



New Member Connect/Easy Transition vignette_Sept 2025_Transcript

Getting the medical care you need can be stressful. We get it. That's why Kaiser Permanente has a unique approach to care. Your doctors and health plan work together to deliver high quality health care that's easy to access. In fact, we can't wait for you to experience the Kaiser Permanente difference. And that starts with a smooth and easy transition to our care and coverage. All you need is your member ID card to get started. I'll admit, I was a little nervous to make the switch. Becoming a Kaiser Permanente member meant finding new doctors and transferring prescriptions. But with the new Member Connect team, it was like having my own Kaiser Permanente concierge for questions about my health plan, how to get care, or prescriptions. They were there every step of the way, and my new provider's top notch. The new Member Connect team helped me find convenient care options. Turns out, with the right support, switching to Kaiser Permanente is easy. The Kaiser Permanente new Member Connect team can help set up your kp.org account, transfer medical records, access virtual care options or find your nearest pharmacy. Our approach to high-quality, award-winning care begins with a personalized and seamless transition. We look forward to helping you connect. We are here to help answer your questions and get you on your way back to enjoying all the things that make you, you. Kaiser Permanente. Health care that just works.