

November 30, 2020



Great news! As a City of San Jose member with a Kaiser Permanente Senior Advantage (HMO) health plan, you now get 2 new benefits beginning January 1, 2021. See the enclosed flyers for more information on these no-cost benefits.

Need a ride to your appointments?

You won't need to worry anymore about how you'll get to the doctor's office. Now you can get rides to and from your doctor visits — at no cost.

Want healthy meals delivered to your home?

You can now get fresh, healthy meals delivered to your home immediately after an inpatient visit at a hospital or skilled nursing facility — at no cost. Choose from a variety of different menu options, including meals that are heart-healthy, diabetic-friendly, and gluten-free.

We're honored that you and other Senior Advantage members have chosen us as your partner in health. We look forward to helping you stay healthy well into the future.

Sincerely,

Philip Orr
Vice President, National Medicare Sales

Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

Need a ride to the doctor? Your plan covers that.

City of San Jose

You can now get a ride to and from your doctor visits at no charge

As a Kaiser Permanente Medicare health plan member, you can get a ride to and from your appointments at no cost. Your plan covers up to 24 one-way trips (50 miles per trip) per calendar year.

To use this service, you must:

- Be a Kaiser Permanente Medicare health plan member
- Be going to a medical service covered under your plan

You can get rides for:

- Doctor appointments
- Medical services such as lab or X-ray
- Picking up medications or medical equipment

Types of transportation:

The following types of transportation are available:

- Rideshare, taxi, or private transportation service. This includes accommodating walkers and wheelchairs that are collapsible and can fit in the trunk.
- Wheelchair van or gurney van service is restricted to those who are not able to sit in a private vehicle for the duration of the ride.

To schedule a ride:

- For rideshare, taxi, or private transportation service, call **1-877-930-1477 (TTY 711)**.
- For wheelchair van or gurney van transportation service, call **1-833-226-6760**.
- Request your ride at least 3 business days (Monday through Friday) before your appointment. If you have an urgent last-minute appointment, call as soon as you can, and we'll try to accommodate you.

When you call, have the following information ready:

- Your Kaiser Permanente ID card
- The date and time of your appointment
- Your departure and destination addresses
- If you'll need a return trip
- If anyone will be traveling with you (such as a family member or caregiver)

If you have a medical emergency, call 911.

Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.

Get fresh, nutritious meals delivered to your home at no charge

Your plan covers 84 meals



As a City of San Jose member with a Kaiser Permanente Medicare health plan, you can get fresh, healthy meals delivered to your home immediately following an inpatient stay at a hospital or skilled nursing facility. And all at no cost.

How does the meal plan work?

- Upon discharge from an inpatient stay at a hospital or skilled nursing facility, your care team will refer you for meal delivery to your home.
- A representative from the meal provider will call you to talk about available menu options and to schedule delivery.
- You can choose from over 70 entrees to support your dietary needs, including heart-healthy, diabetic-friendly, gluten-free, and more.
- You can get 3 meals per day for up to 4 weeks, for a total of 84 meals.

What can you expect?

Every meal is:

- Designed by a dietitian to be nutritionally complete and delicious.
- Prepared by a chef with fresh, high-quality ingredients.
- Delivered in a climate-controlled cooler.
- Ready upon delivery – all you have to do is heat and enjoy.
- Able to remain fresh in the refrigerator for 14 days.

Menu options include favorites like:

Breakfast

- Sausage, Egg, and Cheese Breakfast Burrito
- Buttermilk Pancake with Egg
- Cheese Omelet with Waffle and Syrup
- Cinnamon Apple Oatmeal with Scrambled Eggs

Lunch/Dinner

- BBQ Chicken with Potatoes
- Salisbury Steak with Gravy and Mixed Vegetables
- Three-Cheese Ravioli with Garlic Butter Sauce
- Sweet and Sour Chicken with Stir-Fry Vegetables

Who can use this service?

- You must be a Kaiser Permanente Medicare health plan member covered under City of San Jose.
- You receive a referral from your care team upon discharge from a hospital or skilled nursing facility.
- You are discharged to go home and not to another inpatient or skilled nursing facility.



To learn more about this no-cost meal delivery service, call the Member Service Contact Center at **1-800-443-0815 (TTY 711)**.

Meal service is only available once per calendar year. Meals can be delivered to any home in your Kaiser Permanente service area. Menus are subject to change. 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 Medicare health plan service area in which you enroll.