



# WELCOME TO KAISER PERMANENTE

Now that you've made the right decision for your health, it's time to take advantage of all that we offer to support it—including personalized, high-quality care<sup>1</sup> that's built around you.



**KAISER PERMANENTE®**



# TAKE CHARGE OF YOUR HEALTH ON THE GO WITH OUR DIGITAL RESOURCES

As a Kaiser Permanente member, you'll have access to convenient tools to help you stay in control of your health, no matter where you are.

To use any of these resources, simply log on to **kp.org** or scan the QR code to download the Kaiser Permanente app<sup>3</sup>



## HERE'S HOW TO GET STARTED

1

### REGISTER ON [kp.org](https://kp.org)

Go to [kp.org/newmember](https://kp.org/newmember) to register online from your computer or mobile device. If you need assistance, call the New Member Activation Desk at **855-392-4851** (TTY **711**). After you've registered, you can download the Kaiser Permanente app to your smartphone.

2

### CHOOSE YOUR DOCTOR— AND CHANGE ANYTIME

Browse all available Permanente doctors and select your primary care physician at [kp.org/doctor](https://kp.org/doctor). Or call Member Services at **800-777-7904** (TTY **711**), or the New Member Activation Desk at **855-392-4851** (TTY **711**).

3

### TRANSFER YOUR PRESCRIPTIONS

Visit [kp.org/newmember](https://kp.org/newmember) to transfer your prescriptions or call your local Kaiser Permanente pharmacy. Once you've transferred your prescriptions, you can sign up for our Mail Order Pharmacy, which will deliver medication to your home within 3 to 5 business days—at no extra cost.<sup>2</sup>

4

### TRANSFER YOUR MEDICAL RECORDS

To transfer your records to us, please send your medical information, including your Kaiser Permanente medical record number, to our Health Information Management Services (HIMS) Department by email at [mashimspmr@kp.org](mailto:mashimspmr@kp.org) or by fax at **855-902-4974**. You can also bring your records with you to your first appointment.



## GET VIRTUAL CARE WITH KAISER PERMANENTE

Virtual care allows you to see a Kaiser Permanente personal doctor, specialist, or nurse by video or phone.<sup>4</sup> When you need medical attention, you can start your journey by using any of our virtual care options after registering and logging on to **kp.org** or downloading the Kaiser Permanente app:<sup>3</sup>

- Get Care Now with a Clinician: 24/7 on-demand video or phone visit with a physician for Urgent Care.<sup>4</sup> No appointment is needed.
- Complete an e-visit, which is a brief online questionnaire, to get advice/treatment from a medical professional, usually within 2 hours.
- Get email consultations with your primary care doctor.
- Call our 24/7 nurse advice line.
- Chat with Kaiser Permanente, including advice nurses, by using our new online chat service.
- Learn more about our virtual care services at **kp.org/getcare**.



## SET UP CAREGIVER ACCESS ON **kp.org**

Kaiser Permanente and non-Kaiser Permanente members can be caregivers or be a proxy for children under the age of 18 and have access to **kp.org** if they are at least 18 years old and have one of the following:

- Permission from the Kaiser Permanente member
- Legal rights to make decisions on the member's behalf
- Legal rights to access the member's health care information

If you're a caregiver or would like to set up a proxy account, go to **kp.org/register** to set up an account and follow the prompts for access.



## GET TEXT REMINDERS ABOUT YOUR APPOINTMENTS

Stay on top of your health by registering at [kp.org](https://kp.org). After registration, you can opt in to get appointment reminders and other updates via text message on your mobile device.<sup>5</sup>



## GETTING IN-PERSON CARE WITH KAISER PERMANENTE

If you need in-person care quickly, we offer several options:

- Same-day appointments with a primary care physician are available for non-emergency care.
- Urgent care is for illnesses or injuries that require attention soon but aren't emergencies. Visit [kp.org/urgentcare/mas](https://kp.org/urgentcare/mas) to find urgent care near you.
- Emergency care is necessary when your health is in danger, and you need immediate care. If you have an emergency medical condition, call 911 or go to the nearest hospital. Unsure if you're experiencing an emergency? Call **866-677-1112 (TTY 711)**.

<sup>1</sup>In the NCQA Commercial Health Plan Ratings 2023, our commercial plan is rated 5 out of 5, the highest rating in the region.

<sup>2</sup>Some 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.

<sup>3</sup>To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://kp.org).

<sup>4</sup>When appropriate and available. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors and health care providers from providing care across state lines. Laws differ by state.

<sup>5</sup>Text message reminders are currently available for all primary care appointments and most specialty departments.

## IMPORTANT CONTACTS



### NEW MEMBER ACTIVATION DESK

Call for help getting started with your Kaiser Permanente membership.

**855-392-4851 (TTY 711)**

Monday through Friday, 7 a.m. to 7 p.m.



### MEDICAL ADVICE AND APPOINTMENT CENTER

Call when you need medical advice or want to make an appointment.

**800-777-7904 (TTY 711)**

24 hours a day



### MEMBER SERVICES

Call with questions about your plan, benefits, bills, payments, referrals, and more.

**800-777-7902 (TTY 711)**

Monday through Friday, 7 a.m. to 9 p.m.



### CASE MANAGEMENT

Call when you or your family member needs guidance, support, and coordination from your health plan.

**866-223-2347**

Monday through Friday, 8 a.m. to 5 p.m.



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