente Senior Advantage plan covers hearing tests to check if you need hearing correction or to make a diagnosis when you think you're having a hearing problem. You can get a diagnostic audiology test for the office visit copay that's described in your Senior Advantage **Evidence of Coverage**. If you think you're losing your hearing, call the Kaiser Permanente Audiology Department. You will be charged an office visit copay if the Kaiser Permanente Audiology Department gives you a diagnostic hearing evaluation. You may also obtain a diagnostic hearing evaluation at a HearUSA location – contact HearUSA directly for scheduling and pricing information.

Advantage Plus also covers hearing aid checks that help your hearing care professional recommend the correct hearing aid for you and confirm that the aid matches your prescription – at no extra charge. HearUSA will also test your hearing aids at no extra charge to make sure that they are working properly.

If you think you might have hearing loss, call the Kaiser Permanente Audiology Department.

### Q: If I have hearing loss, are hearing aids covered?

**A:** As a Kaiser Permanente member with the Advantage Plus package, you will receive a **\$350** credit toward the purchase of a hearing aid in each ear (maximum **\$700** for both ears). This credit is available once every 3 years. You'll need to pay the difference between the **\$350** credit and the price of the hearing aid.

### Q: Where can I get my hearing aids?

**A:** To use your hearing aid benefit, you must purchase the aid at any of the HearUSA locations in Southern California. To find a location near you, see **page 15** or call HearUSA toll free at **1-855-825-4702**, Monday through Friday, 5 a.m. to 5 p.m. (Note: Kaiser Permanente Audiology Departments do not service or carry hearing aids.)

### Q: Do I need a referral or special claim form to use my hearing aid benefit?

**A:** No. You don't need referrals or claim forms for hearing tests or hearing aids.

### Q: Are there any limits to the type or style of hearing aid I can get?

**A:** To use your hearing aid benefit, you may purchase your hearing aids at any HearUSA center. Your HearUSA hearing care professional will help you choose hearing aids that best meet your needs. A complete range of technologies and styles is available, and your test results and recommended treatment options will be explained to you.

**Q: What if I have a medical problem with my hearing?**

**A:** If the Kaiser Permanente or HearUSA hearing care provider finds a medical problem during your exam, he or she will update your primary care doctor and help you get the correct medical follow-up.

**Q: What if I need service or repairs on my hearing aids?**

**A:** If you bought your hearing aids at HearUSA, you have a limited warranty for a 3-year period. Batteries, repairs, and accessories are not covered under this benefit. Hearing aids and related services purchased at HearUSA may be covered by additional warranty by HearUSA – you should contact your HearUSA location for more details and options available to Kaiser Permanente members.



# HearUSA CENTERS

For more information, call HearUSA toll free at **1-855-825-4702**, Monday through Friday, 5 a.m. to 5 p.m., or visit **HearUSA.com**.

## KERN COUNTY

### Bakersfield

2530 F St., #100  
Bakersfield, CA 93301

### South/West Bakersfield

8040 White Lane, Ste. 1F  
Bakersfield, CA 93309

## LOS ANGELES COUNTY

### Claremont

554 E. Baseline Road  
Claremont, CA 91711

### Downey

8995 Apollo Way  
Downey, CA 90242

### Glendora

425-A W. Foothill Blvd.  
Glendora, CA 91741

### Granada Hills

16914 San Fernando  
Mission Blvd.  
Granada Hills, CA 91344

### Lakewood

4206 Woodruff Ave.  
Lakewood, CA 90713

### Lancaster

2054 W. Avenue K  
Lancaster, CA 93536

### Los Feliz

2654 Griffith Park Blvd.  
Los Angeles, CA 90039

### Marina Del Rey

4345 Glencoe Ave., #C-12A  
Marina Del Rey, CA 90292

### Monterey Park

2076 S. Atlantic Blvd.  
Monterey Park, CA 91754

### North Hollywood

5160 Vineland Ave., Ste. 101C  
North Hollywood, CA 91601

### Pasadena

3655 E. Foothill Blvd.  
Pasadena, CA 91107

### Reseda

19367 Victory Blvd., #14  
Reseda, CA 91335

### San Pedro

936 N. Western Ave., #270  
San Pedro, CA 90732

### Santa Clarita

26504 Bouquet Canyon Road  
Santa Clarita, CA 91350

### Santa Monica

625 Montana Ave., Ste. B  
Santa Monica, CA 90403

### South Bay

3525 Pacific Coast Hwy., Ste. N  
Torrance, CA 90505

### Sun Valley

8341 Laurel Canyon Blvd.  
Sun Valley, CA 91352

### Torrance

20020 Hawthorne Blvd.  
Torrance, CA 90503

### West Covina

2360 S. Azusa Ave., Ste. A-3  
West Covina, CA 91792

### West Los Angeles

1268 S. La Cienega Blvd.  
Los Angeles, CA 90035

### Whittier

13512 Whittier Blvd., Suite G-3  
Whittier, CA 90605

## ORANGE COUNTY

### Anaheim

1801 W. Romneya Drive, #605  
Anaheim, CA 92801

### Costa Mesa

1835 Newport Blvd.  
Ste. A111  
Costa Mesa, CA 92627

### Cypress

10121 Valley View St.  
Cypress, CA 90630

### Huntington Beach

16490 Beach Blvd.  
Westminster, CA 92683

### Irvine/Tustin

15100 Kensington Park Dr.  
Ste. L-510  
Tustin, CA 92780

### La Habra

1721 W. Imperial Highway  
Suite 21-22  
La Habra, CA 90631

### Laguna Hills

23521 Paseo De Valencia  
Suite 302-A  
Laguna Hills, CA 92653

**Laguna Niguel**

30271 Golden Lantern, Ste. B  
Laguna Niguel, CA 92677

**Lake Forest**

24352 Rockfield Blvd.  
Lake Forest, CA 92630

**Orange**

7602 E. Chapman Ave.  
Orange, CA 92868

**Santa Ana**

1601 W. 17th St., Ste. E2  
Santa Ana, CA 92706

**Seal Beach**

2908 Westminster Ave.  
Seal Beach, CA 90740

**Yorba Linda**

18220 Yorba Linda Blvd., #312  
Yorba Linda, CA 92886

**RIVERSIDE COUNTY****Corona**

1185 Magnolia Ave., Ste. C-D  
Corona, CA 92879

**Hemet**

4672 W. Florida Ave., Ste. 101  
Hemet, CA 92545

**Moreno Valley**

27120 Eucalyptus Ave., Ste. #F  
Moreno Valley, CA 92555

**Murrieta**

41034 California Oaks Road  
Ste. A  
Murrieta, CA 92562

**Palm Desert**

72655 Highway 111, Ste. B-3  
Palm Desert, CA 92260

**Riverside**

3832 La Sierra Ave.  
Riverside, CA 92505

**Riverside (Mission Grove)**

301 E. Alessandro Blvd.  
Ste. 3-C  
Riverside, CA 92508

**Temecula**

27520 Ynez Road, Ste. D5  
Temecula, CA 92591

**SAN BERNARDINO COUNTY****Chino**

3920 Grand Ave., Ste. E  
Chino, CA 91710

**Fontana**

16940 Slover Ave., #A  
Fontana, CA 92337

**Rancho Cucamonga**

6745 Carnelian St.  
Rancho Cucamonga, CA 91701

**Redlands**

454 Orange Street #4H  
Redlands, CA 92374

**Victorville**

12209 Hesperia Road, Ste. D  
Victorville, CA 92395

**SAN DIEGO COUNTY****Carlsbad**

7040 Avenida Encinas, Ste. 103  
Carlsbad, CA 92011

**Chula Vista**

2220 Otoy Lakes Road, #503  
Chula Vista, CA 91915

**Escondido**

994 W. El Norte Pkwy.  
Escondido, CA 92026

**Hillcrest**

1244 University Ave.  
San Diego, CA 92103

**La Jolla**

8915 Towne Centre Drive  
Ste. 116  
San Diego, CA 92122

**La Mesa**

8066-68 La Mesa Blvd.  
La Mesa, CA 91941

**Oceanside**

3772 Mission Ave., #117  
Oceanside, CA 92058

**Poway**

14845 Pomerado Road  
Poway, CA 92064

**San Diego**

7910 Frost St., #420  
San Diego, CA 92123

**Vista**

1611 F S. Melrose Drive  
Vista, CA 92081

**VENTURA COUNTY****Camarillo**

5800 Santa Rosa Road, #123  
Camarillo, CA 93012

**Simi Valley**

2941 Cochran St., Ste. 3  
Simi Valley, CA 93065

**Thousand Oaks**

3825 E. Thousand Oaks Blvd.  
#O  
Thousand Oaks, CA 91362

**Ventura**

3003 Loma Vista Road, C  
Ventura, CA 93003



## 4 FOCUS ON A HEALTHIER YOU

Want to enhance your life? Improve your vision. It's possible that your vision has changed – but you haven't noticed. An eye exam can show you what you've been missing. When you see clearly, daily activities such as driving and reading become much easier.

It's important to have your eyes checked regularly to spot minor as well as more serious eye problems. Advantage Plus adds to your Senior Advantage vision benefits, giving you more to spend on your glasses or contacts. So you'll have more choices to help you see a brighter, more vibrant world.

### Health tip:

#### BETTER NIGHT VISION

If your night vision isn't what it used to be, keep these helpful nighttime driving guidelines in mind:

- Drive more slowly, so that you have more time to react.
- Keep your windshield and all the lights on your car clean.
- Ask your eye care professional about getting antireflective coating on your eyeglass lenses to cut down on glare.
- Check with your doctor to find out if any medications you are taking can affect your night vision.

For more information or to enroll online, visit us at [kp.org/advantageplus](https://www.kp.org/advantageplus).

# FREQUENTLY ASKED QUESTIONS

Advantage Plus vision benefits are provided through Vision Essentials by Kaiser Permanente. They have locations at most Kaiser Permanente medical offices. You can usually get your eye exam and fill your prescription for eyeglasses right in the same building. For information about vision services (including limitations and exclusions) covered by Senior Advantage and Advantage Plus, see Chapter 4 in your Senior Advantage **Evidence of Coverage**.

**Q: What is my coverage for eyeglasses and contact lenses?**

**A:** If you're a Kaiser Permanente member with an Advantage Plus package, you'll get a credit of **\$280** in Northern California and **\$340** in Southern California to use toward the purchase of eyeglasses or contact lenses in addition to the standard credit available to Senior Advantage members (see your Senior Advantage **Evidence of Coverage**). The total credit is for a single eyewear purchase every 2 years. If you do not use the entire credit at the initial point of sale, you cannot use it later. If the eyewear you purchase costs more than the entire credit, you'll need to pay the difference.

**Q: After I first use my vision benefit, how soon can I use it again?**

**A:** You can use your vision benefit again 2 years after the date you first use it.

**Q: Where can I get my eyeglasses and contact lenses?**

**A:** You can use your vision benefit at any Vision Essentials by Kaiser Permanente location. Many can be found in Kaiser Permanente's medical offices. To find a location near you, visit our website at [kp2020.org](http://kp2020.org), where you'll also find information about promotions for even more savings.

**Q: What does Vision Essentials by Kaiser Permanente offer?**

**A:** When it comes to your eyes and eyewear, we want you to be completely happy with your selection, so we offer the following:

- Satisfaction guarantee. You can exchange or return your prescription eyeglasses for a complete refund within 30 days from the date of delivery.
- Frame price guarantee. If you find a lower price on one of our regularly stocked frames, we'll match it. (Excludes internet offers.)
- 12-month frame manufacturer's warranty.



# 5 ENROLL IN ADVANTAGE PLUS

## **Applying for Advantage Plus is easy**

- Complete the enrollment form in this kit, one for each person enrolling. Fill in every item, and sign and date the form.
- Return your enrollment form in the postage-paid envelope.

## **Other important information about applying for Advantage Plus**

- You must be a Kaiser Permanente Senior Advantage individual plan member to enroll in the Advantage Plus package.
- Advantage Plus is not available under the Senior Advantage Medicare Medi-Cal (HMO D-SNP) Plans.
- If you're already a Kaiser Permanente Senior Advantage member, you can enroll in the Advantage Plus package anytime from October 15, 2020, through March 31, 2021 (the date at which your enrollment form must be received in our office).
- If you're a new Senior Advantage member, or enrolling because you have moved and need to fill out a new enrollment form, you can add Advantage Plus within 30 days of enrolling in Senior Advantage.
- The premium for your Advantage Plus dental, hearing, and extra vision benefits is **\$16** per month. The **\$16** monthly premium is in addition to your monthly Senior Advantage premium, and you must also continue to pay your Medicare Part B premium.

Thank you for taking this step toward better dental, hearing, and vision health. We'll let you know when your enrollment form has been approved and give you more details about your coverage and start date. For more information, visit us online at [kp.org/advantageplus](https://kp.org/advantageplus). Or call us at **1-877-451-3816 (TTY 711)**, 7 days a week, 8 a.m. to 8 p.m. We'll be happy to help.

# 6 IMPORTANT INFORMATION

The Advantage Plus benefit package gives you additional dental,<sup>\*\*\*\*</sup> hearing, and extra vision coverage for an additional monthly premium of **\$16**. This is in addition to any premiums required for Senior Advantage described in your Senior Advantage **Evidence of Coverage**, and you must also continue to pay your monthly Medicare premiums.

For more information about dental, hearing, and extra vision coverage through Advantage Plus, see your Senior Advantage **Evidence of Coverage**.

<sup>\*\*\*\*</sup> Kaiser Permanente has an agreement with Delta Dental of California to provide you comprehensive dental care through a network of dentists that contract with Delta Dental's DeltaCare<sup>®</sup> USA Dental HMO program. For information about dental coverage, please refer to your Senior Advantage **Evidence of Coverage**.

Delta Dental of California administers the DeltaCare<sup>®</sup> USA program.

## **Enrollment and disenrollment**

### **Enrollment**

To enroll in Advantage Plus, you must complete the Advantage Plus enrollment form.

If you are already a Senior Advantage member, you may add Advantage Plus benefits to your Senior Advantage individual plan coverage by sending us the enrollment form before March 31, 2021, for coverage to become effective on April 1, 2021. Coverage is typically effective the first of the month following the date we receive your completed enrollment form.

If you are enrolling in Senior Advantage either as a new member or because you have moved and you must complete a new Senior Advantage enrollment form, you can add Advantage Plus within 30 days of enrolling in Senior Advantage. Coverage is typically effective the first of the month following the date we receive your completed enrollment form.

### **Disenrollment**

You can stop your Advantage Plus coverage anytime. Your disenrollment will be effective the first of the month following the date we receive your completed disenrollment form. To request a disenrollment form, please call us toll free at **1-877-451-3816 (TTY 711)**, 7 days a week, 8 a.m. to 8 p.m. You will not be eligible to re-enroll until the next Advantage Plus annual election period for coverage effective January 1, 2022.

For additional information about the Senior Advantage individual plan, see your Senior Advantage **Evidence of Coverage**.

# For a healthier, more vibrant you. Enroll in Advantage Plus today.

Get more value from your Kaiser Permanente Medicare health plan by adding Advantage Plus. You can get extra benefits such as dental, vision, and hearing coverage for an affordable monthly premium. More health benefits, great care. Now that's a healthy addition to your coverage.

## Want more info?

Visit [kp.org/advantageplus](https://kp.org/advantageplus) to enroll online today. Or call us toll free at **1-877-451-3816** (TTY 711), 7 days a week, 8 a.m. to 8 p.m.





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