Welcome to Kaiser Permanente

Get started in 3 easy steps

kp.org/newmember

KAISER PERMANENTE®

All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.
500 NE Multnomah St., Suite 100, Portland, OR 97232.

4376605864_NM_3-26

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.

Step 1

Create your online account

Step 2

Choose your doctor – and change anytime

Step 3

Get prescriptions

Get to know the benefits and costs of your new plan on page 7

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, anywhere[1]

- 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.

[1]To 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. [2]Online 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.

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]

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.

Step 3

Get prescriptions

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

Transferring online

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

Transferring 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. These features are available when you get care from Kaiser Permanente facilities.

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	• Choose a doctor. • Schedule a routine appointment. • Transfer prescriptions. Also available 24/7 for self-service at **kp.org**.
Parent and child needs	• Select a pediatrician or family practice doctor. • Transfer records and health history. • Transfer prescriptions. • Schedule vaccinations.
Specialty care needs	• 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	• 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.

Virtual care	Primary care	Urgent care	Emergency care
Best for: Minor issues that can be treated without an in-person visit.	**Best for:** Ongoing health needs and routine checkups.	**Best for:** Conditions that need attention within 24–48 hours but aren't emergencies.[3]	**Best for:** Serious or life-threatening conditions needing immediate attention.[4]
Examples: • Cough, cold, or flu • COVID-19 (mild) • Eye pain/ bump/irritation • Female bladder infection • Birth control consult • Seasonal allergies • Skin issues (rash, acne) • STI exposure • Sore throat • Yeast infection	**Examples:** • New medical conditions • Preventive care and screenings • Chronic condition management • Follow-up care • Immunizations • Prescription management	**Examples:** • Abdominal pain • Mild allergic reaction • Small cuts that may require stitches • Sprains and strains • Back pain • Vomiting or persistent diarrhea • Wheezing or shortness of breath **Note:** Lab, X-ray, and imaging services are available at all our urgent care locations.	**Examples:** • Severe allergic reaction • Chest pain or difficulty breathing • Seizure or loss of consciousness • Serious burns or broken bones • Slurred speech or sudden numbness • Vaginal bleeding during pregnancy
Options include: • **E-visits:** Answer a few questions online for a treatment plan. • **24/7 phone or video visits:** No appointment needed.[1,2] • **Nurse advice line:** Call **1-800-813-2000** (TTY **711**) anytime.	**Options include:** • **In-person visits:** Choose your provider and schedule online or on the app. • **Phone/video visits:** Set up a time to talk with your doctor.[1,2] • **Email your doctor:** Send nonurgent questions via **kp.org**.		

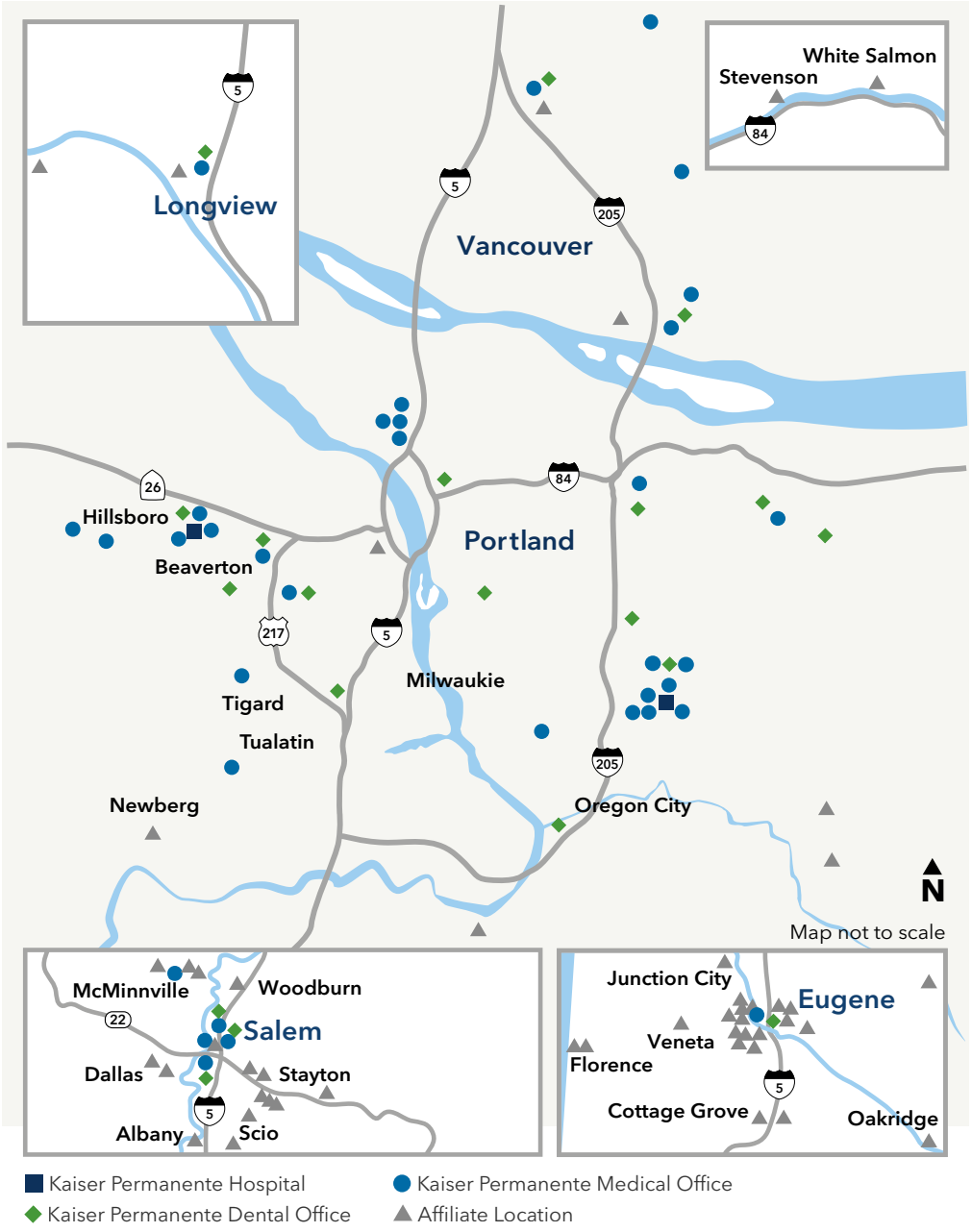
Not sure what type of care you need or what to do after hours?

Call us at **1-800-813-2000** (TTY **711**) or learn more at **kp.org/knowbeforeyougo**.

[1]These features apply to care you get at Kaiser Permanente facilities. When appropriate and available. [2]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. [3]An 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. [4]If 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.

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 October 2025.

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.

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**.

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.

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 **kp2020.org/nw**.

Affiliated Providers

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

For a list of our most current locations, please visit **kp.org/locations**.

*Member must be enrolled on a Kaiser Permanente dental plan.

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 video[1] – usually at no cost.[2]

Urgent and emergency care anywhere in the world[3]

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 Healthcare℠ PPO Network providers[4]
- MinuteClinics, including pharmacies[5]
- Concentra clinics[5]

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]

[1]When 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. [2]If 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. [3]If 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. [4]The Cigna Healthcare PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration. The Cigna Healthcare PPO Network is not available to members enrolled on Washington health benefit plans issued by Kaiser Foundation Health Plan of the Northwest. [5]MinuteClinic and Concentra payment experiences vary by plan. [6]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 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 groups[1]
- 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 apps[2] at no cost, as well as helpful articles and activities to support emotional health.

[1]Classes may vary by location, and some may require a fee. [2]Only 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, exclude people or treat them differently on the basis of race, color, national origin (including limited English proficiency), age, disability, or sex (including sex characteristics, intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes).

Kaiser Health Plan:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats, such as large print, audio, braille, and accessible electronic formats
- Provides 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., Suite 100
Portland, OR 97232-2099
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**.

This notice is available at https://healthy.kaiserpermanente.org/oregon-washington/language-assistance/nondiscrimination-notice

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Help in Your Language

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

አማርኛ (Amharic) ትኩረት: አማርኛ የሚናገሩ ከሆነ ተገቢ የሆኑ ረዳት መርጃዎችን እና አገልግሎቶችን ጨምሮ የቋንቋ እርዳታ አገልግሎቶች በነጻ ይገኛሉ። በ **1-800-813-2000** ይደውሉ (TTY: **711**)።

العربية(Arabic) تنبيه: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية بما في ذلك من وسائل المساعدة والخدمات المناسبة بالمجان. اتصل بالرقم **1-800-813-2000** (TTY: **711**).

中文 (Chinese) 注意事項：如果您說中文，您可獲得免費語言協助服務，包括適當的輔助器材和服務。致電**1-800-813-2000**（TTY：**711**）。

فارسی(Farsi) توجه: اگر به زبان فارسی صحبت می‌کنید، «تسهیلات زبانی»، از جمله کمک‌ها و خدمات پشتیبانی مناسب، به صورت رایگان در دسترس‌تان است با**1-800-813-2000** تماس بگیرید (TTY (تلفن متنی): **711**).

Français (French) ATTENTION : si vous parlez français, des services d'assistance linguistique comprenant des aides et services auxiliaires appropriés, gratuits, sont à votre disposition. Appelez le **1-800-813-2000** (TTY: **711**).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, steht Ihnen die Sprachassistenz mit entsprechenden Hilfsmitteln und Dienstleistungen kostenfrei zur Verfügung. Rufen Sie **1-800-813-2000** an (TTY: **711**).

日本語 (Japanese) 注意：日本語を話す場合、適切な補助機器やサービスを含む言語支援サービスが無料で提供されます。**1-800-813-2000**までお電話ください（TTY: **711**）。

ខ្មែរ (Khmer) យកចិត្តទុកដាក់៖ បើអ្នកនិយាយខ្មែរ សេវាជំនួយភាសា រួមទាំងជំនួយនិងសេវាសម្រួលដោយឥតគិតថ្លៃ មានចំពោះអ្នក។ ហៅ **1-800-813-2000** (TTY: **711**).

한국어 (Korean) 주의: 한국어를 구사하실 경우, 필요한 보조 기기 및 서비스가 포함된 언어 지원 서비스가 무료로 제공됩니다. **1-800-813-2000**로 전화해 주세요(TTY: **711**).

ລາວ (Laotian) ເອົາໃຈໃສ່: ຖ້າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ລວມທັງອຸປະກອນ ແລະ ການບໍລິການຊ່ວຍເຫຼືອທີ່ເໝາະສົມ ຈະມີໃຫ້ທ່ານໂດຍບໍ່ເສຍຄ່າ. ໂທ **1-800-813-2000** (TTY: **711**).

Afaan Oromoo (Oromo) XIYYEEFFANNOO: Yoo Afaan Oromo dubbattu ta'e, Tajaajila gargaarsa afaanii, gargaarsota dabalataa fi tajaajiloota barbaachisoo kaffaltii irraa bilisa ta'an, isiniif ni jira. **1-800-813-2000** irratti bilbilaa (TTY:- **711**)

ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫ਼ਤ ਉਪਲਬਧ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ, ਜਿਨ੍ਹਾਂ ਵਿੱਚ ਯੋਗ ਸਹਾਇਕ ਸਹਾਇਤਾਵਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਸ਼ਾਮਲ ਹਨ। ਕਾਲ ਕਰੋ **1-800-813-2000** (TTY:- **711**).

Română (Romanian) ATENȚIE: Dacă vorbiți română, vă sunt disponibile gratuit servicii de asistență lingvistică, inclusiv ajutoare și servicii auxiliare adecvate. Sunați la **1-800-813-2000** (TTY: **711**).

Русский (Russian) ВНИМАНИЕ! Если вы говорите по-русски, вам доступны бесплатные услуги языковой поддержки, включая соответствующие вспомогательные средства и услуги. Позвоните по номеру **1-800-813-2000** (TTY: **711**).

Español (Spanish) ATENCIÓN: Si habla español, tiene a su disposición servicios de asistencia lingüística que incluyen ayudas y servicios auxiliares adecuados y gratuitos. Llame al **1-800-813-2000** (TTY: **711**).

Tagalog (Tagalog) PAALALA: Kung nagsasalita ka ng Tagalog, available sa iyo ang serbisyo ng tulong sa wika kabilang ang mga naaangkop na karagdagang tulong at serbisyo, nang walang bayad. Tumawag sa **1-800-813-2000** (TTY: **711**).

ไทย (Thai) โปรดทราบ: หากท่านพูดภาษาไทย ท่านสามารถขอรับบริการช่วยเหลือด้านภาษา รวมทั้งเครื่องช่วยเหลือและบริการเสริมที่เหมาะสมได้ฟรี โทร **1-800-813-2000** (TTY: **711**).

Українська (Ukrainian) УВАГА! Якщо ви володієте українською мовою, вам доступні безкоштовні послуги з мовної допомоги, включно із відповідною додатковою допомогою та послугами. Зателефонуйте за номером **1-800-813-2000** (TTY: **711**).

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói tiếng Việt, bạn có thể sử dụng các dịch vụ hỗ trợ ngôn ngữ miễn phí, bao gồm các dịch vụ và phương tiện hỗ trợ phù hợp. Xin gọi **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**.

KAISER PERMANENTE®

INDICIA
FPO

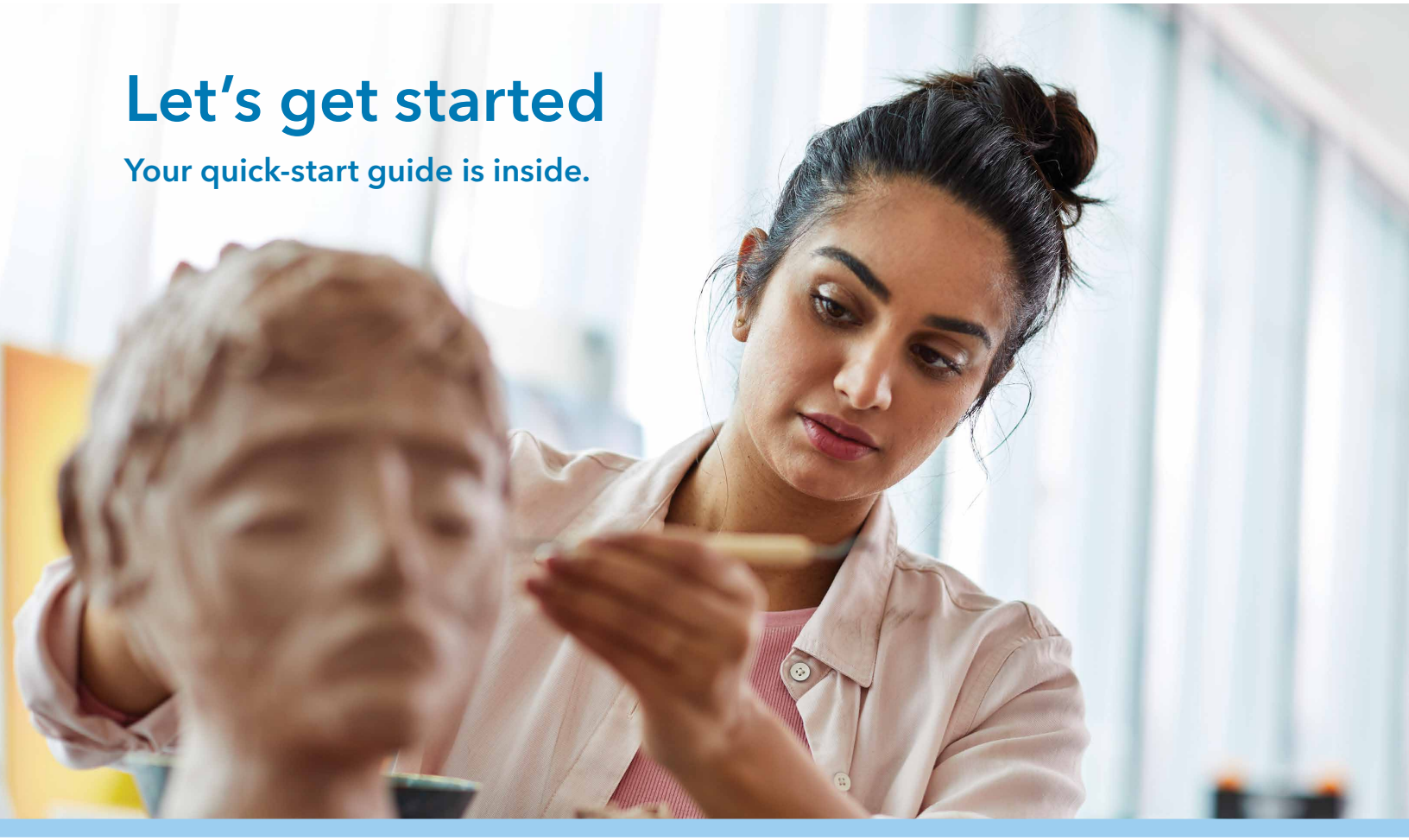
Kaiser Foundation Health Plan
of the Northwest
500 NE Multnomah St., Suite 100
Portland, OR 97232

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**.

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