



CLACKAMAS COUNTY

Clackamas County BRC Annual Review

Kaiser Permanente Team

Lilian Belaen - Executive Account Manager
Jolene Daniels - Associate Account Manager
Carrie Davino, MD - Physician Ambassador
Ky Thai - Dental Account Manager
Mel Hall - Underwriting Consultant

May 16, 2024



Today's Agenda

- Introductions and Welcome
- Kaiser Permanente News and Updates
- Clinical Analytic Reports
- Medical Plan
- Dental Plan
- Appendix

News and Updates

Center for Black Health and Wellness

Opening this summer, the Center for Black Health and Wellness will be led by a team of clinicians with experience in providing exceptional culturally competent care to Black patients and their families.

- Will be located within the East Interstate Medical Office in North Portland
- New option for Kaiser Permanente Northwest members interested in receiving primary care services
- Improve the health of our Black members and elevate their care experience
- Continue to build trust with Black members and the community
- Create culturally responsive care, and best practices that can be shared across our organization and the health care community



Thurston Way Imaging Center

Later this summer, KP will open Thurston Way Imaging Center in Vancouver, Washington. The new center will help to improve access in the North Service Area.

Services Offered:

- Mammography
- Ultrasound
- CT Scans



SELF REFERRALS & DIRECT SPECIALTY BOOKING



APPOINTMENT TICKETS

EASY TO ACCESS, MEMBER APPOINTMENT TICKETS ARE AVAILABLE TO BOOK DIRECTLY FROM WEB AND MOBILE

SPECIALTY CARE REFERRALS
23 SPECIALTIES

FOLLOW-UP APPOINTMENTS
12 SPECIALTIES

COMING SOON - IMAGING
ULTRASOUND, MRI, CT, NUCLEAR MED



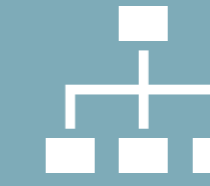
SELF-INITIATED SCHEDULING

ROUTINE CARE
PRIMARY CARE, PHYSICALS, PAP, MAMMOGRAM

NURSING SERVICES
40+ SERVICES

SPECIALTY CARE
26 SELF-REFERRAL SPECIALTIES, **11 SPECIALTIES ARE UNIQUE INTEL OFFERINGS** & 51 OFFER FOLLOW-UP APPOINTING

IMAGING
ULTRASOUND, MRI, CT



DIRECT SPECIALTY BOOKING

PRIMARY & SPECIALTY CARE
MEDICAL TEAMS CAN BOOK AN APPOINTMENT FOR REFERRALS PLACED DURING THE VISIT BEFORE THE MEMBER LEAVES THEIR CURRENT APPOINTMENT

DIRECT BOOKING
RESULTS IN THE MEMBER BEING SEEN IN THE REFERRED SPECIALTY 5-6 DAYS SOONER THAN OTHER SCHEDULING OPTIONS

25 SPECIALTY DEPARTMENTS OFFER DIRECT BOOKING WITH MORE CONTINUING TO BE ADDED



You have an appointment ticket from your care team

[Review your appointment ticket](#)



Schedule appointment

Schedule an appointment to talk with a doctor, over video, phone, or in-person. Or schedule lab tests, wellness visits, health classes, and more.

[Schedule an appointment](#)



Tuesday, Sep 12, 8:20 am

Office visit - Sunnybrook Nephrology

[Reschedule - Sep 12, 8:20 am](#)

[Cancel - Sep 12, 8:20 am](#)

Clinical Analytic Reports

Preventive Care
Member Engagement
Chronic Condition

Your Group Demographics

| Measure | Your Group | Kaiser Permanente regional average | Comparison to regional average | Kaiser Permanente industry average |
|----------------------------|--------------|------------------------------------|--------------------------------|------------------------------------|
| Subscribers | 813 | -- | -- | -- |
| Members | 2,020 | -- | -- | -- |
| Average subscriber age | 45.0 | 40.6 | 4.4 years older | 47.9 |
| Average member age | 33.8 | 35.3 | 1.5 years younger | 36.8 |
| Gender (% female) | 51.1% | 51.0% | 0.1% pts higher | 52.3% |
| Average family size | 2.5 | 1.6 | 0.9 higher | 2.1 |
| Enrollment stability index | 93.5% | 88.8% | -- | 94.7% |

Member Engagement Overview

| Member engagement category | Member for 1 year or less | | | Member for longer than 1 year | | |
|--|---------------------------|------------------|------------------|-------------------------------|------------------|------------------|
| | Your group | Regional average | Industry average | Your group | Regional average | Industry average |
| Getting connected Registering and signing on to kp.org | 64.6% | 51.3% | 63.3% | 89.4% | 81.3% | 85.1% |
| Knowing your numbers Body mass index, blood pressure, exercise as a vital sign | 68.8% | 58.5% | 60.9% | 91.5% | 85.4% | 85.5% |
| Staying up to date Cancer screenings, flu shots, cholesterol, glucose | 65.6% | 55.8% | 60.5% | 86.7% | 83.2% | 86.6% |
| Seeking care Outpatient visits, nurse advice, secure messaging, filling prescriptions | 43.8% | 35.1% | 44.7% | 92.7% | 87.7% | 91.9% |
| Improving health Total Health Assessment, healthy lifestyle programs, Wellness Coaching by Phone | 1.0% | 1.9% | 3.9% | 1.9% | 3.7% | 3.6% |

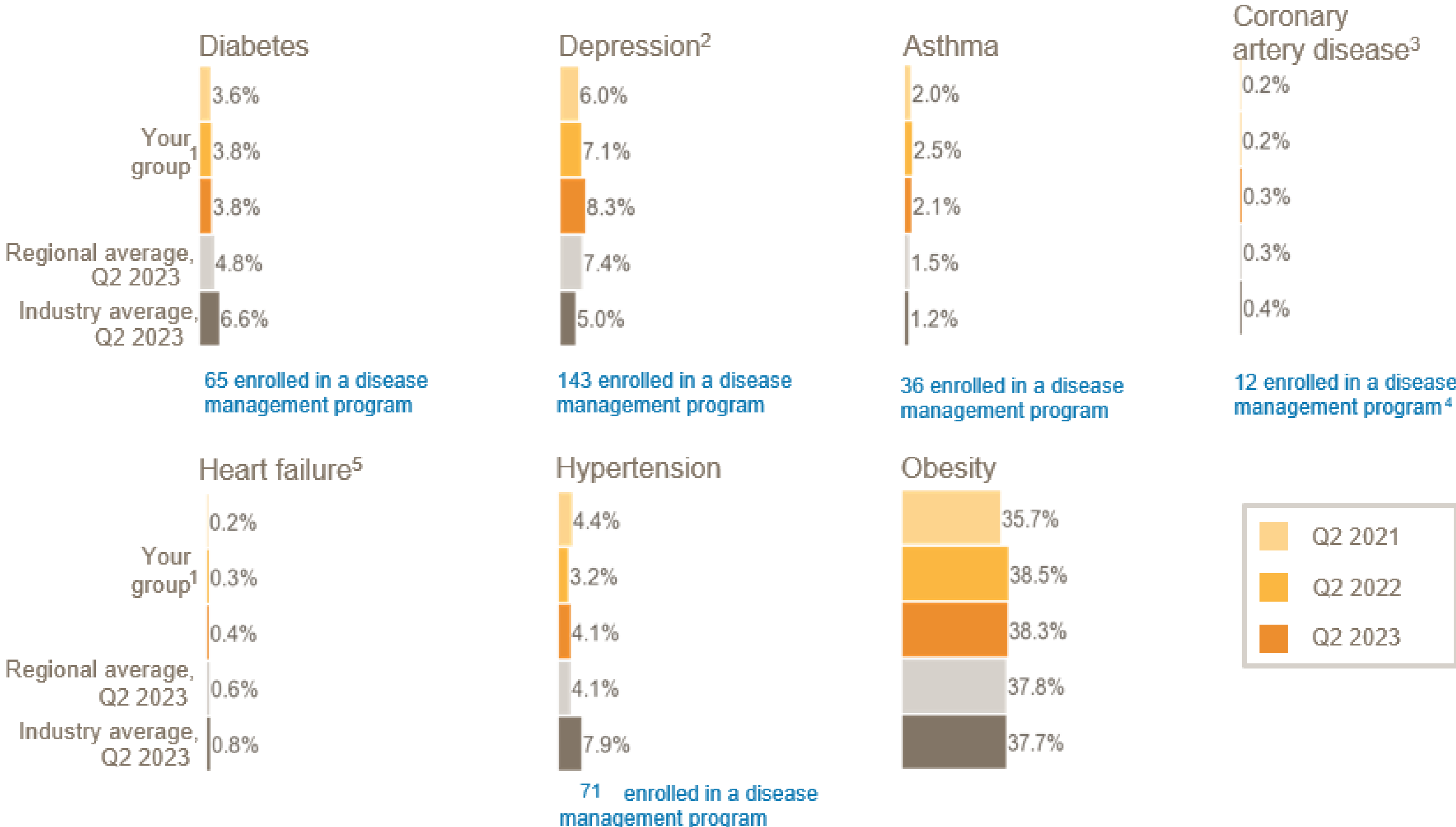
Preventative Services Overview

| Measure | Your results, Q2 2021 | Your results, Q2 2023 | Regional average | Industry average | HEDIS 90 th Percentile |
|----------------------------------|-----------------------|-----------------------|------------------|------------------|-----------------------------------|
| Breast cancer screening rate | 76.9% | 72.7% | 56.4% | 63.3% | 72.8% |
| Cervical cancer screening rate | 77.5% | 78.4% | 75.3% | 83.5% | 77.7% |
| Colorectal cancer screening rate | 81.2% | 83.7% | 77.8% | 83.2% | 80.4% |
| Measure | Your results, Q4 2021 | Your results, Q4 2023 | Regional average | Industry average | HEDIS 90 th Percentile |
| Flu immunization rate | 36.5% | 32.5% | 28.8% | 33.0% | 36.5% |

Lifestyle Risks Overview

| Measure | Your results, Q4 2021 | Your results, Q4 2023 | Regional average | Industry average | National comparative data |
|--|-----------------------|-----------------------|------------------|------------------|---------------------------|
| Adult weight - overweight or obese | 75.5% | 77.9% | 75.3% | 76.7% | 71.6% |
| Childhood weight - overweight or obese | 34.3% | 30.8% | 32.0% | 31.9% | 35.1% |
| Adult exercise - not meeting minimum | 67.3% | 62.2% | 65.7% | 68.1% | 46.7% |
| Prediabetes test result | 20.4% | 26.2% | 29.6% | 34.2% | 34.5% |
| Total cholesterol - borderline high or high | 36.7% | 39.2% | 36.2% | 35.7% | 38.2% |
| Blood pressure - undesirable BP systolic/diastolic \geq 140/90 | 15.1% | 14.1% | 14.8% | 12.9% | 33.2% |
| Smoking rates | 9.8% | 9.0% | 10.8% | 6.1% | 13.7% |

Prevalence by Chronic Condition



¹Continuously enrolled members during measurement period. ²Starting with Q4 2016 data, we're using an industry-standard disease cohort definition for heart failure and depression prevalence that more accurately reflects the latest coding. ³HEDIS definitional change to coronary artery disease prevalence beginning with Q1 2018 data release, which may result in a minor reduction in CAD result. ⁴Includes members with heart failure. ⁵See note 2. Note: Results will not be displayed if the eligible population for the metric is insufficient. Regional and industry averages are based on Kaiser Permanente membership.

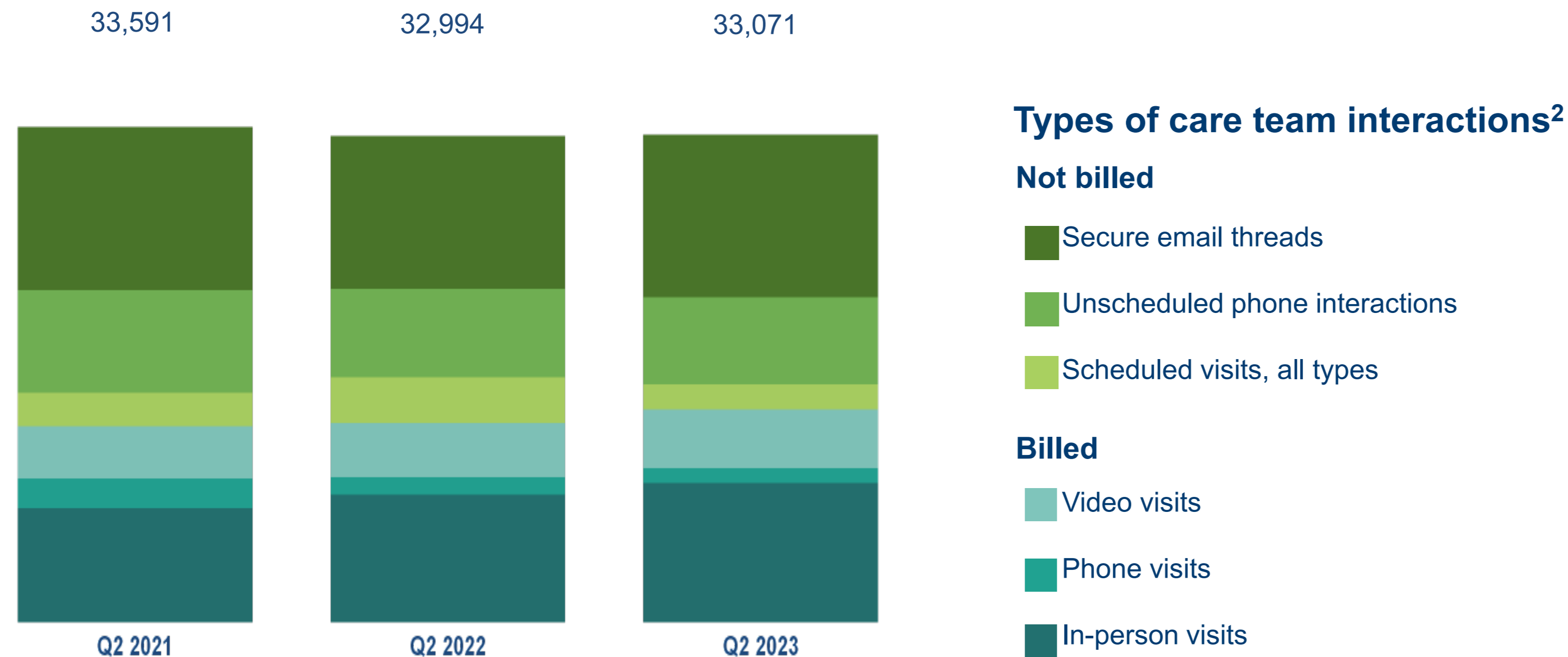
Complete support in one holistic ecosystem

We offer a full spectrum of mental health and addiction care resources for adults, teenagers, and children. No matter where a member begins the journey, we can connect them to the right support.



Your group's care team interactions

Members can easily connect with their care team for routine needs, promoting timely and cost-effective care — often without a member cost share — for issues like sore throats, flu, rashes, allergies, and back pain.¹



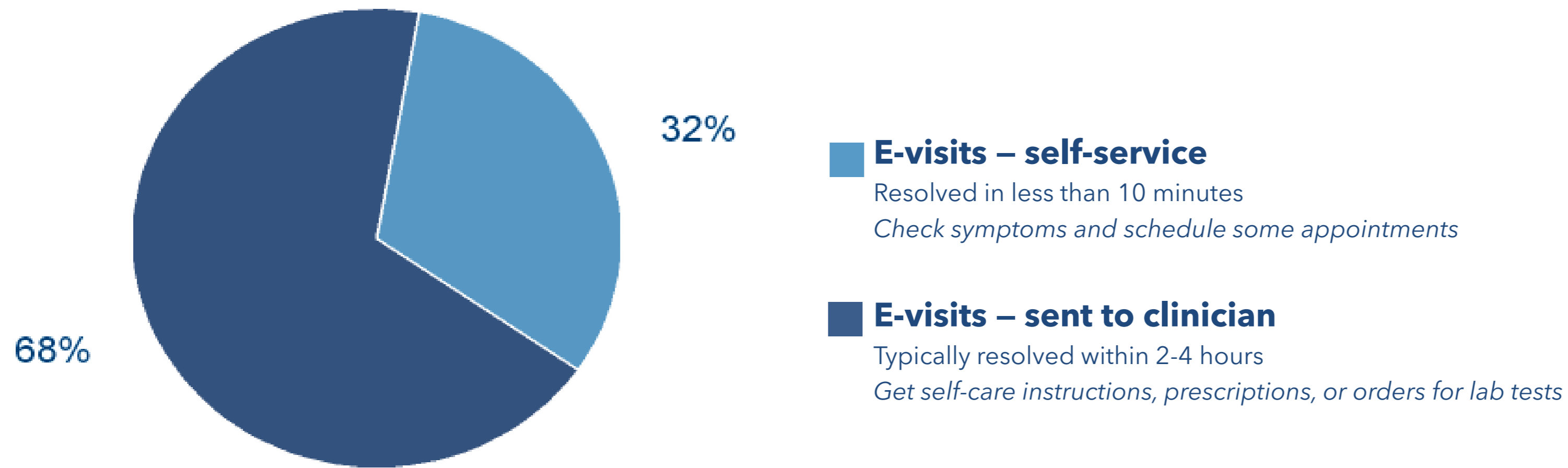
Telehealth utilization is higher at Kaiser Permanente⁴
 Kaiser Permanente: 33%
 National average: 10%

18,626 of your group's virtual care interactions weren't billed to coverage in the most recent measurement period. Members also had no out-of-pocket costs for these interactions.³

1. For some members, certain phone and video visits require a cost share. 2. Not all care interactions are represented; billed visits exclude laboratory, radiology, dental, ancillary, and hospital-based care (inpatient and emergency). 3. Interactions labeled as "not billed" do not encompass all unbilled interactions at Kaiser Permanente, such as e-visits and chat interactions. Some services may not be billed if care is provided by a nurse or midlevel clinician or is part of a bundled service. Unbilled clinical interactions are covered by the Integrated Care Management fee. 4. Kaiser Permanente Telehealth Insights Dashboard, accessed January 13, 2023; Chartis, October 31, 2022.

Your group's e-visit interactions

E-visits are a way for your employees and their family members to access high-quality care without having to go to the doctor's office. They can quickly resolve common concerns like sinus problems, respiratory infections, skin rashes, bladder infections, and more.



Kaiser Permanente members added a new E-Visit to support members experiencing Depression



Your group:

548 total e-visits

63% of e-visits resolve a member's health issue without an in-person appointment¹

 **no cost to members**

Note: In some regions, certain e-visits may result in a claim. **1.** Kaiser Permanente National Market Research, June 2020. **2.** Kaiser Permanente Telehealth Insights Dashboard.

Get Care Now

24/7 virtual care from Kaiser Permanente clinicians across the U.S.
— tracked in a member's health record at every step

1. Answer questions about symptoms

To get started, members can sign in to kp.org or the Kaiser Permanente app and answer a few questions to tell us about their symptoms.

2. Choose how to get care

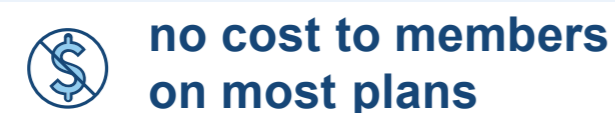
We'll recommend how members can get care quickly — by phone, online, or both. Where available, members can also see estimated wait times to help them choose the best option for their needs.

3. Talk with a clinician

Kaiser Permanente clinicians are available 24/7. During a visit, the clinician will update the member's health record to help coordinate follow-up care.

*Kaiser Permanente internal data, August 2022.

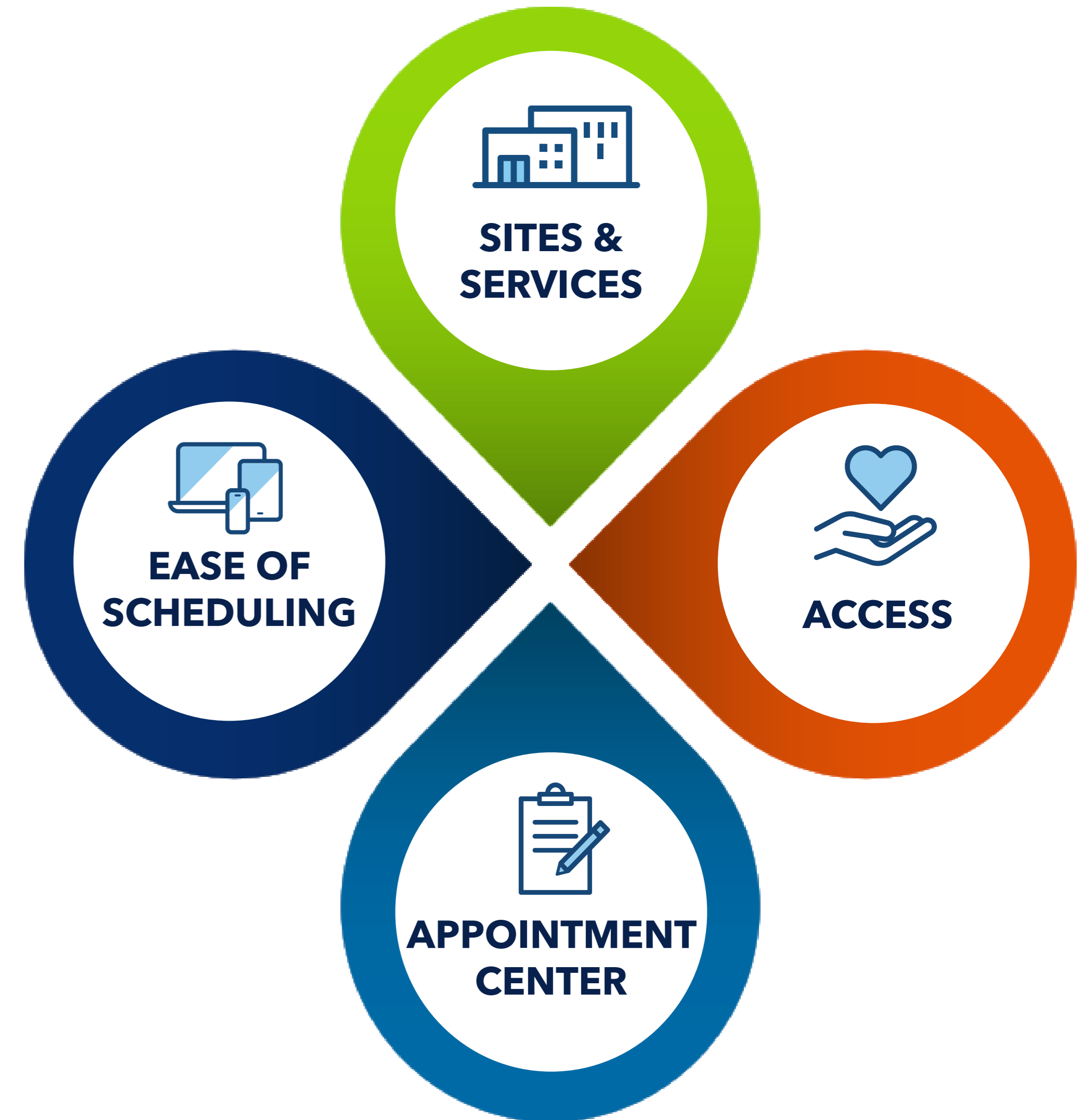
Early results from our new 24/7 virtual care offering received an **average member satisfaction rating of 9.6** on a 10-point scale.*



Dental Updates and Innovations

DENTAL UPDATES AND INNOVATIONS

- **63% Hygiene and 54% General Dentist appointments seen within 10 business days**
- Provided 185,000 hygiene visits in 2023.
- Added 22 hygienists in 2023 and over 22,000 additional visits.
- **Eugene Expansion** with four additional operatories added for Valley River Dental Office.
- **4.8 Google Star rating in 2023**
- **NEW Dental Passport** helps members manage and coordinate their care among other departments and services.
- **NEW Dental Website**
- Partnering with **Portland Community College** and **Pacific University** to train and recruit students to become dental assistant and hygienist.



PROGRAM PERFORMANCE- Clackamas County Wide Data in Green



78,000

care gaps closed
(6,000 cancer screenings)



1,450

tobacco counseling
(110 accepted referrals)



8,800

diabetic care gaps closed

OUR DENTAL VISITS COME WITH SOMETHING EXTRA

- Healthy Smile
- Total Health
- Prevention
- Chronic Care Management



CLACKAMAS COUNTY 2023 MDI Performance

38%

Members utilizing dental services at co-located offices (1,485 of 3,920 visits)

57%

Members with diabetes received dental touch points (48 of 84)

34%

Members with 1 or more medical care gap closures (295 of 858)

413

Care Gaps Closed for 295 Members

DENTAL CARE MADE EASY

95% of our members would recommend us to family and friends*



FAST PASS

Text or email messages to notify members who have a scheduled appointment and on a wait list when a sooner appointment is available. **Over 40 appointment types available.**



KIOSKS, EXPRESS CHECK-IN AND eARRIVAL

Use of Kiosks for Dental at all co-located offices; expansion of 24-hour advanced check-in and **contactless check-in through smartphones using interactive text messaging.**



DENTAL ONLY ACCESS ON KP.ORG

Dental only members able to register on kp.org and enjoy a customized digital experience.



ONLINE DENTAL APPOINTING

Scheduling Tickets initiated by existing members treatment plan, make most dental appointments available online and on the mobile app. This includes **Hygiene, General Dentist, Endodontic, Pediatric and Orthodontic services.** Patient-initiated New Member and Emergency appointments are available to book online via kp.org.



VIRTUAL DENTISTRY

Connect to dental care, anytime, anywhere at no additional member copay. Available 24/7 telephone advice, emails through kp.org for nonurgent issues, and video appointments.

Annual Claims Utilization

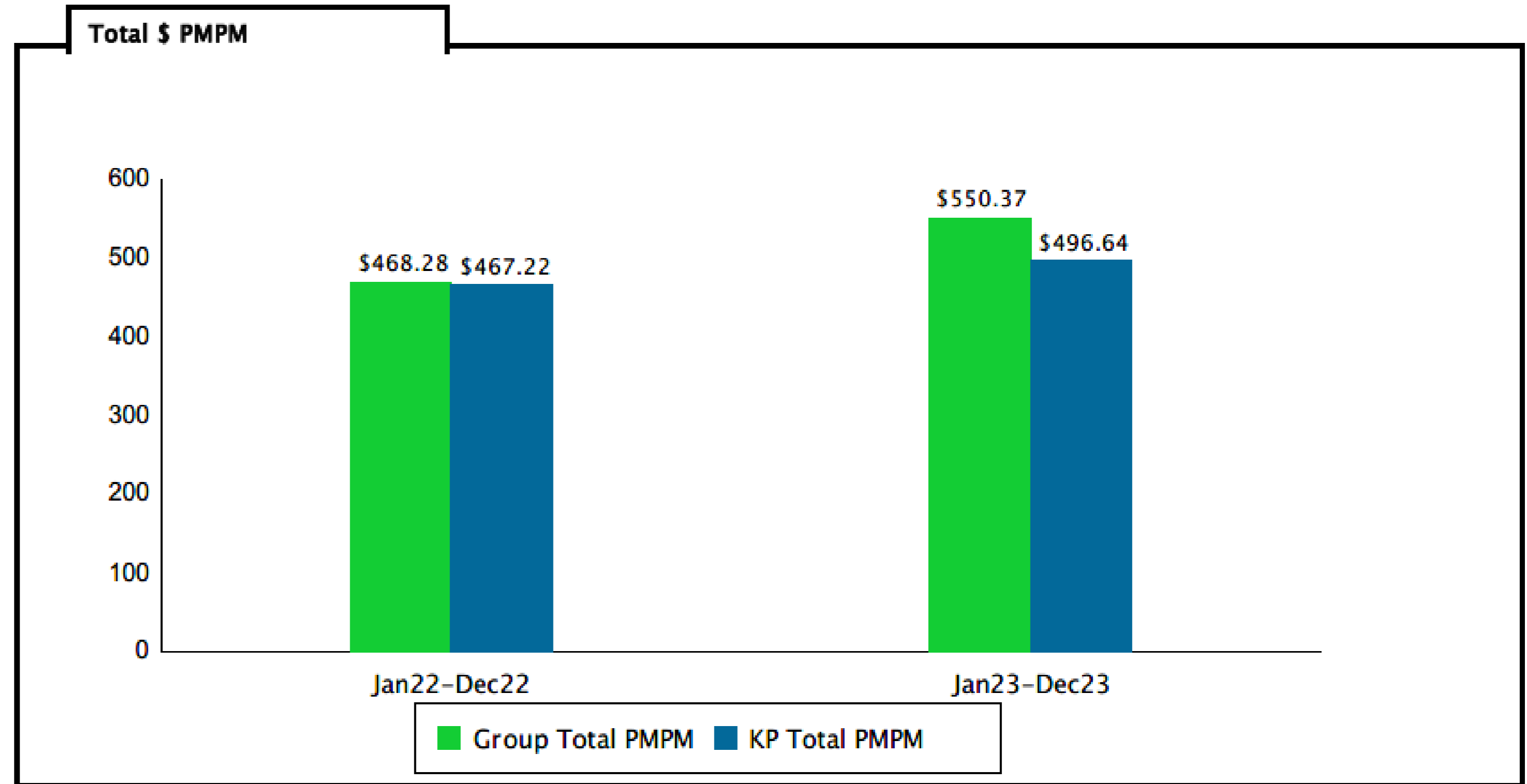
CLACKAMAS COUNTY ENROLLMENT DATA - GENERAL COUNTY ONLY

| | <u>PY5</u> | <u>PY4</u> | <u>PY3</u> | <u>PY2</u> | <u>PY1</u> | <u>CY</u> |
|----------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| <u>Medical Total</u> | Jan18 – Dec18 | Jan19 – Dec19 | Jan20 – Dec20 | Jan21 – Dec21 | Jan22 – Dec22 | Jan23 – Dec23 |
| Member Count | 1,745 | 1,876 | 1,902 | 1,935 | 1,909 | 1,948 |
| Subscriber Count | 666 | 716 | 730 | 754 | 762 | 778 |

| | <u>PY5</u> | <u>PY4</u> | <u>PY3</u> | <u>PY2</u> | <u>PY1</u> | <u>CY</u> |
|---------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| <u>Dental Total</u> | Jan18 – Dec18 | Jan19 – Dec19 | Jan20 – Dec20 | Jan21 – Dec21 | Jan22 – Dec22 | Jan23 – Dec23 |
| Member Count | 1,691 | 1,825 | 1,844 | 1,834 | 1,862 | 1,952 |
| Subscriber Count | 631 | 691 | 697 | 720 | 735 | 772 |

Membership Data

Medical Claims Overview



Total \$ PMPM *

| <u>Service Category</u> | <u>Jan22 - Dec22</u> | <u>Change</u> | <u>Jan23 - Dec23</u> |
|----------------------------|----------------------|---------------|----------------------|
| Inpatient | \$77.84 | 5.1% | \$81.78 |
| Outpatient | 255.95 | 27.1% | 325.30 |
| Pharmacy | 42.36 | 2.8% | 43.56 |
| Other | 92.14 | 8.2% | 99.73 |
| Total \$ PMPM | \$468.28 | 17.5% | \$550.37 |
| Group to Health Plan Ratio | 100.2% | 10.6% | 110.8% |

* Includes Actives and/or pre 65 Retirees only.



Medical Benefit Ratio

Non-Medicare

Region: Northwest

Group Name: CLACKAMAS COUNTY
 Group Numbers: 1183
 Subgroups: 001 ,002 ,003 ,004 ,012 ,013 ,014 ,
 015 ,016 ,017 ,019 ,020 ,021 ,022

Prior Period: Jan 2022 – Dec 2022
 Current Period: Jan 2023 – Dec 2023

Average Members : Jan22 – Dec22 Jan23 – Dec23
1,909 1,948

| | Premium* | Premium PMPM | Medical Claims | | | Total Medical Claims | Rx Claims | Total Paid Claim | Total Paid Claims PMPM | Medical Benefit Ratio** | Subscribers | Members |
|---------------------|---------------------|-----------------|--------------------|--------------------|--------------------|----------------------|--------------------|---------------------|------------------------|-------------------------|--------------|---------------|
| | | | Inpatient | Outpatient | Other | | | | | | | |
| Current Year | | | | | | | | | | | | |
| Jan 23 | \$1,111,177 | \$583.29 | \$83,837 | \$515,654 | \$179,345 | \$778,836 | \$89,524 | \$868,359 | \$455.83 | 78% | 757 | 1,905 |
| Feb 23 | 1,114,036 | 583.26 | 169,626 | 599,109 | 177,735 | 946,470 | 114,404 | 1,060,873 | 555.43 | 95% | 759 | 1,910 |
| Mar 23 | 1,116,895 | 583.24 | 158,641 | 634,326 | 197,470 | 990,437 | 71,201 | 1,061,638 | 554.38 | 95% | 763 | 1,915 |
| Apr 23 | 1,119,897 | 583.58 | 199,088 | 500,454 | 180,039 | 879,582 | 79,270 | 958,851 | 499.66 | 86% | 764 | 1,919 |
| May 23 | 1,127,237 | 584.97 | 147,381 | 620,838 | 187,088 | 955,307 | 89,258 | 1,044,564 | 542.07 | 93% | 771 | 1,927 |
| Jun 23 | 1,128,996 | 584.67 | 222,559 | 690,783 | 210,889 | 1,124,232 | 72,230 | 1,196,462 | 619.61 | 106% | 773 | 1,931 |
| Jul 23 | 1,129,082 | 584.41 | 132,420 | 575,114 | 185,166 | 892,700 | 84,111 | 976,811 | 505.60 | 87% | 771 | 1,932 |
| Aug 23 | 1,141,676 | 584.28 | 226,478 | 677,548 | 203,393 | 1,107,419 | 100,587 | 1,208,006 | 618.22 | 106% | 781 | 1,954 |
| Sep 23 | 1,145,580 | 583.88 | 118,778 | 637,047 | 193,041 | 948,866 | 61,341 | 1,010,207 | 514.89 | 88% | 784 | 1,962 |
| Oct 23 | 1,152,169 | 583.97 | 126,202 | 790,992 | 219,477 | 1,136,671 | 98,177 | 1,234,848 | 625.87 | 107% | 787 | 1,973 |
| Nov 23 | 1,180,103 | 583.05 | 184,038 | 602,624 | 196,269 | 982,931 | 81,879 | 1,064,809 | 526.09 | 90% | 808 | 2,024 |
| Dec 23 | 1,183,521 | 583.30 | 143,007 | 761,297 | 201,903 | 1,106,207 | 76,543 | 1,182,750 | 582.92 | 100% | 812 | 2,029 |
| Total | \$13,650,369 | \$583.82 | \$1,912,055 | \$7,605,787 | \$2,331,814 | \$11,849,656 | \$1,018,522 | \$12,868,178 | \$550.37 | 94% | 9,330 | 23,381 |
| Prior Year | | | | | | | | | | | | |
| Jan 22 | \$1,106,600 | \$573.67 | \$206,480 | \$417,409 | \$157,276 | \$781,165 | \$83,932 | \$865,097 | \$448.47 | 78% | 770 | 1,929 |
| Feb 22 | 1,107,616 | 573.60 | 110,112 | 497,675 | 160,884 | 768,671 | 69,291 | 837,962 | 433.95 | 76% | 770 | 1,931 |
| Mar 22 | 1,097,416 | 573.06 | 179,158 | 527,094 | 178,437 | 884,688 | 93,698 | 978,387 | 510.91 | 89% | 765 | 1,915 |
| Apr 22 | 1,093,470 | 573.70 | 581,763 | 546,944 | 230,998 | 1,359,705 | 76,590 | 1,436,295 | 753.57 | 131% | 764 | 1,906 |
| May 22 | 1,085,577 | 574.08 | 46,458 | 512,742 | 189,604 | 748,804 | 71,216 | 820,021 | 433.64 | 76% | 759 | 1,891 |
| Jun 22 | 1,085,718 | 573.54 | 109,875 | 476,547 | 172,004 | 758,426 | 81,522 | 839,949 | 443.71 | 77% | 757 | 1,893 |
| Jul 22 | 1,097,475 | 573.09 | 21,518 | 513,565 | 174,505 | 709,588 | 82,996 | 792,584 | 413.88 | 72% | 763 | 1,915 |
| Aug 22 | 1,095,390 | 574.40 | 143,499 | 438,961 | 174,457 | 756,917 | 80,164 | 837,082 | 438.95 | 76% | 760 | 1,907 |
| Sep 22 | 1,091,837 | 574.35 | 145,363 | 460,153 | 169,731 | 775,247 | 58,458 | 833,705 | 438.56 | 76% | 756 | 1,901 |
| Oct 22 | 1,088,176 | 574.24 | 92,253 | 501,492 | 162,999 | 756,744 | 95,197 | 851,941 | 449.57 | 78% | 752 | 1,895 |
| Nov 22 | 1,096,834 | 574.56 | 79,259 | 497,278 | 166,220 | 742,757 | 75,090 | 817,847 | 428.42 | 75% | 759 | 1,909 |
| Dec 22 | 1,104,022 | 575.01 | 67,767 | 474,404 | 173,960 | 716,131 | 102,320 | 818,451 | 426.28 | 74% | 766 | 1,920 |
| Total | \$13,150,130 | \$573.94 | \$1,783,504 | \$5,864,266 | \$2,111,074 | \$9,758,845 | \$970,475 | \$10,729,320 | \$468.28 | 82% | 9,141 | 22,912 |

* Monthly Subscribers by tier multiplied by rates in effect for each month. Subscriber counts may include retroactive adjustments.

** Medical and Pharmacy paid claims divided by Premium.

General County, Medical Benefit Ratio 2022 & 2023

The medical benefit ratio is up from 2022.



Dental Benefit Ratio

Group Name: CLACKAMAS COUNTY

Region: Northwest

Group Number(s): 1183

Report Period: Jan 2023 through Dec 2023

Product Type: Combined Traditional and PPO

Average Members: 1,911

General County, Dental Benefit Ratio 2023

| Month | Subscribers | Members | Premium ¹ | Premium PMPM | Dental Paid Amount | Ortho Cost (Capitated) | Dental Cost ² | Dental Cost PMPM | Benefit Ratio |
|--------------|--------------|---------------|----------------------|----------------|--------------------|------------------------|--------------------------|------------------|---------------|
| Jan 23 | 735 | 1,863 | \$135,685 | \$72.83 | \$103,002 | \$9,054 | \$112,056 | \$60.15 | 82.6% |
| Feb 23 | 740 | 1,881 | \$136,776 | \$72.71 | \$105,512 | \$9,142 | \$114,653 | \$60.95 | 83.8% |
| Mar 23 | 745 | 1,893 | \$137,723 | \$72.75 | \$110,300 | \$9,200 | \$119,500 | \$63.13 | 86.8% |
| Apr 23 | 745 | 1,891 | \$137,644 | \$72.79 | \$114,097 | \$9,190 | \$123,287 | \$65.20 | 89.6% |
| May 23 | 752 | 1,902 | \$138,760 | \$72.95 | \$104,961 | \$9,244 | \$114,204 | \$60.04 | 82.3% |
| Jun 23 | 755 | 1,908 | \$139,156 | \$72.93 | \$108,094 | \$9,273 | \$117,366 | \$61.51 | 84.3% |
| Jul 23 | 752 | 1,905 | \$138,701 | \$72.81 | \$90,546 | \$9,258 | \$99,805 | \$52.39 | 72.0% |
| Aug 23 | 757 | 1,920 | \$139,893 | \$72.86 | \$115,787 | \$9,331 | \$125,119 | \$65.17 | 89.4% |
| Sep 23 | 756 | 1,916 | \$139,707 | \$72.92 | \$90,880 | \$9,312 | \$100,191 | \$52.29 | 71.7% |
| Oct 23 | 758 | 1,927 | \$140,406 | \$72.86 | \$124,852 | \$9,365 | \$134,217 | \$69.65 | 95.6% |
| Nov 23 | 776 | 1,971 | \$143,561 | \$72.84 | \$128,137 | \$9,579 | \$137,716 | \$69.87 | 95.9% |
| Dec 23 | 772 | 1,951 | \$142,596 | \$73.09 | \$120,351 | \$9,482 | \$129,833 | \$66.55 | 91.0% |
| Total | 9,043 | 22,928 | \$1,670,609 | \$72.86 | \$1,316,518 | \$111,430 | \$1,427,948 | \$62.28 | 85.5% |

¹ Monthly Subscribers by tier multiplied by rates in effect for each month. Subscriber counts include two months of retroactive adjustments.

² Dental Cost includes dental claims and cost of Orthodontics coverage (fee based). It does not reflect other costs such as dental plan administration.

The dental benefit ratio is up from 2022 which was 77.6%.

Workforce Health



Supporting your Workforce

- Care Gap Clinics
 - Onsite and virtual options with a medical assistant, 1:1 appointments
- Experience KP Tour
 - Behind the Scenes at Sunnyside
- Benefits 101 Education Seminar
 - New Employees and Existing Employees or Early Retirees
- Annual Wellness Benefits Fair- Another great turnout!
- Support for the Focus on You Campaign



Member Resources



Self-care apps

Download wellness apps to support your health needs.



Health classes and programs

Find in-person, over-the-phone, and online wellness options.



Wellness coaching

One on one support by phone with a wellness coach.



Fitness and exercise deals

Find discounts and tools to help you stay active.

Find out More at: <https://healthy.kaiserpermanente.org/oregon-washington/health-wellness>

Q&A

Thank you for choosing KP!

Appendix

Your KP Team Contact List

Lilian Belaen
Executive Account Manager
Lilian.X.belaen@kp.org
971-284-0844

Jolene Daniels
Senior Associate Account Manager
Jolene.M.daniels@kp.org
971-212-1284

Wendy McClay
Sr. Workforce Health
Consultant
Wendy.M.Mcclay@kp.org
503-312-0430

Ky Thai
Dental Account Manager
Ky.N.thai@kp.org
971-219-5676

Ofelia McMenamy
Engagement Specialist
Ofelia.c.mcmenamy@kp.org
503-319-8697