New Member Welcome Book
Eugene-Springfield

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.

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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

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, 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.
- A delivery charge of $9.99 for same-day delivery and $8.99 for 1–3 business day delivery 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.

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.

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. Review the chart below, then visit **kp.org/getcare** to get started.

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/getcare**.

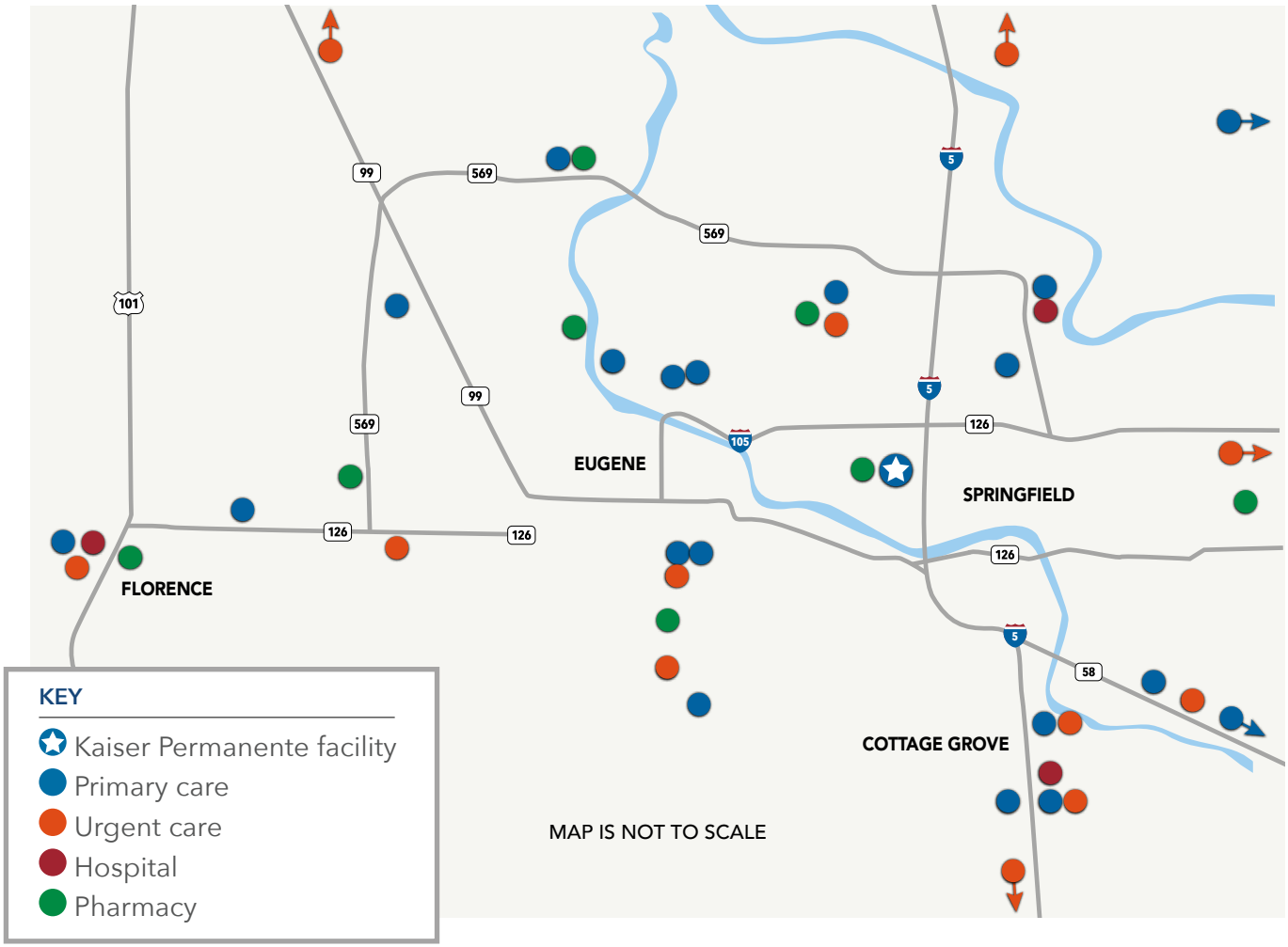
[1]These features apply to care you get at Kaiser Permanente facilities. When appropriate and available. [2]If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. To 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 in Lane County

As a member in Lane County, in addition to the Kaiser Permanente Chase Gardens Medical Office, you have access to a network of 700+ affiliated providers for routine, urgent, or emergency care in the Eugene-Springfield area.

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**).

Facility information current as of December 2025.



We are proud to partner with many local providers, including PeaceHealth, Eugene Foot & Ankle, Oregon Surgical Wellness, Willamette Valley Cancer Institute, Eugene Pediatric Associates, Pacific Women's Center, and more. You may need a referral or prior authorization for some specialties based on your benefit plan.

Primary Care

Kaiser Permanente Chase Gardens Medical Office
360 S. Garden Way, Eugene, OR 97401
Eugene Pediatric Associates
995 Willagillespie Rd., Suite 100, Eugene, OR 97401
ICCO, LLC – BestMed Primary Care – Harlow
445 Harlow Rd., Springfield, OR 97477
Journey Family Medicine
995 Willagillespie Rd., Suite 300, Eugene, OR 97401
Orchid Health – Fern Ridge Clinic
24934 Fir Grove Ln., Elmira, OR 97437
Orchid Health – McKenzie River Clinic
51730 Dexter St., Blue River, OR 97413
Orchid Health – Oakridge Clinic
47815 Hwy. 58, Oakridge, OR 97463
PeaceHealth – Barger Medical Clinic
4010 Aerial Way, Eugene, OR 97402
PeaceHealth Cottage Grove
1515 Village Dr., Cottage Grove, OR 97424
PeaceHealth Creswell Clinic
180 Melton Rd., Creswell, OR 97426
PeaceHealth Medical Group – Florence
380 & 390 9th St., Florence, OR 97439
PeaceHealth – Pleasant Hill Family Medicine
35859 Hwy. 58, Pleasant Hill, OR 97455
PeaceHealth Riverbend Pavilion
3377 RiverBend Dr., Springfield, OR 97477
PeaceHealth Santa Clara Clinic
2484 River Rd., Eugene, OR 97404
PeaceHealth – South Eugene Clinic
3299 Hilyard St., Eugene, OR 97405
PeaceHealth – University District Family Medicine Clinic
1200 Hilyard St., Suite 230, Eugene, OR 97401
PeaceHealth – University District Pediatrics
1200 Hilyard St., Suite 440, Eugene, OR 97401
PeaceHealth – Valley River Pediatrics Plus Clinic
1400 Valley River Dr., Eugene, OR 97401
PeaceHealth Walk-In Clinic at Woodfield Station
2846 Willamette St., Eugene, OR 97405

To see a complete list of primary care providers, refer to **kp.org/doctors**.

Urgent Care

ICCO LLC – BestMed Urgent Care – Patterson
598 E. 13th Ave., Eugene, OR 97401
ICCO, LLC – BestMed Urgent Care – 11th Ave.
4040 W. 11th Ave., Eugene, OR 97402
ICCO, LLC – BestMed Urgent Care – Coburg
1800 Coburg Rd., Eugene, OR 97401
ICCO, LLC – BestMed Urgent Care – Cottage Grove
1445 Gateway Blvd., Cottage Grove, OR 97424
ICCO, LLC – BestMed Urgent Care – Junction City
355 W. 3rd Ave., Junction City, OR 97448
ICCO, LLC – BestMed Urgent Care – Willamette
2710 Willamette St., Eugene, OR 97405
ICCO, LLC – BestMed Urgent Care – Thurston
5781 Main St., Springfield, OR 97478
PeaceHealth Cottage Grove Same Day Care
1515 Village Dr., Suite 120, Cottage Grove, OR 97424
PeaceHealth Creswell Clinic
180 Melton Rd., Creswell, OR 97426
PeaceHealth Dexter Clinic
38843 Dexter Rd., Dexter, OR 97431
PeaceHealth Family Medicine – Florence
390 9th St., Florence, OR, 97439

Medical Centers and Emergency Care[1]

PeaceHealth Cottage Grove Community Medical Center
1515 Village Dr., Cottage Grove, OR 97424
PeaceHealth Peace Harbor Medical Center
400 9th St., Florence, OR 97439
PeaceHealth Sacred Heart Medical Center at RiverBend
3333 RiverBend Dr., Springfield, OR 97477

Pharmacy

Save time and money by using the Kaiser Permanente mail-order pharmacy to have prescriptions delivered to your home. Visit **kp.org/refill**.

Kaiser Permanente Chase Gardens Pharmacy
360 S. Garden Way, Eugene, OR 97401
Safeway Pharmacy – Florence
700 US-101, Florence, OR 97439

Additional Participating Pharmacies:

Members enrolled in commercial plans have access to one prescription refill and have access to fill new medications at these participating pharmacies. Additional refills should be filled through the Kaiser Permanente mail-order pharmacy or a location listed above.

For Medicare members, you can go to all the pharmacies on this list, but your cost sharing may differ. To find additional pharmacy information, please visit **kp.org/directory**.[2]

Albertsons Sav-on Pharmacy – Division
55 Division Ave., Eugene, OR 97404
Albertsons Sav-On Pharmacy – East
Springfield 5755 Main St., Springfield, OR 97478
Albertsons Sav-On Pharmacy – Royal
4740 Royal Ave., Eugene, OR 97402
Hirons Drug – 18th Ave.
185 E. 18th Ave., Eugene, OR 97401
River Road Pharmacy
884 River Rd., Eugene, OR 97404
Sav-On Pharmacy
55 Division Ave., Eugene, OR 97404
Safeway Pharmacy
1500 Coburg Rd., Eugene, OR 97401

[1]If you're experiencing a medical emergency, call 911 or go to the nearest emergency room. [2]Members enrolled in Added Choice® POS, Dual Choice PPO™, and PPO Plus plans have access to the MedImpact Pharmacy Network, including the 5 pharmacies listed.

*Available only for gynecology services.
Kaiser Foundation Health Plan of the Northwest's Eugene-Springfield service area applies to Medicare, large employer groups, small employer groups, and individuals and families. To be eligible for coverage, individuals must live or work in one of the accepted ZIP codes specific to Medicare, large employer groups, small employer groups, and individuals and families or be enrolled in an out-of-area plan.

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 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. Visit **kp.org/locations** for a list of our Eugene-Springfield service area affiliate locations.

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 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 PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. The Cigna 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. [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**.

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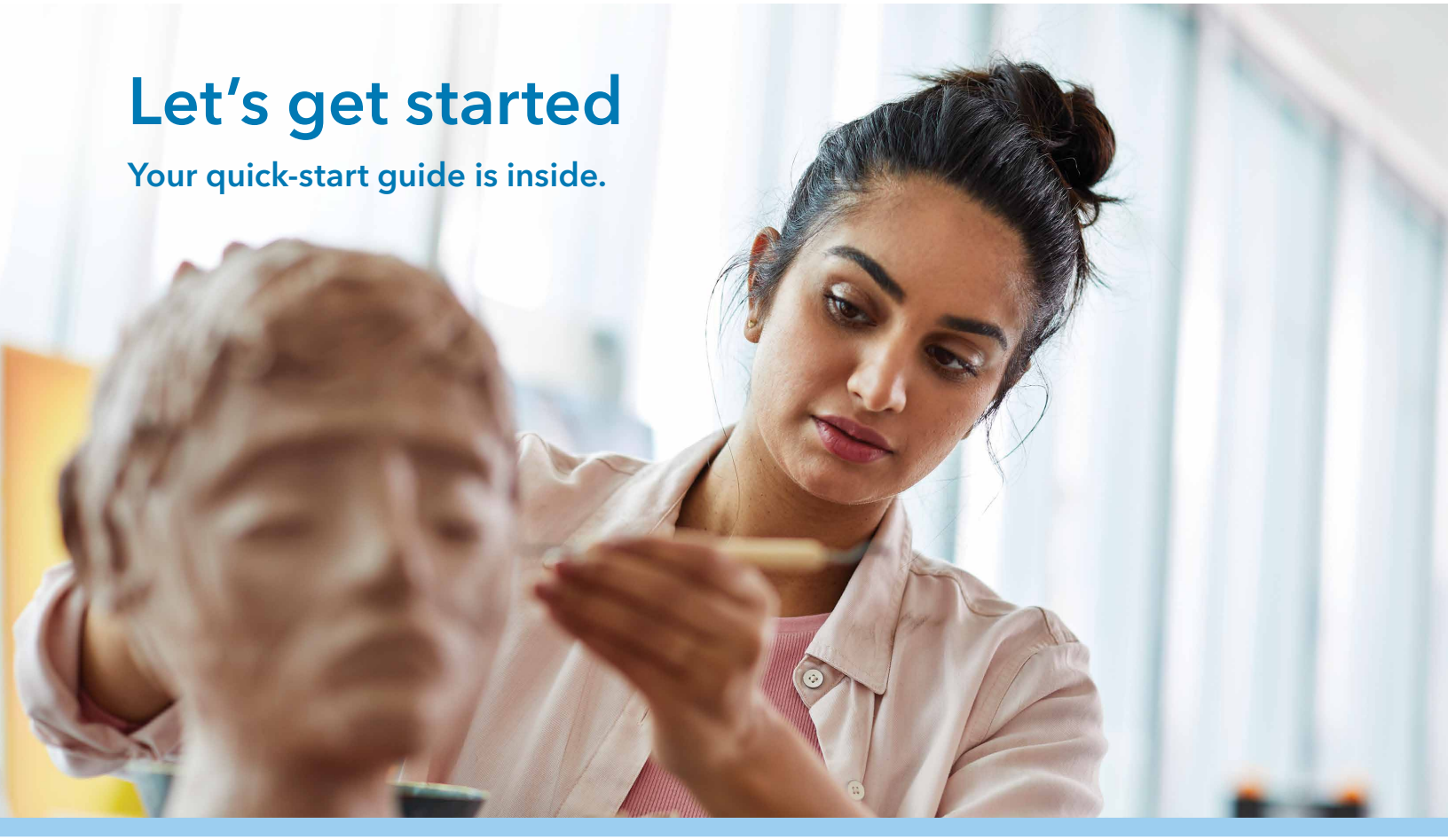
Important plan information

<Recipient Name>
<Address>

Let's get started

Your quick-start guide is inside.



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