

Dear

Welcome to Kaiser Permanente. We're here to support you in your health care journey. By now, you should have received your Kaiser Permanente ID card in the mail and are ready to get started using your Kaiser Permanente care and coverage.

From day one, you have the support you need from our New Member Connect team, who can help you find a doctor, locate a Kaiser Permanente medical office near you, and transfer prescriptions.

### **Get started in 3 easy steps**

#### **1. Create your online account:**

If you haven't already, make sure to create your online account. Once you sign up, you can securely access time-saving tools and resources to manage your health. You'll need your medical record number to create your account, which you can find on your member ID card.

Go to [kp.org/newmember](https://kp.org/newmember) or use the Kaiser Permanente app to get started.

#### **2. Choose your doctor - and change anytime:**

Select a convenient facility, then browse doctor profiles by gender, languages spoken, and more to find the right one for you.

Call the New Member Connect team at **1-844-639-8657 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m. to get started, or go to [kp.org/newmember](https://kp.org/newmember).

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### 3. Get prescriptions:

You have options to help transition your prescriptions to a Kaiser Permanente pharmacy near you. Since this transition can take 2 or more business days, make sure to contact us before your first appointment or before you need a refill.

Once you've transitioned your prescriptions, you can sign in to your online account and click "Pharmacy" to order refills. For certain prescriptions, you can get refills delivered to you through our mail-order pharmacy.<sup>1</sup>

Call the New Member Connect team at **1-844-639-8657** (TTY **711**) to get started or go to **kp.org/newmember**.

### We're here to help

If you haven't received your ID card or have questions about your coverage, call Member Services at **303-338-3800** or **1-800-632-9700** (TTY **711**), Monday through Friday, 8 a.m. to 6 p.m.

### Be informed

Your Annual Notices Guide includes important information about quality, utilization management, and your member rights and responsibilities. You can view this guide at **kp.org/formsandpubs**. You can also view quality and utilization management information at **kp.org/quality**, and you can view your member rights and responsibilities in full at **kp.org/memberrights-co**.

For utilization management process or referral inquiries, call **1-877-895-2705** (TTY **711**), Monday through Friday, 8 a.m. to 5 p.m. If you speak limited or no English, staff will provide a telephone interpreter to assist with utilization management questions, at no cost to you.

**Important:** If you are currently receiving treatment from a non-Kaiser Permanente doctor or health care provider, then you may be eligible to continue to see that provider, under certain circumstances such as pregnancy or a serious chronic condition. Please contact us to coordinate this transitional care as soon as possible. Call Member Services at **1-800-632-9700** (TTY **711**), Monday through Friday, 8 a.m. to 6 p.m.

Thank you for choosing Kaiser Permanente. We look forward to being your partner in health.

<sup>1</sup>. Some restrictions apply and may vary by plan type. Check your plan benefits for more information.

## NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Colorado (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no-cost aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no-cost language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call **1-800-632-9700** (TTY **711**).

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail at: Customer Experience Department, Attn: Kaiser Permanente Civil Rights Coordinator, 10350 E. Dakota Ave, Denver, CO 80247, or by phone at Member Services **1-800-632-9700** (TTY **711**).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019**, (TTY **1-800-537-7697**). Complaint forms are available at [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html).

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## HELP IN YOUR LANGUAGE

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call **1-800-632-9700** (TTY **711**).

**አማርኛ (Amharic) ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-800-632-9700** (TTY **711**)።

**العربية (Arabic) ملحوظة:** إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-632-9700** (TTY **711**)።

**Bàsòò Wùdù (Bassa) Dè dɛ nià kɛ dyédé gbo:** ɔ jũ ké n̄ Bàsòò-wùdù-po-nyò jũ ní, ní, à wuɖu kà kò dò po-poò béin n̄ gbo kpáa. Dá **1-800-632-9700** (TTY **711**)

**中文 (Chinese) 注意:** 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-632-9700** (TTY **711**)。

**فارسی (Farsi) توجه:** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-632-9700 (TTY 711)** تماس بگیرید.

**Français (French) ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-632-9700 (TTY 711)**.

**Deutsch (German) ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-632-9700 (TTY 711)**.

**Igbo (Igbo) NRUBAMA:** O buru na i na asu Igbo, oru enyemaka asusu, n'efu, diiri gi. Kpoo **1-800-632-9700 (TTY 711)**.

**日本語 (Japanese) 注意事項:** 日本語を話される場合、無料の言語支援をご利用いただけます。 **1-800-632-9700 (TTY 711)** まで、お電話にてご連絡ください。

**한국어 (Korean) 주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-632-9700 (TTY 711)** 번으로 전화해 주십시오.

**Naabeehó (Navajo) Díí baa akó nínízin:** Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódííłnih **1-800-632-9700 (TTY 711)**.

**नेपाली (Nepali) ध्यान दिनुहोस्:** तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । **1-800-632-9700 (TTY: 711)** फोन गर्नुहोस् ।

**Afaan Oromoo (Oromo) XIYYEEFFANNAA:** Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-800-632-9700 (TTY 711)**.

**Русский (Russian) ВНИМАНИЕ:** если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-632-9700 (TTY 711)**.

**Español (Spanish) ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-632-9700 (TTY 711)**.

**Tagalog (Tagalog) PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-632-9700 (TTY 711)**.

**Tiếng Việt (Vietnamese) CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-632-9700 (TTY 711)**.

**Yorùbá (Yoruba) AKIYESI:** Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi **1-800-632-9700 (TTY 711)**.