

# GETTING STARTED

## with Kaiser Permanente

Complete your Kaiser Permanente onboarding on [kp.org/newmember](https://kp.org/newmember).  
If you need assistance, just call the New Member Activation Desk at **855-392-4851**.



### STEP 1: Choose your doctor— and change anytime

- Get started with Kaiser Permanente by selecting your Permanente doctor.
- You can browse all our available Permanente doctors at [kp.org/doctor](https://kp.org/doctor) before making your selection.
- Once you've decided, you can select your doctor on [kp.org/doctor](https://kp.org/doctor), or by calling Members Services or the New Member Activation Desk.

You can change your doctor anytime, for any reason.



### STEP 2: Activate your account on [kp.org](https://kp.org)

- There are so many tools and resources available on [kp.org](https://kp.org) once you activate your account:
  - > Complete an e-visit, chat with a nurse, or have a video visit with your physician
  - > View most lab results
  - > Refill most prescriptions and request our prescription home delivery service
  - > Email your doctor's office with nonurgent questions
  - > Schedule and cancel routine appointments with your primary care physician
  - > Select new care specialists
  - > Print vaccination records for school, sports, and camp
  - > Manage a family member's health care
  - > Get personalized cost estimates for labs, prescriptions, and other medical services
  - > And much more
- To activate your account, visit [kp.org/newmember](https://kp.org/newmember). You'll need your medical record number to register, which is located on your Member ID card.
- Download the Kaiser Permanente app to manage your health care on the go, including accessing most of the tools and resources listed above.



### STEP 3: Transfer your prescriptions

- You have several ways to transfer your prescriptions to a Kaiser Permanente pharmacy:
  - > Go to [kp.org/newmember](https://kp.org/newmember) and follow the steps to complete the prescription transfer online form.
  - > Choose a Kaiser Permanente pharmacy at [kp.org/facilities](https://kp.org/facilities) and call the pharmacy to transfer your prescriptions. You don't have to wait until you are onboarded to transfer your prescriptions.
  - > Call the New Member Activation Desk, which will connect you to a pharmacy team agent to help transfer your prescriptions.
- Once you've transferred your prescriptions, you can sign up for the Kaiser Permanente prescription home delivery service, which will deliver prescriptions to your home within 3 to 5 business days—at no extra cost. To sign up, call **800-733-6345** or go to [kp.org](https://kp.org) to order, then choose the mail option.



### STEP 4: Transfer your medical records

- In order to make your transition to Kaiser Permanente as seamless as possible, we recommend transferring your medical records and health information.
- Once you consult with your primary care physician about which records should be transferred, you'll receive a Targeted Authorization form. Your physician will complete the form for you to submit to your previous physician.
- The requested records can be mailed to your primary care physician, or you can bring them to your preferred Kaiser Permanente medical center.



## Receiving care for COVID-19

- If you have been exposed to COVID-19 or develop symptoms, go to **kp.org** and complete a COVID-19 e-visit, or schedule a video visit. You can also call the Appointment and Advice Contact Center (AACC) to get nurse advice or to schedule an appointment.
- Testing, diagnosis, and treatment for COVID-19 are all provided at no cost to you.

If you test positive for COVID-19, you will receive a phone call from Kaiser Permanente with the results. If you test negative, the results will appear in your personal electronic medical record on **kp.org** or the Kaiser Permanente app.



## If you need help caring for yourself or a family member, Case Management can help.

Our Case Management team can help you:

- Activate your account on **kp.org**
- Plan health goals and track your progress
- Get better when you're sick, and adjust to long-term illness
- Make doctor's appointments
- Find transportation to appointments
- Find helpful resources in your neighborhood
- Get answers to questions and concerns about your health
- And much more

Important contacts	Phone number and hours of operation
<p><b>New Member Activation Desk</b> This line helps you get set up with your membership, including choosing a primary care physician, registering on <b>kp.org</b>, making appointments, and transferring prescriptions.</p>	<p><b>855-392-4851</b> Monday through Friday, 7 a.m. to 7 p.m.</p>
<p><b>Appointment and Advice Contact Center</b> Call this number when you need medical advice or want to make an appointment.</p>	<p><b>800-777-7904</b> 24 hours a day</p>
<p><b>Member Services</b> Call this number with questions about your plan, benefits, bills, payments, referrals, and more.</p>	<p><b>800-777-7902</b> Monday through Friday, 7 a.m. to 9 p.m.</p>
<p><b>Case Management</b> This team can help you care for yourself or a family member on your plan. When you call, you'll leave your name, medical record number (located on your member ID card), and the reason for your call, and a Case Management team member will reach out to you. <b>Note:</b> Turnaround time for responding to a message left on the self-referral line is 2 business days.</p>	<p><b>866-223-2347</b> Monday through Friday, 8 a.m. to 5 p.m.</p>