



CARE

THAT FITS YOUR LIFE

GET STARTED WITH 4 EASY STEPS

kp.org/newmember

 KAISER PERMANENTE®

Aloha!

Welcome to Kaiser Permanente.

You need care and coverage that fits **your** life. At Kaiser Permanente, you and your family are at the center of everything we do, and we'll be with you at every step of your journey.

By now, you should have received your Kaiser Permanente ID card in the mail. Your unique medical record number is on the front of the card. You'll need your physical or digital ID card to register on **kp.org**, make appointments, fill prescriptions, and receive services and care.

Start making the most of your membership today.

Need help choosing a doctor or scheduling your first appointment? Have questions about transitioning your care or prescriptions? Get started online at **kp.org/newmember** or follow the 4 easy steps on the following pages. You may also call us at **808-643-5744 (TTY 711)**, Monday through Friday, 9 a.m. to 5 p.m (except holidays).

We're honored to be your partner in health.

This guide is not intended for Medicare and QUEST Integration (Medicaid) members.

Some web addresses, content, and services in this guide may be available in English only. For help in your language, you may request language assistance at no cost by calling Member Services.

Information in this guide is current as of December 2019 and may be subject to change without notice.

HAVEN'T RECEIVED YOUR ID CARD?

Call us:

1-800-966-5955

TTY 711

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

Saturday, 8 a.m. to noon.

Connect to care anytime, anywhere

With **kp.org**, you can securely access time-saving tools and resources to help you stay on top of your health. Register today so you can use them at home or on the go—whenever and wherever you need them.

Manage your care at kp.org¹

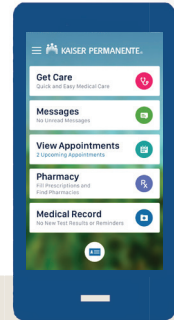
- View most lab results
- Refill most prescriptions
- Email your doctor's office with nonurgent questions
- Schedule and cancel routine and certain specialty appointments
- Print vaccination records for school, sports, and camp
- Pay medical bills and get cost estimates
- Manage a family member's health care²

Creating a kp.org account is easy

Go to **kp.org/newmember** and follow the sign-on instructions. You'll need your medical record number, which you can find on your member ID card.

Register right away in the KP app

1. Download the Kaiser Permanente app to your mobile device.
2. Tap "Register" in the app to create your online account.
3. Sign in with your username and password.



YOUR DIGITAL MEMBERSHIP CARD

Access your membership information anytime, anywhere with your KP digital membership card. Check in for appointments, pick up prescriptions, and see your family's membership information. Just tap the card icon at the bottom of the home screen of the KP app.



REGISTER ON KP.ORG



¹These features are available when you get care at Kaiser Permanente facilities.

²Due to privacy laws, certain features may not be available when they are being accessed on behalf of a child 18 or younger, and your child's physician may be prevented from disclosing certain information to you without your child's consent.



CHOOSE YOUR DOCTOR

Select from the top doctors in Hawaii

Good health care begins with building a relationship with your personal physician. We hand-select top doctors who are committed to world-class medicine and compassionate care for you and your family.

We're proud that 190 of our doctors are recognized as some of the best in the nation.* They're among more than 600 world-class Kaiser Permanente Hawaii physicians and providers, all committed to the health of you and your family.

Choose the right doctor for you

Get to know our doctors at kp.org/newmember. You can also ask for biography cards at our reception counters. Browse our Physicians and Locations Directory at kp.org/formsandpubs or call Member Services at **1-800-966-5955** (TTY **711**) to request a copy by mail.

You can choose a personal doctor from one of these primary care options: Family Medicine, Internal Medicine, Pediatrics (for children and young adults up to age 21), and Obstetrics-Gynecology. Each covered family member may choose his or her own personal doctor.

Change anytime

You can change to another Kaiser Permanente doctor at any time, for any reason—online, on the KP app, or by phone.



*Learn more at kp.org/bestdoctors/hi. The list is excerpted from the Best Doctors in America® 2019-2020 and Castle Connolly Top Doctors databases. For more information, visit bestdoctors.com and castleconnolly.com.

Choose online or on the KP app

Go to kp.org/chooseyourdoctor to browse our online doctor profiles and search available doctors by gender, location, languages spoken, and more—and view their photos, education, and credentials. You can also choose your doctor in real time on the KP app.

Choose by phone

Call us Monday through Friday, 8 a.m. to 5 p.m., and we'll help you find a doctor. We can also help you schedule your first appointment.

Oahu:	808-432-2000
Maui/Molokai/Lanai:	808-243-6000
Hawaii Island:	808-334-4400
Kauai:	808-246-5600
TTY:	711

Specialty care

Getting specialty care is easier because our doctors are all on the same team. Meet our top-notch specialists at kp.org/hawaiispecialty.

Maternity care

Expect great care at Kaiser Permanente when you're expecting. Our obstetrician-gynecologists, certified nurse-midwives, and entire care team work together so you and your baby can experience the happiest "birth" day possible.

Visit kp.org/maternity to see the resources available to you at every stage of pregnancy, labor, delivery, and your baby's first few weeks at home. Meet your care team, take a virtual tour of our maternity wards and rooms specially-designed for comfort and family bonding, and see what you can expect on your big day at kpfamilybirthcenter.org.



TRANSITION YOUR PRESCRIPTIONS



Be sure to transition your current prescriptions to Kaiser Permanente

As a new member, transition your prescriptions to a Kaiser Permanente pharmacy of your choice.

Call us right away if you have prescriptions to transfer

Call us at **808-643-5744 (TTY 711)**, Monday through Friday, from 9 a.m. to 5 p.m. (except holidays).

Online

Go to **kp.org/newmember** and follow the steps to transition your prescriptions online.

Here's what you'll need

To transition a prescription, please have the following information ready when you can call or go online:

- Your Kaiser Permanente medical record number
- The name and telephone number of your current pharmacy
- The name of your medication(s), strength, and directions for use
- The prescription number
- The name and phone number of the physician who prescribed the medication

*For certain drugs, you can get prescriptions mailed to you through the Kaiser Permanente mail-order pharmacy. You should receive them within 5 business days. If not, please call **808-643-7979 (TTY 711)**, 24 hours a day, 7 days a week. There are restrictions for delivery of certain medications and supplies, including but not limited to controlled medications, injections, medications affected by temperature, and medications excluded by Kaiser Permanente's Pharmacy & Therapeutics Committee.

Where to pick up your order

You can pick up your prescriptions at any of the Kaiser Permanente pharmacies in our facilities. Visit **kp.org/facilities** to select whichever location is most convenient for you.

Receive prescriptions by mail

Once you've transitioned your prescriptions, visit **kp.org/rxrefill** to get most new or refill prescriptions mailed to you—you'll get 3 months' supply for the price of 2.* First, you'll need to create your online account by visiting **kp.org/register**.



BY PHONE

Call us at **808-643-5744 (TTY 711)**, Monday through Friday, from 9 a.m. to 5 p.m. (except holidays).



ONLINE

Go to **kp.org/newmember** and follow the steps to transition your prescriptions online.

We're here when you need us

No matter what life throws your way, you've got many ways to connect to convenient, high-quality care for you and your family.

Not feeling well? Call us 24/7. Need care now? Make a same-day or next-day appointment. Can't make the drive? Talk to a doctor by phone.

Appointments and 24/7 advice

Call us Monday through Friday, from 8 a.m. to 5 p.m., to make an appointment. To get advice about the care you need, call us 24 hours a day, 7 days a week.

Oahu:	808-432-2000
Maui/Molokai/Lanai:	808-243-6000
Hawaii Island:	808-334-4400
Kauai:	808-246-5600
TTY:	711

**In-person appointments**

Most Kaiser Permanente locations offer many services under one roof, so you'll save time and money with a single trip.

**Phone appointments***

Call us at the numbers listed above to schedule appointments, find locations that accept walk-ins, after-hours care, or same-day or next-day appointments. We're here for you 24/7.

**Online appointments***

You can also schedule and cancel appointments online at kp.org/appointments or through the KP mobile app. Same-day appointments are often available; sign on to kp.org/appointments after 5 p.m. the night before you visit us. For more on your care options, visit kp.org/getcare.

**Email your doctor's office**

When you have nonurgent questions, sign on to kp.org and send a secure message anytime to your doctor's office. You'll usually get a response within 2 business days. It's a great option for follow-up care after a routine appointment.*

*These features are available when you get care at Kaiser Permanente facilities.



GET CARE
WHEN YOU NEED IT

Choose the right care

You have access to a full range of services for different types of care,¹ so it's important to understand your options. Understanding the difference between routine, urgent, and emergency care can save you and your family time and money. Visit kp.org/getcare for details.

ROUTINE CARE¹

Regular visits to your doctor help catch health problems early, when they're easier to treat.

- Checkups
- Follow-up visits
- Preventive screenings
- Flu shots and other immunizations

URGENT CARE

Illnesses or injuries that need medical attention soon, usually within 24-48 hours, but aren't emergencies.

- Fever, cough, sore throat, earache
- Upper-respiratory symptoms
- Minor injuries or wounds
- Backache

EMERGENCY CARE²

When your health is in serious danger and you need care right away.

- Trouble breathing
- Severe chest pains
- Decrease or loss of consciousness
- Severe stomach pain that comes on suddenly
- Bad injuries or wounds

¹You must get covered services from plan providers except for authorized referrals, emergency care, and out-of-area urgent care, or as otherwise described in your **Evidence of Coverage (EOC)**. If you use providers that are not in our network, the plan may not pay for these services.

²If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please see your **EOC**.



For same-day, after-hours, and urgent care locations near you, visit kp.org/getcare or connect to care on the go through the KP mobile app.



HEALTHY LIVING

RESOURCES AND REWARDS

Take advantage of a wide variety of resources to keep you informed, inspired, and feeling your best.

Kaiser Permanente Fit Rewards¹

Get fit. Get rewarded. Thrive your way at any fitness center statewide.² Kaiser Permanente members can earn a free gym membership at certain participating gyms or enjoy discounted rates at other participating fitness centers.³ Whatever fitness center you choose, you can earn a reward up to \$200.⁴ Learn more at kp.org/fitrewards.

Online wellness programs and resources

Connect to better health with programs that help you lose weight, quit smoking, reduce stress, and more—all at no cost. Visit kp.org/healthylifestyles. For wellness information, health calculators, fitness videos, podcasts, and healthy, tasty recipes, visit kp.org/healthyliving. And when you register at kp.org, you'll automatically start getting our monthly email newsletter, *Partners in Health*. It has tips, member stories, recipes, and other resources to help you thrive.

Health classes

Sign up for health classes and support groups offered at our facilities. See what's available near you at kp.org/classes. Some classes may have a fee.

Lifestyle coaching

Whether you're trying to get more active, eat better, manage your weight, or reduce stress, scheduling a convenient telephone session with your personal coach can help you create—and stick with—a plan for reaching your goals. No charge; for members only. Call **808-432-2260**.

Special member rates

Enjoy lower rates on health-related products and services—like acupuncture, massage therapy, and more. Visit kp.org/choosehealthy.



¹Kaiser Permanente Fit Rewards is a value-added service and not part of your medical benefits. Your annual program fee does not count toward your health plan's annual out-of-pocket maximum. For details, see your *EOC* or kp.org/fitrewards.

Kaiser Permanente Fit Rewards is part of the Active&Fit® program, administered by American Specialty Health Fitness, Inc. through its American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). Active&Fit and the Active&Fit logo are trademarks of ASH and used with permission herein.

All Kaiser Permanente Hawaii members 16 years and older, except Medicare and QUEST Integration (Medicaid) members, are eligible for Kaiser Permanente Fit Rewards.

²Fitness centers must be qualified fitness organizations operating for the general public; must offer regular cardiovascular, flexibility, and/or resistance training exercise programs; must be an established physical facility and must offer a membership agreement and be overseen by staff. Fitness centers outside of the 50 U.S. states and the District of Columbia do not qualify.

³With the exception of earning your annual program fee back by exercising 45 days a year for at least 30 minutes, your annual program fee is not refundable and will not be prorated.

⁴Kaiser Permanente Fit Rewards is a calendar year program and resets beginning January 1 each year. You must pay your annual program fee and enroll again on or after January 1 each year to participate. Earn your annual reward by exercising 45 days a year for at least 30 minutes per session at a participating fitness center after you have enrolled or at a qualified out-of-network fitness center. Only 1 visit per calendar day will count toward your reward requirement. Fitness center visits made before you pay your annual program fee do not count toward the reward requirement. Reward is limited to your annual program fee each calendar year. Higher rates, taxes, and additional charges you pay your gym for classes or amenities are not included in the program and are not eligible for reimbursement. Please consult with your own tax adviser about the taxability of the reward.

Nondiscrimination notice

Kaiser Foundation Health Plan, Inc. (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 free 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 free 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 **1-800-966-5955** (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 or phone at:

Member Services

Attn: Kaiser Civil Rights Coordinator

711 Kapiolani Blvd

Honolulu, HI 96813

1-800-966-5955

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 **1-800-966-5955** (TTY: **711**).

Cebuano (Bisaya) ATENSYON: Kung nagsulti ka og Cebuano, aduna kay magamit nga mga serbisyo sa tabang sa lengguwahe, nga walay bayad. Tawag sa **1-800-966-5955** (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 **1-800-966-5955** (TTY: **711**)。

Chuuk (Chukese) MEI AUCHEA: Ika iei foosun fonuomw: Foosun Chuuk, iwe en mei tongeni omw kopwe angei aninisin chiakku, ese kamo. Kori **1-800-966-5955** (TTY: **711**).

‘Ōlelo Hawai‘i (Hawaiian) E NĀNĀ MAI: Inā ho‘opuka ‘oe i ka ‘ōlelo Hawai‘i, hiki iā ‘oe ke loa‘a i ke kōkua manuahi. E kelepona i ka helu **1-800-966-5955** (TTY: **711**).

Iloko (Ilocano) PAKDAAR: No agsasaoka iti Ilokano, dagiti awan bayadna a serbisio a para iti beddeng ti lengguahe ket sidadaan para kenka. Awagan ti **1-800-966-5955** (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。**1-800-966-5955** (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. **1-800-966-5955** (TTY: **711**) 번으로 전화해 주십시오.

ລາວ (Laotian) ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການ ບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ ທ່ານ. ໂທສ **1-800-966-5955** (TTY: **711**).

Kajin Majōl (Marshallese) LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jermal in jipañ ilo kajin ñe am ejjelōk wōñān. Kaalōk **1-800-966-5955** (TTY: **711**).

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, kojí’ hódííłnih **1-800-966-5955** (TTY: **711**).

Lokaiahn Pohnpei (Pohnpeian) MEHN KAIR: Ma komw kin lokiaiahn Pohnpei, wasahn sawas en palien lokaia kak sawas ni sohte isais. Koahl nempe **1-800-966-5955** (TTY: **711**).

Faa-Samoa (Samoan) MO LOU SILAFIA: Afai e te tautala Gagana fa'a Sāmoa, o loo iai auaunaga fesoasoani, e fai fua e leai se todogi, mo oe, Telefoni mai: **1-800-966-5955** (TTY: **711**).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-966-5955** (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 **1-800-966-5955** (TTY: **711**).

Lea Faka-Tonga (Tongan) FAKATOKANGA'I: Kapau 'oku ke Lea Faka-Tonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai **1-800-966-5955** (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 **1-800-966-5955** (TTY: **711**).

LOCATIONS

FACILITY LOCATIONS

Choose from Kaiser Permanente medical facilities on Oahu, Maui, Hawaii Island, and Kauai. You also can see our affiliated providers on Kauai, Lanai, and Molokai. To find a location near you, visit kp.org/locations.

Or use our free Kaiser Permanente app to search for a location by ZIP code or keyword.

KAISER PERMANENTE PRIMARY CARE LOCATIONS

OAHU

Hawaii Kai Clinic
 Honolulu Medical Office
 Kahuku Clinic
 Kailua Clinic
 Kapolei Clinic
 Koolau Medical Office
 Mapunapuna Medical Office
 Nanaikeola Clinic
 Waipio Medical Office
 West Oahu Medical Office at Kapolei*
(Opening in early 2021)

MAUI

Kihei Clinic
 Lahaina Clinic
 Maui Lani Medical Office
 Wailuku Medical Office

HAWAII ISLAND

Hilo Clinic
 Kona Medical Office
 Waimea Clinic

KAUAI

Lihue Clinic



Contact us

Make appointments. Get 24/7 advice.

Oahu: **808-432-2000**
 Maui/Molokai/Lanai: **808-243-6000**
 Hawaii Island: **808-334-4400**
 Kauai: **808-246-5600**
 TTY: **711**

Schedule or cancel appointments anytime at kp.org/appointments or on the KP mobile app.

Questions about your benefits and coverage?

Call our Member Services team. You can also request a copy of your *Evidence of Coverage (EOC)*, which has a complete list of the services covered in your plan.

1-800-966-5955

TTY **711**

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

EUTF MEMBERS

Call our dedicated EUTF Member Services line:

Oahu **808-432-5250**
 Neighbor islands (toll free) **1-844-276-6628**
kp.org/eutf

Get care and advice away from home

Visit kp.org/travel or call the Away from Home Travel Line at **951-268-3900*** (TTY **711**) for 24/7 travel support anytime, anywhere.

*This number can be dialed from 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. It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 p.m. PT.





Kaiser Permanente Health Plan, Inc.
501 Alakawa Street
Honolulu, Hawaii 96817

Important plan information



Your guide to good health

Keep this Quick Start Guide handy as a quick reference to get the most out of your new plan.

1. Register on **kp.org**
2. Choose your doctor
3. Transition prescriptions
4. Get care

kp.org/newmember

STAY CONNECTED TO GOOD HEALTH

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 @kphawaii

 @kphawaii