

# Welcome to Kaiser Permanente



## 3 easy steps to get started!

### Step 1: Choose your doctor – and change anytime

Getting you connected with a doctor who suits your individual needs is the first priority. Choose from a wide range of doctors. And, remember – you can change for any reason, at any time. Browse our online doctor profiles at [kp.org/newmember](http://kp.org/newmember). Or call us at **1-888-491-1124** (TTY 711), Monday through Friday, 7 a.m. to 8 p.m., and Saturday, 8 a.m. to 4:30 p.m. See how patients rate our doctors at [kp.org/doctorreviews/nw](http://kp.org/doctorreviews/nw).

### Step 2: Register on [kp.org](http://kp.org)

Next, let's get you plugged in to your online gateway to great health – [kp.org](http://kp.org). Once your coverage begins, you can register on [kp.org](http://kp.org) and start using the many time-saving features. You can email your provider, schedule routine appointments, refill most prescriptions, and even make a video visit from anywhere you are.<sup>1</sup>

Registering is easy! Go to [kp.org/newmember](http://kp.org/newmember) from a computer (not a mobile device) and follow the sign-on instructions.

<sup>1</sup> These features are available when you get care at Kaiser Permanente facilities.

### Step 3: Get prescriptions

Finally, we'll help you transition your prescriptions to Kaiser Permanente. We make it easier with just a call or a click. Have your prescription information handy, and we'll help you take care of the rest. Simply give us a call at **1-888-491-1124** (TTY 711), Monday through Friday, 7 a.m. to 8 p.m., and Saturday, 8 a.m. to 4:30 p.m., or go to [kp.org/newmember](http://kp.org/newmember) and follow the steps.

### Getting care

To enjoy all your Kaiser Permanente benefits, keep your Kaiser Permanente identification card with you at all times. It has your unique health record number on the front. You'll need it to register on [kp.org](http://kp.org), make appointments, fill prescriptions, and receive services and care. Download the Kaiser Permanente mobile app to access a digital version of your ID card (see back for more details).

#### The care you need, when you need it

As a Kaiser Permanente member, you have access to a full range of care, including:

- Routine care
- Urgent care
- Emergency care<sup>2</sup>

#### Advice whenever you need it

If you'd like to make an appointment or you're not sure what kind of care you need, you can call our appointment and advice line at **1-800-813-2000** (TTY 711).

Our advice nurses are available 24 hours a day, 7 days a week to answer your questions and help you get the right care for your symptom or condition.

#### Get started today!

Call us at **1-888-491-1124** (TTY 711), Monday through Friday, 7 a.m. to 8 p.m., and Saturday, 8 a.m. to 4:30 p.m., or go to [kp.org/newmember](http://kp.org/newmember).

<sup>2</sup> If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest hospital.

An emergency medical condition is a medical or psychiatric condition that a reasonable person would believe requires immediate medical attention to prevent serious jeopardy to his or her health. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage*.

Go to [kp.org/newmember](http://kp.org/newmember) today.

