



# Gender-affirming care at Kaiser Permanente

Coordinated, compassionate support

There are many expressions and experiences of gender identity – and the journey to and through gender-affirming care is different for everyone. We're here to help you find the path that's right for you and provide the support you need along the way.

**Our goal is your goal: for you to be healthy and thrive as your true self.**



## You deserve high-quality, gender-affirming health care in a comfortable, supportive setting.

As a Kaiser Permanente member, you have access to a broad range of gender-affirming care and services. When you come to us for care – whether it’s related to your gender or not – you’ll be in a safe, judgment-free environment, getting support from a highly skilled, deeply compassionate team.

### **Kaiser Permanente uses established guidelines to inform our gender-affirming care practices**

Our care teams are continuously learning new ways to provide high-quality care for gender-diverse members. And our care is informed by standards set by the World Professional Association for Transgender Health and other leading organizations.

## Better care from a connected team

Kaiser Permanente physicians, care teams, facilities, and health plans are all part of one connected team – the same team as our mental health clinicians, pharmacists, and lab technicians. That makes it easier for you to get the support you need for a healthy gender-affirming care journey – and a positive, empowering experience.

- **You don't have to repeat your story over and over.** Everyone who cares for you will know who you are, your medical history, and where you are in your gender-affirming care process.
- **You don't need to worry about what's covered.** Services may vary by region, but we'll help you understand what is or isn't covered by your Kaiser Permanente health plan – so you can make informed decisions about your care.
- **We coordinate your care, so you don't have to.** Assessment letters, approvals, referrals, and updates about your health and care are automatically shared with the appropriate care teams through your electronic health record.



# Our coordinated care teams work together to support your journey

That means you're free to focus on your health care needs – without worrying about paperwork or how to navigate to the next step in your care. Everyone on your care team is trained to provide inclusive care and support for gender-diverse members, and there are many points of entry where you can begin your gender-affirming care journey.

If you have questions, just ask anyone on your care team – they'll help you get what you need or connect you with someone who can.





## Providing inclusive, personalized, high-quality care

We understand that having a care team who sees you for the person you truly are is meaningful and important. We'll treat you with the compassion and respect you deserve.



Creating a safe and welcoming space for you to get care



Keeping your personal information secure, confidential, and protected



Using your true name and pronouns



Supporting your gender expression goals, whatever they might be

### How do you identify?

We'll capture that information in your electronic health record. And if something changes along the way, your care team can update that information so everyone else at Kaiser Permanente uses your true name and pronouns.

# Services and support for a safe, healthy, and comfortable gender-affirming care journey



## Mental health care

Mental health support is available throughout your gender-affirming care process and beyond. Our experienced gender therapists, psychologists, and psychiatrists can easily communicate and consult with the rest of your care team – helping you reach your health goals faster.



## Hormone therapy

Endocrinologists and other experienced providers will help you determine the best hormone therapy regimen for your goals and gender expression. And you can get most prescriptions delivered within 3 to 5 days at no extra cost.

Available services may vary by region and health plan type.



## Surgical evaluations and procedures

Our gender-affirming surgical procedures are performed by highly skilled care teams who are passionate about helping their patients achieve their gender expression goals.



## Support and guidance

Kaiser Permanente team members will help you through the transition process. They'll coordinate your care and make sure you're supported throughout your journey.

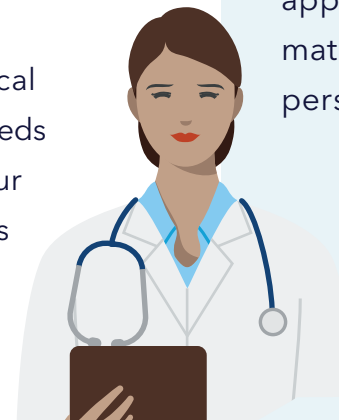


## Specialized care for children and adolescents

We offer counseling, puberty blockers, gender-affirming hormones, and surgical referrals. Based on your child's unique needs and goals, we'll support and guide your family through the important decisions involved in this process.

## Trusted support from outside Kaiser Permanente

Depending on your needs and where you live, you may get some care outside Kaiser Permanente. If that happens, your care will still be overseen by a Kaiser Permanente team member who knows you as a person and can help guide you through the process – including coordinating your care-related appointments and travel. No matter what, you can count on personalized care and support.



# Kaiser Permanente offers a broad range of covered gender-affirming care services

Whether you're seeking hormone therapy, mental health services, or surgical procedures – or if you aren't sure what your goals are yet – we look forward to supporting you on this journey.

- Mental health care
- Office visits
- Lab and imaging services
- Hormone therapy visits and administration
- Pharmacy services
- Preoperative and postoperative exams
- Facial hair removal
- Vocal therapy
- Tracheal shave
- Mastectomy with chest reconstruction and gender-affirming chest surgery
- Gender-affirming facial surgery
- Gender-affirming genital surgeries
- Inpatient hospital care
- Outpatient care
- Treatment for medical complications
- Travel and lodging (when referred by Kaiser Permanente to a facility outside your region)

Available services may vary by region and health plan type. See page 11 for more details.







## Support at every step

### Guiding you through your decision-making process

When choosing your care path, it's important to understand your options and make informed choices that are right for you. These are very personal decisions you'll make with your mental health care team, primary care physician, and specialists. We'll also help support and guide you with:

- Educational tools and resources
- Support groups and mental health care for adult and youth members and their families and allies\*

### Personalized care throughout your journey

Our primary care practitioners, surgeons, gynecologists, mental health care teams, and front-line staff are all trained to provide informed, inclusive care for our transgender and nonbinary members. Your care will be delivered by supportive, compassionate teams who know who you are and what's important to you.

\*Not available in all regions.

# Getting started

You can talk to anyone on your care team about gender-affirming care – and they can guide you to the next steps. You can speak with your primary care practitioner, reach out to our mental health department for support, or call one of the numbers below. Start the conversation at any time, and we'll connect you to the next appropriate level of care.

## Gender-affirming support resources

Call us to find out how we can support your journey.

Northern California.....	<b>510-752-7149</b>
Southern California.....	<b>323-857-3818</b>
Colorado.....	<b>303-972-5040</b>
Georgia.....	<b>770-603-3932</b>
Hawaii.....	<b>808-432-7263</b>
Mid-Atlantic States (Maryland, Virginia, and Washington, D.C.).....	<b>301-321-5126</b>
Northwest (Oregon and southwest Washington).....	<b>503-249-6748</b>
Washington.....	<b>1-888-245-9004</b>



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Some services are not available in all regions. This document describes services covered by fully insured commercial plans. Covered services may be subject to change. All services are based on determination of medical necessity by a Kaiser Permanente physician. In our California regions, facial hair removal, breast augmentation, and facial reconstructive surgery are covered when these procedures meet the *Evidence of Coverage* definition of reconstructive surgery for the particular patient. In our Georgia, Hawaii, Mid-Atlantic (Maryland, Virginia, and Washington, D.C.), Northwest (Oregon and southwest Washington), and Washington regions, breast augmentation is covered when determined to be medically necessary. In our Northwest and Washington regions, and in Washington, D.C., facial reconstructive surgery is covered when determined to be medically necessary. Information may have changed since publication.

Kaiser Permanente does not discriminate on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, source of payment, genetic information, citizenship, primary language, or immigration status.

Language assistance is available at no cost to you, 24 hours a day, 7 days a week. You can request interpreter services, materials translated into your language, or in alternative formats. Just call us at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). TTY users, call **711**.

**Spanish:** Contamos con asistencia de idiomas sin costo alguno para usted 24 horas al día, 7 días a la semana. Puede solicitar los servicios de un intérprete, que los materiales se traduzcan a su idioma o en formatos alternativos. Solo llame al **1-800-788-0616**, 24 horas al día, 7 días a la semana (cerrado los días festivos). Los usuarios de TTY, deben llamar al **711**.

**Chinese:** 您每週7天, 每天24小時均可獲得免費語言協助。您可以申請口譯服務、要求將資料翻譯成您所用語言或轉換為其他格式。我們每週7天, 每天24小時均歡迎您打電話**1-800-757-7585**前來聯絡(節假日休息)。聽障及語障專線(TTY)使用者請撥**711**。

Kaiser Foundation Health Plan, Inc., 1950 Franklin St., Oakland, CA 94612. Kaiser Foundation Health Plan, Inc., 393 E. Walnut St., Pasadena, CA 91188. Kaiser Foundation Health Plan, Inc., 711 Kapiolani Blvd., Tower Suite 400, Honolulu, HI 96813. Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232. Kaiser Foundation Health Plan of Colorado, 10350 E. Dakota Ave., Denver, CO 80247. Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305; 404-364-7000. Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., 2101 E. Jefferson St., Rockville, MD 20852. Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 601 Union St., Suite 3100, Seattle, WA 98101

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