When you need medical care

Q: Do I get to choose my own doctor?
A: Yes. In fact, we encourage you to.

Q: How do I choose my doctor?
A: As soon as you’re a member, you can choose your personal physician from any of our primary care departments. Together, you and your doctor can decide what it will take for you to get and stay healthy. And you don’t just get a personal physician—you get the support of an entire health care team, including nurses, specialists, and health educators who can help you find the resources you need to meet your health goals.

Q: I see that Kaiser Permanente has been widely recognized for the quality of its care and service. But what about the quality of your medical care?
A: Kaiser Permanente has been widely recognized for the quality of our care and service. Both of our plans in California earned “Excellent” ratings from the National Committee for Quality Assurance (NCQA), the nation’s leading reviewer of health plan quality for consumers and businesses (hprc.ncqa.org). To learn more about what Kaiser Permanente has to offer, visit us at kp.org or call our Member Service Call Center.

California
Mon–Fri, 7 a.m.–7 p.m., Sat., Sun., 7 a.m.–3 p.m.
1-800-464-4000 English
1-800-777-7563 Chinese dialect
1-800-777-1370 (TTY for the deaf, hard of hearing, or speech impaired)
1-800-777-9059 (TTY for the hearing/speech impaired) to listen to wellness tips in English and Spanish, 24 hours a day.
For more information or to learn more about what Kaiser Permanente has to offer, visit us at kp.org or call our Member Service Call Center.

Q: Where else can I find health information?
A: As a member, you’ll receive the Kaiser Permanente Healthfinder® Handbook, a useful self-care guide to more than 200 common health problems, and Partners in Health, a magazine just for Kaiser Permanente members. You can also call the Kaiser Permanente Healthphone at 1-800-332-7563 or 1-800-777-1059 (TTY for the hearing/speech impaired) to listen to wellness tips in English and Spanish, 24 hours a day.

A well-balanced life. It’s what we believe in.

It’s about being informed, strong, and empowered. About having the tools to help you stay well balanced at every stage of life. Here are answers to questions you may have while considering Kaiser Permanente has to offer you.

FREQUENTLY ASKED QUESTIONS
Our approach to your total health

Q: How is Kaiser Permanente different from other health plans?

A: Kaiser Permanente is designed to ensure that health is about more than just treating diseases—in fact, we think about it in terms of helping you achieve balance in mind, body, and spirit. That’s why we offer you resources, tools, and people to help you get and stay healthy. And when you need primary or specialty care, our physicians will work with you to help you get well, with a focus on personalized, preventive care. So no matter what stage of life you’re in, we’re here to help keep your life in balance.

Q: Can I take health classes?

A: Yes. Education is a part of a well-balanced lifestyle. As a Kaiser Permanente member, you can choose from a variety of Healthy Living classes and other resources on topics including:

- Nutrition
- Fitness
- Stress management
- Weight loss
- Smoking cessation
- Managing ongoing health conditions
- Diabetes
- Heart health
- Asthma
- Depression

At many locations, we also offer classes such as tai chi and yoga to help you reach your personal fitness and wellness goals. (Some classes may require a fee.)

Q: What are some of the new and improved services you offer?

A: To provide personal health assessment and health-improvement plan tailored to fit your individual lifestyle, we have you do a complete online survey. We’ll have a personal health coach and you can track your progress on your schedule from the convenience of your home computer.

You can also take advantage of discounts ranging from 12 to 36 percent off regular rates on Weight Watchers* offerings, as well as discounts on 10,000 Step* pedometers to help you get well, with a focus on personalized, preventive care. So no matter what stage of life you’re in, we’re here to help keep your life in balance.

Q: How does Kaiser Permanente help me stay healthy?

A: Keeping you healthy is centered around preventive care and detecting health conditions before they become serious. So you can prevent serious health problems early. Your children will receive regular well-child visits and immunizations. And you have many great ways to stay healthy. Choose from a variety of Healthy Living classes and programs, and visit our Web site for tools and health information.

We offer Healthy Living classes in many locations (some classes may require a fee). If you have an ongoing health condition, we can help you manage it and get well. For example, HeartHealthCare™ for Your Health™ shows you how to manage chronic conditions such as asthma, high blood pressure, diabetes, heart disease, and more.

We encourage women to choose a gynecologist (Obstetrician-Gynecologist in addition to a personal physician in Adult, Internal, or Family Medicine) in your region. When you reach your personal fitness and wellness goals, you can get most of your refills mailed to you at no extra charge. Order your refills online.

Q: How do I find the nearest Kaiser Permanente facility?

A: Just go to our Web site at kp.org/register. We’ll mail you a temporary password in three to seven days. You’ll then be able to use the secure online features. Some services are not available in all areas.

And with our mail order program, you can get your most of your refills mailed to you at no extra charge. Order your refills online.

Q: How do I transfer my medical records to Kaiser Permanente?

A: It’s easy. The medical records team at your local Kaiser Permanente facility will assist in requesting your records from your current physician. You can find the phone numbers in the facility directory on our Web site.

Q: What are some of the new features of Kaiser Permanente pharmacy?

A: Kaiser Permanente offers you personal pharmacy information, secure access to your medications, and advice when medically appropriate, and answer questions about medical problems.

Q: Where can I get care?

A: We offer care at more than 160 facilities in our Northern California and Southern California regions, so you can find at least one that’s convenient for you. And once you’re there, you can often save time and energy by taking care of most of your health needs all in one place—from getting a flu shot to lab test to getting a prescription filled.

Q: How do I get the nearest Kaiser Permanente pharmacy?

A: To find a Kaiser Permanente pharmacy near you, choose a pharmacy from the region closest to your location—Northern California or Southern California. Then call your Member Services Call Center or visit our Web site for pharmacy numbers and hours.

Q: What are some ways to contact Kaiser Permanente?

A: You may contact Kaiser Permanente by phone or online.

Q: What if I need care after regular office hours?

A: Sometimes it hard to come in for visits during a typical 9-to-5 workday. That’s why you can get care after hours, on weekends, and after-hours appointments at many of our locations. You’ll also find valuable health information on our Web site.

Q: Can I transfer my prescriptions from my current pharmacy to a Kaiser Permanente pharmacy?

A: Yes, and we make it simple for you. Call the Kaiser Permanente pharmacy near you, and provide your prescription number and the name and phone number of your current pharmacy. Our pharmacy team will take care of the rest. Once you’ve transferred your prescription(s), you can save time by ordering refills online. To register at our Web site, just go to kp.org/register. We’ll mail you a temporary password in three to seven days. You’ll then be able to use the secure online feature. Some services are not available in all areas.

And with our mail order program, you can get your most of your refills mailed to you at no extra charge. Order your refills online.

Q: How do I find the nearest Kaiser Permanente facility?

A: Just go to our Web site at kp.org/register and select your region. You’ll find a directory of our locations and services. You can also call our Member Services Call Center. Phone numbers and hours are on the back of the brochure.

Q: How do I make an appointment?

A: You can request routine appointments online after registering at our Web site at kp.org/register. We’ll mail you a temporary password in three to seven days. You’ll then be able to use the secure online feature. Some services are not available in all areas.

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Our approach to your total health

Q: How is Kaiser Permanente different from other health plans?

A: At Kaiser Permanente, we believe that health is about more than just treating diseases—it’s about helping you achieve balance in mind, body, and spirit. That’s why we offer you resources, tools, and people to help you get and stay healthy. And when you need primary or specialty care, our physicians work with you to help you get well, with a focus on personalized, preventive care. So no matter what stage of life you’re in, we’re here to help keep your life in balance.

Q: Can I take health classes?

A: Yes. Education is a part of a well-balanced life. As a Kaiser Permanente member, you can choose from a variety of Healthy Living classes and other resources on topics including:

- Nutrition
- Fitness
- Weight management
- Smoking cessation
- Managing ongoing health conditions
- Diabetes
- Heart health
- Asthma
- Depression

At many locations, we also offer classes such as Tai Chi and yoga to help you reach your personal fitness and wellness goals. Some classes may require a fee or you may be charged if you register on your own schedule, 24 hours a day, seven days a week.

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At many locations, we also offer classes such as Tai Chi and yoga to help you reach your personal fitness and wellness goals. Some classes may require a fee or you may be charged if you register on your own schedule, 24 hours a day, seven days a week.

Q: What are some of the new and different health services you offer?

A: Try our personal health assessment and health-improvement plan tailored to fit your individual lifestyle so you can achieve serious health benefits. You have convenient access to health screenings, such as cholesterol tests and mammograms, which can help detect problems early. Your children will receive regular well-child visits and immunizations. And you have many great ways to stay informed and make healthier choices. Choose from a variety of Healthy Living classes and programs, and visit our Web site for appointment numbers and services. You can also call us to speak to an advice nurse who can get most of your refills mailed to you

Q: How does Kaiser Permanente help me stay healthy?

A: Keeping you healthy is centered around preventive care and detecting health conditions before they become serious. So you have convenient access to health screenings, such as cholesterol tests and mammograms, which can help detect problems early. Your children will receive regular well-child visits and immunizations. And you have many great ways to stay informed and make healthier choices. Choose from a variety of Healthy Living classes and programs, and visit our Web site for appointment numbers and services. You can also call us to speak to an advice nurse who can help you get well, with a focus on personalized, preventive care. So no matter what stage of life you’re in, we’re here to help keep your life in balance.

Q: What online features does Kaiser Permanente offer?

A: As a Kaiser Permanente member, you can access a lot of services and information from your home or office computer. To start, we encourage you to visit kp.org/newmember. Here you’ll find everything you need to locate a Kaiser Permanente facility near you, choose a facility for your phone number, and learn how to get care and services at your facility or online.

Q: How do I find the nearest Kaiser Permanente facility?

A: Just go to our Web site at kp.org/register. We’ll mail you a temporary passkey in three to seven days. You’ll then be able to use the secure online features. Some services are not available in all areas.

Q: What if I need care after regular office hours?

A: Sometimes it’s hard to come in for visits during a typical 9 to 5 weekdays. Maybe you’re sick after your regular visits, or you’re taking your child to school on an emergency day and want to get the care your child needs right away. Some services are not available in all areas.

Q: How do I transfer my medical records to Kaiser Permanente?

A: It’s easy. The medical records team at your local Kaiser Permanente facility will assist in requesting your records from your current physician. You can find the online instructions on our Web site.

Q: What if I need care quickly, but it’s not an emergency?

A: We believe you should receive care when you need it. At many of our facilities, we provide same-day appointments. You can also call to speak to an advice nurse who can assess your symptoms, provide advice when medically appropriate, and answer questions about medical problems.

Q: Where can I get care?

A: We offer care at more than 160 facilities in our Southern California and Southern California regions, so you can find at least one that’s convenient for you. And once you’re there, you can often save time and energy by taking care of most of your health needs all in one place—from getting an X-ray or lab test to getting a prescription filled.

Q: Do I get medical records from other health plans?

A: We encourage women to choose a personal physician in Obstetrics/Gynecology in addition to a personal physician in Adult, Internal, or Family Medicine if you need care quickly, but it’s not an emergency.

We believe you should receive care when you need it. At many of our facilities, we provide same-day appointments. You can also call to speak to an advice nurse who can assess your symptoms, provide advice when medically appropriate, and answer questions about medical problems.

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Q: How is Kaiser Permanente different from other health plans?
A: At Kaiser Permanente, we believe that health is about more than just treating illnesses—it’s about helping you achieve balance in mind, body, and spirit. That’s why we offer resources, tools, and people to help you get and stay healthy. And when you need primary or specialty care, our physicians work with you to help you get well, with a focus on personalized, preventive care. So no matter what stage of life you’re in, we’re here to help keep your life in balance.

Q: Can I take health classes?
A: We support your health goals in and out of the doctor’s office. As a member, you have access to a wide variety of healthy lifestyle programs that give you tools for better weight management, nutrition, stress reduction, and smoking cessation. You can even get an online assessment of your total health. You’ll find Healthy Living education programs, such as exercise classes. As a member, you can also receive a 25 percent discount off regular rates from select providers on chiropractic, acupuncture, and massage therapy, and preferred rates on select fitness club memberships. With a wealth of online health tools including health and drug encyclopedias, we can help you achieve a well-balanced lifestyle on your own schedule, 24 hours a day, seven days a week.

Q: Can I take health classes?
A: Yes. Education is a part of a well-balanced lifestyle. As a Kaiser Permanente member, you can choose from a variety of Healthy Living classes and other resources on topics including:

• Nutrition
• Fitness
• Stress management
• Weight loss
• Smoking cessation
• Managing ongoing health conditions
• Diabetes
• Heart health
• Asthma
• Depression

At many locations, we also offer classes on site and try to help you reach your personal fitness and wellness goals. Some classes may require a fee and vary by location.

Q: How does Kaiser Permanente help me stay healthy?
A: Keeping you a healthy cent is around preventive care and detecting health conditions before they become serious. So you have convenient access to health screenings, such as cholesterol tests and mammograms, which can help detect problems early. Your children will receive regular well-child exams and immunizations. And you have many great ways to stay informed and make healthier choices. Choose from a variety of Healthy Living classes and programs, and visit our Web site for tools and health information.

We offer Healthy Living classes in many locations (some classes may require a fee). If you have ongoing health conditions, we can help you manage it and achieve better balance. For more, HealthyLivingCare_for_YourHealth shows you how to manage chronic conditions such as high blood pressure, osteoporosis, diabetes, heart disease, and more.

Q: What are some of the new and innovative services you offer?
A: To provide personal health assessment and health-improvement plan tailored to fit your individual lifestyle—all you have to do is complete an online assessment survey. It’s like having a personal health coach. And you can track your progress on your schedule from the convenience of your home computer. You can also take advantage of discounts ranging from 12 to 36 percent off regular rates on Weight Watchers’ offerings,† as well as discounts on 10,000 Steps©, an easy-to-use walking program.

Q: Do you offer special services for women?
A: Yes. We offer specialized women’s health services, including family planning and pregnancy services, pediatrics, care, and preventive care screenings such as mammograms and Pap tests. You can also take Healthy Living classes tailored for women. Some classes may require a fee.

We encourage women to choose a personal physician in Obstetrics/Gynecology in addition to a personal physician in Adult, Internal, or Family Medicine. As you enter different stages of life, we’re here to help keep your life in balance.

Q: What if I need care quickly, but it’s not an emergency?
A: We believe you should receive care when you need it. At many of our facilities, we provide same-day appointments. You can also call us to speak to an advice nurse who can help assess your symptoms, provide advice when medically appropriate, and answer questions about medical problems.

Q: Where can I get care?
A: We offer care at more than 160 facilities in our Northern California and Southern California regions, so you can find at least one that’s convenient for you. And once you’re there, you can often save time and energy by taking care of most of your health needs all in one place—from getting an X-ray or lab test to getting a prescription filled.

Q: How do I find the nearest Kaiser Permanente facility?
A: Just visit our Web site at kp.org/register. We’ll mail you a temporary password in three to seven days. You’ll then be able to use the secure online features. Some services are not available in all areas.

And with our mail-order program, you can get most of your refills mailed to you at no extra charge. Order your refills over the phone or online.

Q: How do I transfer my medical records to Kaiser Permanente?
A: Your medical records will be available at your local Kaiser Permanente facility as soon as we receive your records from your current physician. You can find the phone numbers in the facility directory on our Web site.

Saving you time
Q: What online features does Kaiser Permanente offer?
A: As a Kaiser Permanente member, you can access a lot of services and information from your home or office computer. To start, we encourage you to visit kp.org/register. Here you’ll find everything you need to locate a Kaiser Permanente facility near you, choose an online pharmacy, and learn how to get care and services at your facility or online. You also order your prescription refills, request medical records, look up health and drug information, and even make appointments near you—24 hours a day, seven days a week.

And that’s not all. You have online access to your secure personal medical record, so you’ll be able to...
When you need medical care

Q: Do I get to choose my own doctor?

A: Yes. In fact, we encourage you to. As soon as you’re a member, you can choose your personal physician from one of our primary care departments. Together, you and your doctor can decide what it will take for you to get and stay healthy. And you don’t just get a personal physician—you get the support of an entire health care team, including nurses, specialists, and health educators who can help you find the resources you need to meet your health goals.

Q: How do I choose my doctor?

A: Just go to kp.org/newmember (please see the phone numbers on the back of this brochure) or call the facility where you plan to receive care. Visit our Web site for facility information.

Q: What if I have an emergency?

A: When you have an emergency medical condition, we cover emergency care from Plan providers and non-Plan providers anywhere in the world. Our plans cover emergency care and service. Both of our plans have made arrangements with us, you can also see your benefits from your employer or by calling us. (See phone numbers on the back of this brochure.)

Q: Can I get my questions answered over the phone?

A: Yes. Representatives at our Member Service Call Center are available week-days from 7 a.m. to 7 p.m., and weekends from 7 a.m. to 3 p.m. to help you find information on the following:

- Benefits and coverage, including adding or deleting dependents, getting copies of your Evidence of Coverage, claims, and the dispute resolution process
- Copayments and billing
- Enrollment and eligibility
- ID cards, including replacing lost or stolen cards
- Name or address changes
- Services, including health education classes and support groups

Q: Where else can I find health information?

A: Kaiser Permanente has been widely recognized for the quality of our care and service. Both of our plans in California earned “Excellent” ratings from the National Committee for Quality Assurance (NCQA), the nation’s leading reviewer of health plans for quality for consumers and businesses (hprc.ncqa.org). Kaiser Permanente has been widely recognized for the quality of our care and service. Both of our plans in California earned “Excellent” ratings from the National Committee for Quality Assurance (NCQA), the nation’s leading reviewer of health plans for quality for consumers and businesses (hprc.ncqa.org). Kaiser Permanente has been widely recognized for the quality of our care and service. Both of our plans in California earned “Excellent” ratings from the National Committee for Quality Assurance (NCQA), the nation’s leading reviewer of health plans for quality for consumers and businesses (hprc.ncqa.org).

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For more information

To learn more about what Kaiser Permanente has to offer, visit us at kp.org or call our Member Service Call Center.

California

Mon–Fri, 7 a.m.–7 p.m., Sat, Sun, 7 a.m.–3 p.m.

1-800-464-6000 (English)

1-800-777-3730 (TTY for the deaf, hard of hearing, or speech impaired)

1-800-777-7563 (Chinese dialects)

1-800-777-1370

Mon–Fri, 7 a.m.–7 p.m., Sat, Sun, 7 a.m.–3 p.m.

1-800-788-0616 (Spanish)

1-800-757-7585

1-800-10,000 Steps is a registered trademark of HealthPartners, Inc.

† These products and services are provided by entities other than Kaiser Permanente. Some Kaiser Permanente benefit plans include coverage for certain of these discounted services. The benefit plans for Kaiser Permanente enrollees may vary. Check your Evidence of Coverage for details. Kaiser Permanente does not claim any liability for these products and services. Special problems arise where you may take advantage of the Kaiser Permanente grievance process by calling the Member Service Call Center at 1-800-464-6000.

110,000 Shops is a registered trademark of HealthPartners, Inc.
When you need medical care
Q: Do I get to choose my own doctor?
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Q: How do I choose my doctor?
A: Just go to kp.org/newmember to find a doctor who is right for you.

Q: What if I have an emergency?
A: When you have an emergency medical condition, we cover emergency care from Plan providers and non-Plan providers anywhere in the world.

FREQUENTLY ASKED QUESTIONS

A well balanced life. It’s what we believe in.

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