

Welcome to Kaiser Permanente

Get started in 3 easy steps

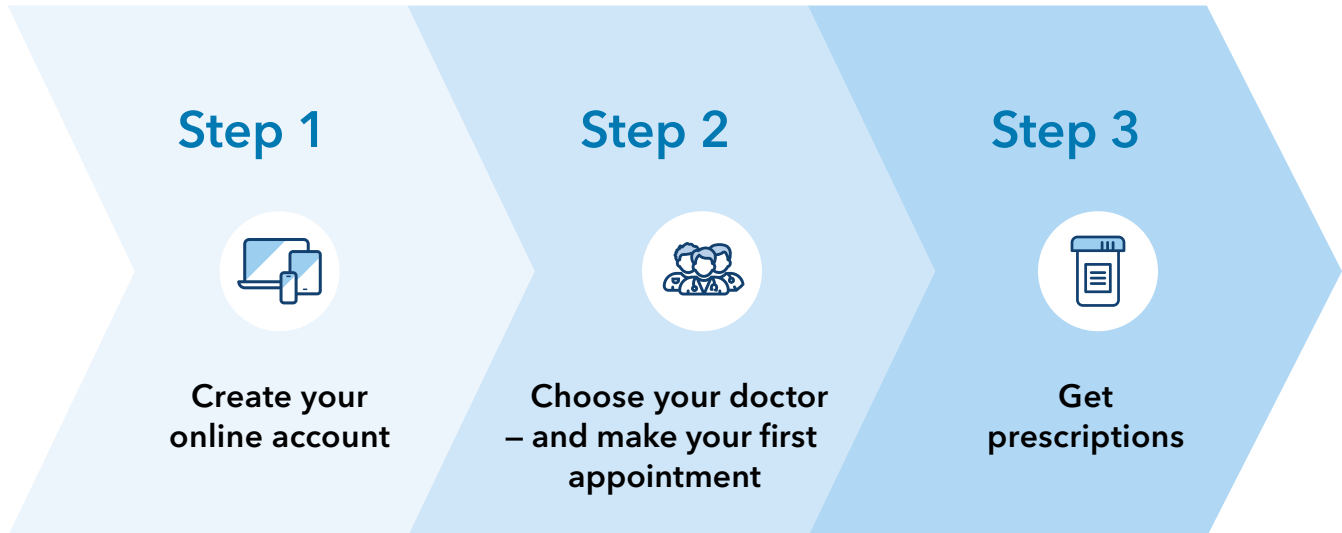


kp.org/newmember

Welcome, <subscriber name>

Get started in 3 easy steps

Complete all 3 by visiting kp.org/newmember or by calling our New Member Desk at **404-760-3540** (TTY **711**), Monday through Friday, 7 a.m. to 7 p.m.



For help in your language, you may request language assistance at no cost to you by calling Customer Service (see phone numbers on inside back cover).

Please refer to your *Summary Plan Description (SPD)* and other plan documents for more details on your plan or for specific limitations and exclusions.

Step 1

Create your online account

Go to kp.org/newmember or use the Kaiser Permanente app.

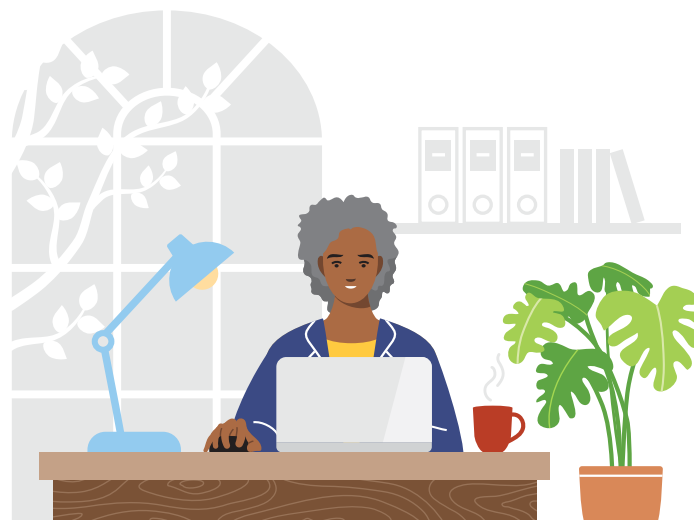
If you haven't already, make sure to create your online account. Once you sign up, you can securely access time-saving tools and resources to manage your health. You'll need your **Medical Record Number** to create your account, which you can find on your ID card.



You can also access your digital ID card with the Kaiser Permanente app.

Online or on the app, stay on top of your health anytime, anywhere¹

- View most lab test results
- Refill most prescriptions
- Email your doctor's office with nonurgent questions
- Schedule and cancel routine appointments
- Manage a family member's health care²



1. These features are available when you get care from Kaiser Permanente facilities. **2.** Online features change when children reach age 12. Teens are entitled to additional privacy protection under state laws. When your child turns 12 years old, you will still be able to manage care for your teen, with modified access to certain features.

Step 2

Choose your doctor – and make your first appointment

Go to kp.org/newmember or call us at **404-760-3540** (TTY 711), Monday – Friday, 7 a.m. to 7 p.m., ET

Select a convenient facility, then browse doctor profiles by gender, languages spoken, and more to find the right one for you. You can change your doctor at any time.

Each covered family member may choose a personal doctor within these specialties:

- Adult medicine/internal medicine
- Family medicine
- Pediatrics/adolescent medicine (for children up to 18)

Women 18 and older can choose an ob-gyn as well as a personal doctor.



Schedule your first appointment

When you contact us to get started, go ahead and choose your doctor and schedule your first appointment. That way, you can start building a relationship with your new partner in health. (There's no need to bring your past medical records unless your doctor asks for them when you visit.)

Step 3

Get prescriptions

Go to kp.org/newmember and follow the steps to transition your prescriptions or call us at **404-760-3540** (TTY 711), Monday – Friday, 7 a.m. to 7 p.m., ET.

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.

Picking up your medication

Once you've transitioned your prescriptions, you can get them filled at any one of the pharmacies in our Kaiser Permanente medical offices. (When you get your prescription during your doctor visit, you can usually just pick up your medication on the way out the door!) If you're not near a Kaiser Permanente facility, you also have the option to get your prescription filled at one of our network pharmacies like Rite Aid or Walgreens.¹

Get prescriptions by mail

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, usually within 3 to 5 days, through our mail-order pharmacy. Delivery is available at no extra cost.



Resources for healthy living²

- Go to kp.org/selfcareapps to learn about Calm and myStrength, two self-care apps available at no cost to adult members.
- For additional resources, including wellness coaching, health education classes, and more, see page 12.

myStrength[®] is a trademark of Livongo Health, Inc., a wholly owned subsidiary of Teladoc Health, Inc.

¹. Please refer to your employer's Summary Plan Description or other plan documents for more information about your Plan's pharmacy benefits. ². The services described are not covered under your plan benefits and are not subject to the terms set forth in your *Summary Plan Description (SPD)* or other plan documents. These services may be discontinued at any time without notice.

It's easy to get the care you need

Call us at **404-365-0966** (TTY **711**), 24/7, to make an appointment or get **medical advice**. (For specialty appointments, call Monday-Friday, 8 am - 5 pm.) You can also schedule routine appointments by signing in to your online account from your computer or the Kaiser Permanente app.

If you believe you have an emergency medical condition, call 911 or go to the nearest hospital.

Convenient care options¹

You've got many ways to connect to quality care when and where it's most convenient for you and your family. Visit kp.org/getcare to learn more.

- **E-visit:** Sign in to your account and fill out a short questionnaire about your symptoms, and a clinician will get back to you – usually within 2 hours.
- **Video visit:** Meet face-to-face with a doctor or nurse by video, straight from your smartphone, tablet, or computer.^{2,3}
- **Phone appointment:** Talk with a doctor or nurse over the phone for the same high-quality care as an in-person visit.^{2,3}
- **Email your care team:** Message your doctor's office anytime with nonurgent health questions.
- **Chat with a doctor:** Chat live online with a Kaiser Permanente doctor for advice, referrals, and even prescriptions.
- **In-person:** Most locations offer many services under one roof, so you'll save time with a single trip.
- **Urgent care:** When you need care quickly (but it's not an emergency), you can get 24/7 walk-in care at our three Advanced Care Centers. Even get care for more serious (but non-life-threatening) issues like deeper cuts, broken bones, stomach pain, and dehydration.

You also have access to a broad network of contracted urgent care centers.

1. A cost share can apply based upon your Plan. Please refer to your Summary Plan Description or other plan documents for more information about your Plan benefits. 2. These features are available when you get care from Kaiser Permanente facilities. 3. When appropriate and available.

- **At the hospital:** You'll have access to inpatient care at Children's Healthcare of Atlanta, Emory Decatur Hospital, Emory Saint Joseph's Hospital, Northside Hospital Atlanta, and others. Your personal physician will decide which facility is best for you.
- **Away from home:** Visit kp.org/travel or call the Away from Home Travel Line at **951-268-3900** for travel support.⁴ Even while traveling, you're still covered for emergency and urgent care.

Need care quickly? Save time and money.

When it's not an emergency, just call us 24/7 at **404-365-0966** or visit kp.org/getcare and we can help you:

- Schedule an on-demand, same, or next-day telephone or video visit
- Schedule a same or next-day in-person appointment
- Find the most convenient 24/7, walk-in urgent care location or contracted urgent care center

With these options, you'll have a lower copay (if any) than for the emergency room, and could save hours of wait time.

Specialty care at Kaiser Permanente

You don't need a referral for dermatology, obstetrics-gynecology, optometry, ophthalmology, or mental health services. For other types of specialty care, your personal doctor will help you get the right care, quickly and conveniently. Just call the appointment and advice line at **404-365-0966 (TTY 711)**, Monday - Friday, 8 a.m. to 5 p.m.

Support for mental health

Everyone's mental health and wellness journey is different. We're committed to helping you find the best path for you. Services include:

- Online self-assessments
- Counseling and therapy
- Personalized healthy lifestyle programs
- Classes and support groups⁵



⁴ For most plans. This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 1 p.m. ET, and it reopens the day after a holiday at 7 a.m. ET. ⁵ Classes may vary by location, and some may require a fee.

Find a convenient location

You can choose a doctor from any of the locations listed below. Even after you've chosen a personal doctor at a particular location, you can see another doctor at a different location whenever it's more convenient. Most locations also have lab, X-ray, and pharmacy services under the same roof. For details about each location, visit kp.org/facilities or call **404-365-0966**.

1 **Alpharetta Medical Center**
3550 Preston Ridge Road
Alpharetta, GA 30005

2 **Athens Medical Office**
2142 West Broad Street
Building 200
Athens, GA 30606

3 **Brookwood at Peachtree Medical Office**
1745 Peachtree Road
Suite U
Atlanta, GA 30309

4 **Cascade Medical Center**
1175 Cascade Parkway
Atlanta, GA 30311

5 **Conyers Medical Office**
1478 Dogwood Drive
Conyers, GA 30013

6 **Crescent Medical Center**
200 Crescent Centre Parkway
Tucker, GA 30084

7 **Cumberland Medical Center**
2525 Cumberland Parkway SE
Atlanta, GA 30339

8 **Douglasville Medical Office**
6875 Douglas Blvd.
Suite A
Douglasville, GA 30135

9 **Downtown Decatur Medical Office**
201 W. Ponce de Leon Ave.
Suite A
Decatur, GA 30030

10 **Fayette Medical Office**
101 Banks Road
Fayetteville, GA 30214

11 **Forsyth Medical Office**
1400 Northside Forsyth Dr.
Suite 350
Cumming, GA 30041

24/7 URGENT CARE

12 **Gwinnett Comprehensive Medical Center**
3650 Steve Reynolds Blvd.
Duluth, GA 30096

13 **Henry Towne Centre Medical Center**
1125 Towne Centre Village Dr.
McDonough, GA 30253

14 **Holly Springs Medical Office**
684 Sixes Road, Suite 275
Holly Springs, GA 30115

15 **Lawrenceville Medical Office**
455 Philip Blvd., Suite 130
Lawrenceville, GA 30046

16 **Newnan Medical Office**
203 Newnan Crossing Bypass
Newnan, GA 30263

17 **Panola Medical Center**
5440 Hillandale Drive
Lithonia, GA 30058

18 **Sandy Springs Medical Office**
1100 Lake Hearn Drive NE
Suites 250 & 500
Sandy Springs, GA 30342

19 **Snellville Medical Office**
2240 Fountain Drive
Snellville, GA 30078

24/7 URGENT CARE

20 **Southwood Comprehensive Medical Center and 24/7 Advanced Care Center**
2400 Mt. Zion Parkway
Jonesboro, GA 30236

21 **Stonecrest Medical Center**
8011 Mall Parkway
Lithonia, GA 30038

22 **Sugar Hill-Buford Medical Center**
1435 Broadmoor Blvd.
Sugar Hill, GA 30518

24/7 URGENT CARE

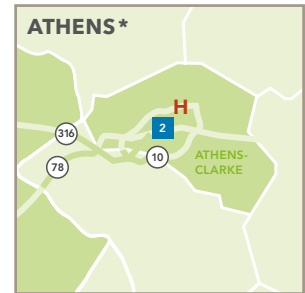
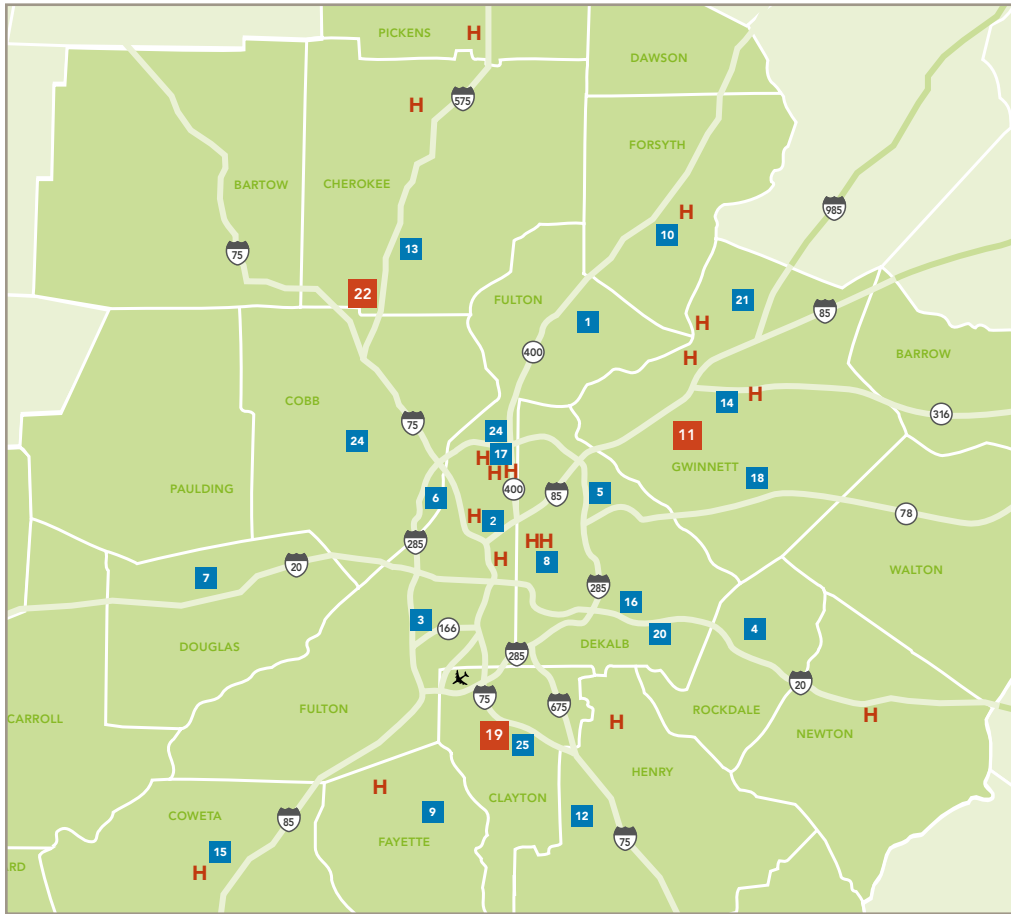
23 **TownPark Comprehensive Medical Center and 24/7 Advanced Care Center**
750 TownPark Lane
Kennesaw, GA 30144

24 **West Cobb Medical Center**
3640 Tramore Pointe Parkway
Austell, GA 30106

Specialty care facilities (primary care not offered)

25 **Glenlake Comprehensive Specialty Center**
20 Glenlake Parkway
Sandy Springs, GA 30328

26 **Southwood Specialty Center**
2470 Mt. Zion Parkway
Jonesboro, GA 30236



Kaiser Permanente In-Network Providers

- Kaiser Permanente Medical Facilities
- Kaiser Permanente Medical Facilities also offering 24/7 Urgent Care
- H Contracted Hospitals**

Map not to scale. Locations not exact.

Your nearest location

<Assigned Medical Center Name>

<address line 1>

<address line 2>

<address line 3>

If you've already chosen a Kaiser Permanente personal doctor before receiving this booklet, this is the location where that physician practices. Otherwise, this is the closest Kaiser Permanente medical facility to your home. Feel free to choose a doctor at the location that's most convenient for you, and change at any time.



* Athens network not available in all plans.

** The hospital you will be admitted to for inpatient care is determined by the primary care physician you select. In an emergency, you have access to any hospital emergency room.

Healthy extras

Resources for healthy living

Take advantage of our resources to help keep you informed, inspired, and feeling your best.

Total Health Assessment

Answer questions about your daily habits and get a great overview of your health, along with personalized tips. Visit kp.org/tha for this free online tool.

Healthy Lifestyle programs

These free online programs create customized action plans to help you eat healthy, lose weight, quit smoking, reduce stress, sleeping better, and much more. Visit kp.org/healthylifestyles.

Mental Wellness Apps

Try Calm and myStrength at no cost at kp.org/wellnessapps. These apps, which are recommended by Kaiser Permanente clinicians, help with sleep, stress, anxiety, and more.

Wellness coaching

Want some inspiration or support? Talk to your own free wellness coach at **1-866-862-4295**.

Healthy Living classes

Free or low-cost health classes in our medical offices or virtually include yoga, healthy cooking, weight management, managing stress, and much more. Visit kp.org/classes/ga.

Online tools

Take advantage of the tools in the “Health & Wellness” section of kp.org:

- On demand video workouts
- Guided meditation
- Health and drug encyclopedias

Managing your conditions

If you have an ongoing health condition, you’ll have the support of our award-winning Complete Care (case management) program at no additional cost. (Your doctor will automatically enroll you.) You can also get free telephone health coaching through our Healthy Solutions program by calling **1-888-251-6733**.

Discounts

Enjoy discounts on chiropractic care, massage therapy, fitness club membership, vitamins, and more by signing in at kp.org/choosehealthy.¹

Partners in Health

Register on kp.org and you’ll receive this monthly e-newsletter with health tips, member stories, and other resources to help you thrive.

¹. These discounts are not insurance. You should check any insurance benefits you have before using this discount program, as those benefits may result in lower costs.

Notices

Your self-funded health plan

Your health benefits are self-insured by your employer, union, or Plan sponsor. Kaiser Permanente Insurance Company (One Kaiser Plaza, Oakland, CA 94612) provides certain administrative services for your Plan and is not an insurer of the Plan or financially liable for its health care benefits.

NONDISCRIMINATION NOTICE

Kaiser Permanente Insurance Company (KPIC) complies with applicable federal civil rights law and does not discriminate on the basis of race, color, national origin, age, disability, or sex. KPIC 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: **1-866-213-3062** (TTY: **711**)

If you believe that KPIC 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 or phone at: KPIC Civil Rights Coordinator, 3701 Boardman-Canfield Rd, Canfield OH 44406, telephone number 1-866-213-3062.

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, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

HELP IN YOUR LANGUAGE

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-866-213-3062** (TTY: **711**).

አማርኛ (Amharic) ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-866-213-3062** (TTY: **711**)።

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-866-213-3062** (TTY: **711**)።

Հայերեն (Armenian): ՈՒՇԱՂԴՈՒԹՅՈՒՆ. Եթե խոսում եք հայերեն, ասպա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ձանգահարեք **1-866-213-3062** (TTY **711**):

Bàsɔ̀ò Wùdù (Bassa) Dè dɛ nà kɛ dyédé gbo: Ɔ jũ ké m̀ Bàsɔ̀ò-wùdù-po-nyò jũ ní, níí, à wuɖu kà kò d̀ò po-poò b̀éin m̀ gbo kpáa. Ɖá **1-866-213-3062** (TTY: **711**)

বাংলা (Bengali) লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-866-213-3062** (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 **1-866-213-3062** (TTY: **711**)。

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-866-213-3062** (TTY: **711**) تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-866-213-3062** (TTY: **711**).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-866-213-3062** (TTY: **711**).

ગુજરાતી (Gujarati) સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-866-213-3062** (TTY: **711**).

Kreyòl Ayisyen (Haitian Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-866-213-3062** (TTY: **711**).

हिन्दी (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **1-866-213-3062** (TTY: **711**) पर कॉल करें।

Hmoob (Hmong) CEEB TOOM: Yog tias koj hais lus Hmoob, muaj cov kev pab txhais lus, uas pab dawb rau koj. Hu rau **1-866-213-3062** (TTY: **711**).

Igbo (Igbo) NRUBAMA: Ọ buru na i na asu Igbo, oru enyemaka asusu, n'efu, diiri gi. Kpoo **1-866-213-3062** (TTY: **711**).

Italiano (Italian) ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-866-213-3062** (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。1-866-213-3062 (TTY: 711) まで、お電話にてご連絡ください。

ខ្មែរ (Khmer) ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-866-213-3062 (TTY: 711)។

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-213-3062 (TTY: 711) 번으로 전화해 주십시오.

ລາວ (Laotian) ໂບດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-866-213-3062 (TTY: 711).

Naabeehó (Navajo) Díí baa akó nínizín: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jik'eh, éí ná hóló, koji' hódíłnih 1-866-213-3062 (TTY: 711).

नेपाली (Nepali) ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । 1-866-213-3062 (TTY: 711) फोन गर्नुहोस् ।

Afaan Oromoo (Oromo) XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-866-213-3062 (TTY: 711).

Português (Portuguese) ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-866-213-3062 (TTY: 711).

ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-866-213-3062 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

Română (Romanian) ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-866-213-3062 (TTY: 711).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-213-3062 (TTY: 711).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-213-3062 (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 1-866-213-3062 (TTY: 711).

ไทย (Thai) เรียน: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-866-213-3062 (TTY: 711).

Українська (Ukrainian) УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-866-213-3062 (TTY: 711).

اردو (Urdu) خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-866-213-3062 (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 1-866-213-3062 (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 1-866-213-3062 (TTY: 711).

Notes

A series of 32 horizontal dotted lines for taking notes.

Contact us

New Member Desk

For help getting started—including choosing a doctor, making your first appointment, registering on [kp.org](https://www.kp.org), and transitioning prescriptions, call the New Member Desk at **404-760-3540** Monday - Friday, 7 a.m. to 7 p.m.

Appointment and advice line

To make most appointments or get advice, call **404-365-0966 (TTY 711)**, 24 hours a day, seven days a week. To schedule specialty appointments, call Monday-Friday, 8 a.m. to 5 p.m.

Customer Service

We're here to help. Call us if you have questions about your benefits.

1-866-800-1486 (TTY 1-877-870-0283) Monday-Friday, 7 a.m. to 7 p.m.

If you're a Medicare member, call **1-800-232-4404 (TTY 711)**, 8 a.m. to 8 p.m., 7 days a week.

Getting care away from home

Visit [kp.org/travel](https://www.kp.org/travel) or call the Away from Home Travel Line at **951-268-3900*** for 24/7 travel support anytime, anywhere.

The website and our travel team will help you:

- Learn how to refill an eligible prescription early or away from home.
- File a claim for reimbursement when you're back
- Find care in a Kaiser Permanente region.

* For most plans. This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 1 p.m. ET, and it reopens the day after a holiday at 7 a.m. ET. Check your *Summary Plan Description (SPD)* for details. Medicare members should check their *EOC* for more details.

One Kaiser Plaza
Oakland, CA 94612

Important information

<Recipient Name>
<Address>

Let's get started

Your quick-start guide is inside.

