

# Frequently Asked Questions

## Why is the provider directory changing?

We are moving the Kaiser Permanente provider directory to a new platform because the current one will no longer be supported. This change will also give us an opportunity to reevaluate how this essential member service works.

## What is changing?

The new provider directory will feature a fresh design and layout. Members can access information with a single click and have more options for conducting a provider search.

## What is staying the same?

There will be no change to your existing provider relationships, health benefits, or provider networks.

## What is the timing of the changes?

The new provider directory will be available on Thursday, June 4.

## How will these changes benefit members?

The new provider directory will be more intuitive and easier to use. Members will be able to browse through multiple provider categories in one click. Links to additional supporting information will be easily accessible.

## How long will the system be down during the transition to the new directory?

The transition will be seamless. No downtime is expected.

## Is there any action members should take during this change?

The only action members need to take is to update the bookmark in their browsers to the directory. Note that all existing website page links will stay the same.

