







NEW MEMBER PHARMACY RESOURCES

Transfer prescriptions to a pharmacy near you, have prescriptions delivered to your home, and more.



TRANSFER YOUR PRESCRIPTIONS TO A KAISER PERMANENTE PHARMACY

-  Choose a convenient Kaiser Permanente pharmacy near you at kp.org/facilities, then call the provided phone number to transfer your prescriptions.
-  To transfer your prescriptions online, visit kp.org/newmember anytime or our Kaiser Permanente app¹ to complete the transfer process.



PICK UP YOUR PRESCRIPTIONS IN PERSON

-  Visit kp.org/pharmacy or use the Kaiser Permanente app¹ to fill prescriptions online, and select the most convenient medical center for you to pick them up.
-  Prescriptions ordered by your doctor during your appointment can be conveniently picked up in the same trip, in the same building. Prescriptions can be initiated in the Kaiser Permanente app,¹ on kp.org, or by visiting the pharmacy.
-  To request new orders or refills to be filled, please call your local Kaiser Permanente pharmacy directly, using the phone number highlighted in yellow at the bottom of your prescription bottle. Please call at least 3 days in advance.
-  For a touchless payment option option, you can use your smartphone to scan the QR code located at the pharmacy counter.

GET PRESCRIPTIONS DELIVERED TO YOUR FRONT DOOR

-  When you fill prescriptions online, just select our Mail Order Pharmacy service. Your prescriptions will be delivered to your home within 3 to 5 business days—at no cost to you.¹ Some prescriptions are even available for same-day delivery for a small fee. Members with eligible prescriptions can select the same-day delivery option at checkout.
-  To get started, call Mail Order Pharmacy at **800-733-6345**, Monday through Friday, 7 a.m. to 6 p.m., and Saturdays from 8 a.m. to 4 p.m.

GET REMINDERS ABOUT YOUR PRESCRIPTIONS

-  Select your communication preferences on kp.org or in the Kaiser Permanente app,¹ so you can get prescription status updates for medications delivered or picked up.
-  Refill reminders are available via two-way text message.

¹To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

²Some medications are not eligible for Mail Order Pharmacy. Mail Order Pharmacy can mail to addresses in MD, VA, DC, and certain locations outside the service area.

Learn more at kp.org/pharmacy.

