



# Welcome to Kaiser Permanente

Now that you've made the right decision for your health, it's time to take advantage of all that we offer to support it—including personalized, high-quality care<sup>1</sup> that's built around you. Here's how to get started.

## STEP 1: Register on [kp.org](https://kp.org)

Go to [kp.org/newmember](https://kp.org/newmember) to register online from your computer or mobile device. If you need assistance, call the New Member Activation Desk at **855-392-4851** (TTY **711**). After you've registered, you can download the Kaiser Permanente app to your smartphone.

You'll need your medical record number, which you can find on your Kaiser Permanente Member ID card.

When using [kp.org](https://kp.org) and the Kaiser Permanente app, you can:<sup>2</sup>

- View test results.
- Complete an e-visit by answering a questionnaire to get advice/treatment options.
- Schedule primary care, lab, radiology, and some specialty care visits (including virtual visits).
- Refill prescriptions and request our Mail Order Pharmacy service.
- Send secure messages to your doctor's office for non-urgent questions.
- Chat with Kaiser Permanente (including advice nurses).
- Print your medical records.
- Get personalized cost estimates.
- Access your digital member ID card.<sup>3</sup>

### Follow us



@KPMidAtlantic



Kaiser Permanente

[kp.org/insider](https://kp.org/insider)

<sup>1</sup>In the NCOA Commercial Health Plan Ratings 2021, our commercial plan is rated 5 out of 5, the highest rating in Maryland, Virginia, and Washington, DC.

<sup>2</sup>These features are available when care is received at Kaiser Permanente facilities.

<sup>3</sup>The digital membership card is currently not available to members in certain plans, including Medicare, Out of Area, and Flexible Choice Three Tier Point-of-Service plans.

Note: To manage your care at **kp.org** and in the Kaiser Permanente app, you must first register at **kp.org/newmember**. After registering, you'll use the same login information for both **kp.org** and the app. Download the Kaiser Permanente app from the App Store<sup>SM</sup> or Google Play<sup>TM</sup> today.<sup>1</sup>

## STEP 2: Choose your doctor—and change anytime

Browse all available Permanente doctors and select your primary care physician on **kp.org/doctor**. You can also call Member Services at **800-777-7904 (TTY 711)**, or the New Member Activation Desk at **855-392-4851 (TTY 711)**.

## STEP 3: Transfer your prescriptions

Visit **kp.org/newmember** to transfer your prescriptions. Once you've transferred your prescriptions, you can sign up for the Kaiser Permanente Mail Order Pharmacy, which will deliver medication to your home within 3 to 5 business days—at no extra cost.<sup>2</sup> To sign up, log into **kp.org**, select the Pharmacy tab, and choose the prescription you'd like to order. You can also call **800-733-6345** to request prescription home delivery.

## STEP 4: Transfer your medical records

To transfer your medical records to Kaiser Permanente, please send the medical information listed below to our Health Information Management Services (HIMS) Department by email at **mashimspmr@kp.org** or by fax at **855-902-4974**. You can also bring these records with you to your first appointment:

- Current and/or previous physicians' phone numbers and addresses
- A list of your medications and allergies
- Medical conditions and information about past surgeries
- Cancer screening tests
- A copy of your immunizations

<sup>1</sup>App Store is a service mark of Apple, Inc. Google Play is a trademark of Google, Inc.

<sup>2</sup>Some medications are not eligible for Mail Order Pharmacy. Mail Order Pharmacy can mail to addresses in MD, VA, DC, and certain locations outside the service area.

# Take charge of your health on the go with our digital resources

As a Kaiser Permanente member, you'll have access to convenient tools to help you stay in control of your health, no matter where you are.

## Get virtual care with Kaiser Permanente

Virtual care allows you to see a Kaiser Permanente personal doctor, specialist, or nurse by video or phone.<sup>1</sup> When you need medical attention, you can start your journey by using any of our virtual care options after registering and logging on to **kp.org** or downloading the Kaiser Permanente app:

- Get Care Now with a Clinician: 24/7 On-demand video or phone visit with a physician for Urgent Care. No appointment is needed.<sup>1</sup>
- Complete an e-visit by answering a questionnaire to get advice/treatment options.
- Get email consultations with your primary care doctor.
- Call our 24/7 nurse advice line.
- Chat with Kaiser Permanente, including advice nurses, by using our new online chat service.

Are you ready for your video visit?<sup>1</sup> Please visit **kp.org/videovisits** before your appointment to make sure your computer or mobile device is working correctly for the visit.

## Set up caregiver access on **kp.org**

Kaiser Permanente and non-Kaiser Permanente members can be caregivers and have access to **kp.org** if they are at least 18 years old and have one of the following:

- Permission from the Kaiser Permanente member
- Legal rights to make decisions on the member's behalf
- Legal rights to access the member's health care information

If you're a caregiver, go to **kp.org/register** to set up an account and follow the prompts for access.

## Get text reminders about your appointments

Stay on top of your health by opting in to receive appointment reminders and other updates via text message<sup>2</sup> on your mobile device. Enjoy these benefits:

- Receive appointment reminders for most of your or your loved ones' appointments. (You must have set up caregiver access on **kp.org**.)
- Confirm or cancel appointments without having to call your doctor's office.
- Receive timely information about facility closures (such as for inclement weather).
- Get other updates related to your care.

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<sup>1</sup>If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors and health care providers from providing care across state lines. Laws differ by state.

<sup>2</sup>Text message reminders are currently available for all primary care appointments and most specialty departments.

# Getting in-person care with Kaiser Permanente

If you need in-person care quickly, Kaiser Permanente offers several options:

- Same-day appointments with a primary care physician are available for non-emergency care. You can schedule a same-day appointment on [kp.org](https://www.kp.org) or by calling **800-777-7904** (TTY **711**).
- Urgent care is for illnesses or injuries that require attention soon but aren't emergencies, such as earaches, minor sprains, or wounds. Several Kaiser Permanente medical centers offer extended urgent care hours to care for you during these times. Visit [kp.org/urgentcare/mas](https://www.kp.org/urgentcare/mas) to find urgent care near you.
- Emergency care is necessary when your health is in danger and you need immediate care for conditions such as trouble breathing, severe chest pains, and serious injuries. If you have an emergency medical condition, call 911 or go to the nearest hospital. Unsure if you're experiencing an emergency? Call **866-677-1112** (TTY **711**).

It helps to be prepared, so please consider your options for urgent or emergency care now—before you need them. Out-of-network hospitals and urgent care centers can lead to unexpected and costly bills.

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<sup>2</sup>Text message reminders are currently available for all primary care appointments and most specialty departments.

Ensure you receive these convenient notifications by providing us with your most up-to-date mobile phone number on **kp.org** under the Profile & Preference section. You may also verify your mobile phone number:

- During your next visit to a Kaiser Permanente medical center, or
- When you call the Medical Advice and Appointment Center at **800-777-7904 (TTY 711)**

## Important Contacts

Important contacts	Phone number and hours of operation
<p><b>New Member Activation Desk</b></p> <p>This line helps you get set up with your membership, including choosing a primary care physician, registering on <b>kp.org</b>, making appointments, and transferring prescriptions.</p>	<p><b>855-392-4851 (TTY 711)</b> Monday through Friday 7 a.m. to 7 p.m.</p>
<p><b>Medical Advice and Appointment Center</b></p> <p>Call this number when you need medical advice or want to make an appointment.</p>	<p><b>800-777-7904 (TTY 711)</b> 24 hours a day</p>
<p><b>Member Services</b></p> <p>Call this number with questions about your plan, benefits, bills, payments, referrals, and more.</p>	<p><b>800-777-7902 (TTY 711)</b> Monday through Friday 7 a.m. to 9 p.m.</p>
<p><b>Case Management</b></p> <p>This team can help you care for yourself or a family member on your plan. When you call, you'll leave your name, medical record number (located on your Member ID card), and the reason for your call, and a Case Management team member will reach out to you.</p> <p>Note: Turnaround time for responding to a message left on the self-referral line is 2 business days.</p>	<p><b>866-223-2347</b> Monday through Friday 8 a.m. to 5 p.m.</p>

