

Welcome to Kaiser Permanente

Get started in 3 easy steps




Welcome, <subscriber name>

Get started in 3 easy steps

Complete all 3 by visiting **kp.org/newmember** or by calling our New Member Welcome Desk at **1-888-491-1124**, Monday through Friday, 8 a.m. to 5 p.m.



 **Get to know the benefits and costs of your new plan on page 8**

For help in your language, you may request language assistance at no additional cost to you by calling language interpretation services at **1-800-324-8010**.

Please refer to your *Evidence of Coverage (EOC)* 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.¹

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 help manage your health.



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.
- Fill and refill most prescriptions.
- Email your doctor's office with nonurgent questions.
- Schedule and cancel routine appointments.
- Manage a family member's health care.²

Teens, ages 13 to 17, can register for their own **kp.org** account.

Call **1-800-556-7677** (TTY **711**) to get a temporary password and activate your account today.

Take care of your loved ones

Act for a Family Member helps you use available services on behalf of those you care for. When adding people to your family list, you can set up your and their legal and security permissions.

To add a family member or caregiver, sign in to your **kp.org** account and go to your profile and preferences to select Act for a Family Member to get started.



¹To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org. These features are available when you get care from Kaiser Permanente facilities. ²Online features change when children reach age 13. Teens are entitled to additional privacy protection under state laws. When your child turns 13 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 change anytime

Go to kp.org/newmember or call us at **1-888-491-1124**, Monday through Friday, 8 a.m. to 5 p.m.

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

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

- Internal medicine – adults only
- Family medicine – all ages
- Pediatrics/adolescent medicine (for children up to 18)
- Obstetrics-gynecology

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



Step 3

Get prescriptions

Go to kp.org/newmember and follow the steps to transition your prescriptions or call our New Member Pharmacy Services at **1-888-572-7231**, Monday through Friday, 8 a.m. to 5 p.m.

Transitioning online

Complete the Transfer Prescriptions to a Kaiser Permanente Pharmacy form in the “Pharmacy” tab of kp.org or the Kaiser Permanente app.*

Transitioning by phone

For members on 5 or more medications, make an appointment by signing in to kp.org to schedule a New Member Pharmacy Phone Visit through the “Appointments” tab or call **1-888-572-7231**.



At Kaiser Permanente, you can receive your new or refill prescriptions by going to kp.org/refill and selecting one of these convenient options:



Mail-order pharmacy

- Most members get a 3-month supply for the cost of 2. Delivery is fast and is at no additional cost. Most orders arrive in 3 to 4 days.



Same-day or 1-3 business day delivery

- This service is available for select ZIP codes.
- Prescriptions must be new or have a refill available at time of order.
- Same-day and 1-3 business day delivery charges will apply.



In-person pickup





- Order 24 hours ahead on the Kaiser Permanente app or on kp.org/refill. Choose “Standard Pickup” and select the pharmacy location closest to you.

*To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

Need support? We can help.

With the New Member Welcome Desk, our goal is to help determine your unique needs and connect you with the doctors, specialists, and prescription medications to help effectively manage your care transition.

Types of medical needs our New Member Welcome Desk can help with:

	Common needs	<ul style="list-style-type: none">• Choose a doctor.• Schedule a routine appointment.• Transfer prescriptions. <p>Also available 24/7 for self-service at kp.org.</p>
	Parent and child needs	<ul style="list-style-type: none">• Select a pediatrician or family practice doctor.• Transfer records and health history.• Transfer prescriptions.• Schedule vaccinations.
	Specialty care needs	<ul style="list-style-type: none">• Connect with specialists such as oncologists, neurologists, and dermatologists.• Connect with mental health professionals.• Choose an ob-gyn and pediatrician.• Determine durable medical equipment needs.
	Complex medical needs	<ul style="list-style-type: none">• Connect with specialty care for conditions such as cancer, renal disease, pre-/post-surgery, and transplants.• Connect with a pharmacy for specialty prescriptions.

Help is available

Call the New Member Welcome Desk at **1-888-491-1124**, Monday through Friday, 8 a.m. to 5 p.m.



Get the care that meets your needs

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.



Schedule an appointment

Call us at **1-800-813-2000 (TTY 711)**, 24/7, to make an appointment or get medical advice. You can also schedule routine appointments by signing in to your online account from your computer or the Kaiser Permanente app.¹



Advice:

Email your care team: Message your doctor's office anytime with nonurgent health questions.²

24/7 nurse advice: Talk with a registered nurse day or night for advice, prescription refills, and more.



Routine care:

Video visits: Meet face-to-face with a clinician by video, straight from your smartphone, tablet, or computer.^{2,3,4}

Phone appointments: Talk with a clinician over the phone for the same high-quality care as an in-person visit.^{2,3,4}

In-person: Most locations offer many services under one roof to help you save time with a single trip.



Same- and next-day care options:

E-visits: Complete an online questionnaire and promptly receive a treatment plan or advice from a Kaiser Permanente doctor, including most prescriptions if needed.

Get care now: Talk to a clinician 24/7, by video or phone, for quality care when you need it – no appointment needed.

Urgent care: Visit a walk-in clinic if you have a condition that requires prompt medical attention (usually within 1 or 2 days) but is not an emergency.⁵ Open 7 days a week, weekends, and holidays.

Emergency care: If you ever need emergency care, you're covered – anywhere, anytime.⁶ You can get care at any Kaiser Permanente hospital or any other hospital emergency department.

Seeing a specialist

You don't need a referral for obstetrics-gynecology, optometry, mental health services, or treatment for substance use disorders. For other types of specialty care, your doctor will refer you.

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

¹To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org. ²These features apply to care you get at Kaiser Permanente facilities. ³When appropriate and available. ⁴If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. To have a video visit, members must be registered on kp.org and have a camera-equipped computer or mobile device. ⁵An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating. ⁶If 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 refer to your *Evidence of Coverage (EOC)* or other coverage documents.

Here's what you can expect to pay

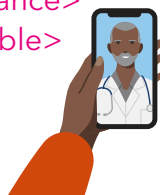
Get to know the benefits* and costs of your new plan.

Out-of-pocket maximum

<\$X,XXX for self only / \$X,XXX for each family member / \$X,XXX for a family>

Telephone and video visits

<XX% coinsurance>
<after deductible>



Routine physical exams

<XX% coinsurance>



Primary care office visits

<XX% coinsurance>
<after deductible>



Specialty care office visits

<XX% coinsurance>
<after deductible>



Urgent care visits

<XX% coinsurance>
<after deductible>



Emergency department visits

<XX% coinsurance>
<after deductible>



Hospitalization

<\$XX copay> <per day>
<per admission> <XX% coinsurance> <after deductible>



X-rays

<XX% coinsurance>
<after deductible>

Lab tests

<XX% coinsurance>
<after deductible>



Generic prescription drugs

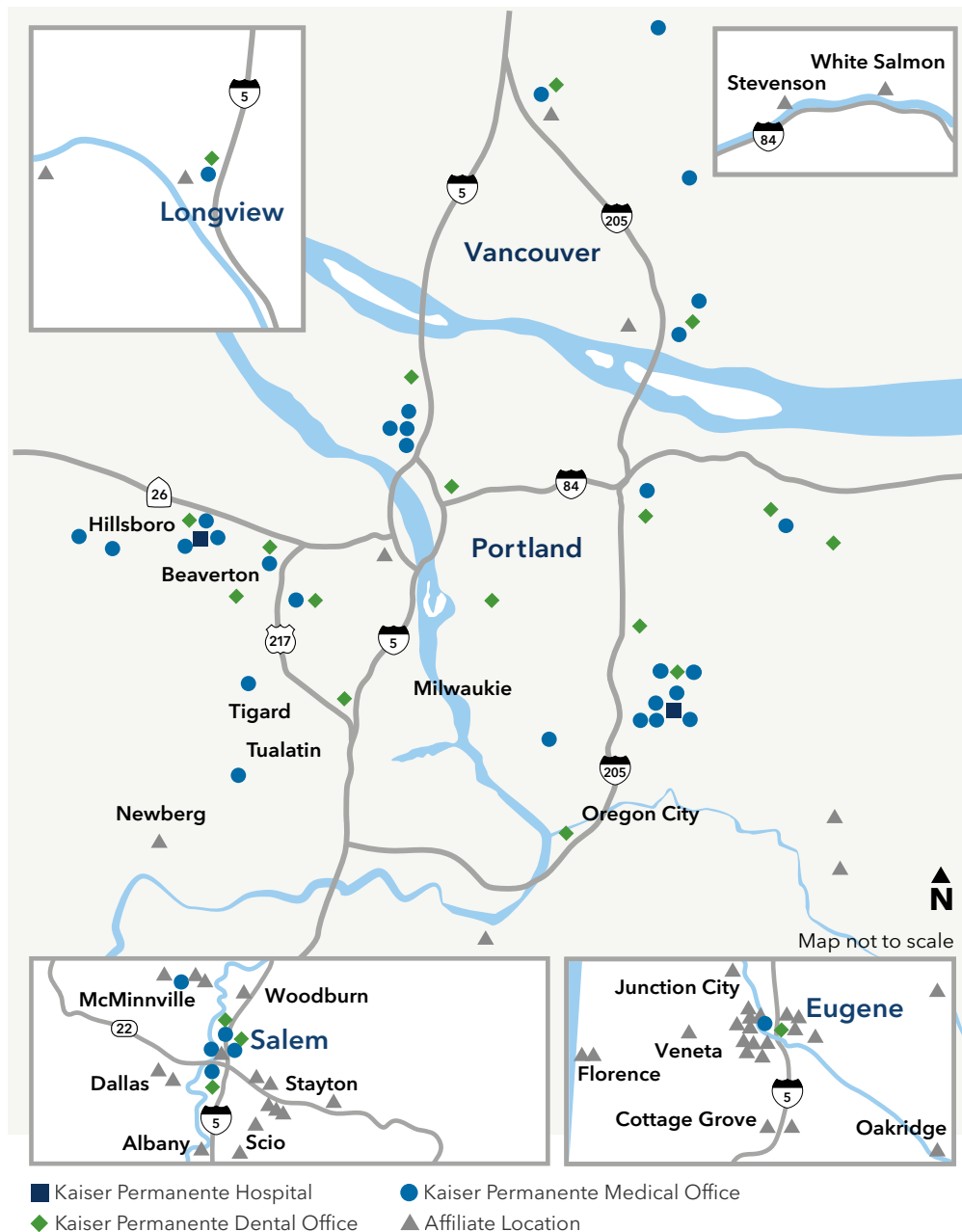
<XX% coinsurance> <for a XX-day supply> <after \$XXX drug deductible>



*This is a summary of some benefits and their deductibles, copays, and coinsurance. Go to kp.org/coverageandcosts for personalized medical and pharmacy estimates.

Where to find care

We provide quality care to more than 600,000 members in Oregon and Southwest Washington. Our service area extends from Eugene, Oregon, to Longview, Washington, and includes medical offices, dental offices, Vision Essentials by Kaiser Permanente optical retail locations, urgent care clinics, and hospitals. We also have a network of affiliated providers for routine, urgent, or emergency care.



Get care now

Choose from convenient options, like 24/7 phone and video or an e-visit, and find the care you need, when and where you need it.*

kp.org/getcare



Facility information current as of July 2024.

Go to kp.org/locations to see all our current locations and to find the facility closest to you. Or call Member Services at **1-800-813-2000 (TTY 711)**.

*When appropriate and available. These features are available when you get care at Kaiser Permanente facilities. For high deductible health plan members, e-visits, phone visits, and video appointments are subject to your plan's annual deductible. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. To have a video visit, members must be registered on kp.org and have a camera-equipped computer or mobile device. Applicable cost shares will apply for services or items ordered during an e-visit.

Where to find care

Dental

With Kaiser Permanente's coordinated medical and dental care and coverage, it can be simpler to take care of your total health. Our skilled dentists, convenient dental locations, and quality services will help make you smile.

Learn more at kp.org/dental/nw.

Vision Essentials by Kaiser Permanente

Our optometrists, ophthalmologists, and opticians work together within our integrated care delivery system and are able to connect to our larger team of medical professionals and services.

Learn more at kp.org/locations.

Pharmacy

Most of our Kaiser Permanente medical offices include pharmacy services. You also have the option of using our mail-order pharmacy service to fill and refill most prescriptions.

Affiliated Providers

Kaiser Permanente health plans include access to affiliated providers for primary and specialty care.



Healthy resources



Health classes

For additional resources, including wellness coaching, health education classes, and more, go to **kp.org/classes**.



Answers to benefits questions

If you have questions about your benefits or cost of care:

- Review your *Evidence of Coverage*, Membership Agreement, or Certificate of Insurance at **kp.org/eoc**.
- Call Member Services at **1-800-813-2000** (TTY **711**), Monday through Friday, 8 a.m. to 6 p.m. (closed holidays).



Care away from home

No matter where life takes you, Kaiser Permanente has you covered. If something unexpected happens while you're away from home, it's easier than ever to get care.

Routine care at your fingertips

Use your **kp.org** account or the Kaiser Permanente app across the U.S. to get 24/7 care and advice from Kaiser Permanente clinicians by phone or video¹ – usually at no cost.²

Urgent and emergency care anywhere in the world³

No matter where you get urgent or emergency care, you can file a claim for reimbursement. And at many locations outside Kaiser Permanente states, you'll only pay your copay or coinsurance – no need to file a claim.

- Cigna HealthcareSM PPO Network providers⁴
- MinuteClinics, including pharmacies⁵
- Concentra clinics⁵

The website and our travel team will help you:

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

Visit **kp.org/travel** or call the Away from Home Travel Line at **951-268-3900** for 24/7 travel support anytime, anywhere.⁶

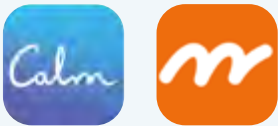
¹When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state. ²If you have an HSA-qualified deductible plan, you will need to pay the full charges for e-visits, phone visits, and video visits until you reach your deductible. Once you reach your deductible, your copay is \$0 for scheduled phone and video visits. ³If you believe you have an emergency medical condition, call 911 or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents. ⁴The Cigna Healthcare PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. The Cigna Healthcare PPO Network is not available to HMO and EPO members enrolled in coverage issued by Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. ⁵MinuteClinic and Concentra payment experiences vary by plan. ⁶This 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 cannot 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 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.

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 groups¹
- Evidence-based tools that offer activities and emotional support coaching to improve sleep, boost mood, reduce anxiety, and more



Visit kp.org/selfcareapps for resources including Calm and Headspace Care apps² at no cost, as well as helpful articles and activities to support emotional health.



¹Classes may vary by location, and some may require a fee. ²Only available to Kaiser Permanente members with medical coverage. Calm can be used by members 13 years old and older. The Headspace Care app and services are not available to any members under 18 years old.

Nondiscrimination Notice

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal and state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. 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 Member Services at **1-800-813-2000** (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, sex, gender identity, or sexual orientation, you can file a grievance with our Civil Rights Coordinator, by mail, phone, or fax. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. You may contact our Civil Rights Coordinator at: Member Relations Department, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232-2099, Phone: **1-800-813-2000** (TTY: **711**), Fax: **1-855-347-7239**.

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, Phone: 1-800-368-1019, TDD: 1-800-537-7697. Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

For Washington Members

You can also file a complaint with the Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint portal, available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at 1-800-562-6900, or 360-586-0241 (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/onlineServices/cc/pub/complaintinformation.aspx>.

Help in Your Language

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-813-2000 (TTY: 711)**.

አማርኛ (Amharic) ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ **1-800-813-2000 (TTY: 711)**.

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-813-2000 (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**1-800-813-2000 (TTY: 711)**。

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-813-2000 (TTY: 711)** تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-813-2000 (TTY: 711)**.

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-813-2000 (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。**1-800-813-2000 (TTY: 711)** まで、お電話にてご連絡ください。

ខ្មែរ (Khmer) ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-800-813-2000 (TTY: 711)**។

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-813-2000 (TTY: 711)** 번으로 전화해 주십시오.

ລາວ (Laotian) ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ **1-800-813-2000 (TTY: 711)**.

Afaan Oromoo (Oromo) XIYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-800-813-2000 (TTY: 711)**.

ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **1-800-813-2000 (TTY: 711)** 'ਤੇ ਕਾਲ ਕਰੋ।

Română (Romanian) ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-800-813-2000 (TTY: 711)**.

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-813-2000 (TTY: 711)**.

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-813-2000 (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 **1-800-813-2000 (TTY: 711)**.

ไทย (Thai) เรียน: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-813-2000 (TTY: 711)**.

Українська (Ukrainian) УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-800-813-2000 (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 **1-800-813-2000 (TTY: 711)**.



Contact us

New Member Welcome Desk

If you have questions or need help, please contact us at **1-888-491-1124**.

Appointment and advice line

To make an appointment or get 24/7 medical advice, call **1-800-813-2000** (TTY **711**).

Member Services

We're here to help. Call us at **1-800-813-2000** (TTY **711**), Monday through Friday, 8 a.m. to 6 p.m. (closed holidays) if you have questions about your benefits and coverage or to request a copy of your *Evidence of Coverage (EOC)*, which has a list of the types of services covered in your plan.

If you are a Medicare health plan member, call **1-800-443-0815** (TTY **711**), 7 days a week, 8 a.m. to 8 p.m.

Find more information about Kaiser Permanente benefits, availability, and restrictions and member rights and responsibilities at **kp.org/disclosures**.

Notice of your right to decline participation in genetic research

We may collect health information and biological samples from you as part of your care, and we may use these in future genetic research with certain protections to ensure your privacy. If you receive care in Oregon, state law gives you the right to tell us not to use your information or samples for genetic research. Your decision will not affect your care. To learn more about your choice or to decline participation, visit **kp.org/disclosures**.



INDICIA
FPO

Kaiser Foundation Health Plan
of the Northwest
500 NE Multnomah St., Suite 100
Portland, OR 97232

Important plan information

<Recipient Name>
<Address>

Let's get started

Your quick-start guide is inside.



We're on the path to becoming carbon neutral.
Join us. Visit kp.org/paperless.