

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 great doctors. And remember – you can change for any reason, at any time. Browse our online doctor profiles at kp.org/mydoctor/connect and choose a doctor there.



Step 2: Create your online account

Once your coverage starts, you can create your account through the Kaiser Permanente app or at kp.org/newmember. Then you can conveniently schedule routine appointments, fill most prescriptions, email your doctor's office with nonurgent questions, and so much more.* You can also access your digital ID card when you use the app.



Step 3: Get prescriptions

Finally, we'll help you transition your current prescriptions to Kaiser Permanente. Just go to kp.org/newmember and follow the steps. Or give us a call at **1-877-RXKAISER (1-877-795-2473)** (TTY **711**), weekdays, 8 a.m. to 8 p.m.; Saturday, 8 a.m. to 6 p.m.; or Sunday, 9 a.m. to 6 p.m. Be sure to have your prescription information handy.

Keep your ID card handy

To enjoy all your benefits, always keep your member ID card with you. It has your unique medical record number and important contact information. You'll need your number to get care, make appointments, and fill prescriptions.

Care you need, when you need it

No matter what life throws your way, you have access to a full range of care. If you're not sure what kind of care you need, call the appointment and advice phone number listed on your member ID card. You can also visit kp.org/newmember to see where you can get care.



Get started today!

Go to kp.org/newmember.

*These features are available when you get care at Kaiser Permanente facilities.

Go to kp.org/newmember today.



Nondiscrimination Notice

Kaiser Permanente does not discriminate on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, source of payment, genetic information, citizenship, primary language, or immigration status.

Language assistance services are available from our Member Service Contact Center 24 hours a day, 7 days a week (except closed holidays). Interpreter services, including sign language, are available at no cost to you during all hours of operation. Auxiliary aids and services for individuals with disabilities are available at no cost to you during all hours of operation. We can also provide you, your family, and friends with any special assistance needed to access our facilities and services. You may request materials translated in your language at no cost to you. You may also request these materials in large text or in other formats to accommodate your needs at no cost to you. For more information, call **1-800-464-4000 (TTY 711)**.

A grievance is any expression of dissatisfaction expressed by you or your authorized representative through the grievance process. For example, if you believe that we have discriminated against you, you can file a grievance. Please refer to your *Evidence of Coverage or Certificate of Insurance* or speak with a Member Services representative for the dispute-resolution options that apply to you.

You may submit a grievance in the following ways:

- **By phone:** Call member services at **1-800-464-4000 (TTY 711)** 24 hours a day, 7 days a week (except closed holidays).
- **By mail:** Call us at **1-800-464-4000 (TTY 711)** and ask to have a form sent to you.
- **In person:** Fill out a Complaint or Benefit Claim/Request form at a member services office located at a Plan Facility (go to your provider directory at **kp.org/facilities** for addresses)
- **Online:** Use the online form on our website at **kp.org**

Please call our Member Service Contact Center if you need help submitting a grievance.

The Kaiser Permanente Civil Rights Coordinator will be notified of all grievances related to discrimination on the basis of race, color, national origin, sex, age, or disability. You may also contact the Kaiser Permanente Civil Rights Coordinator directly at:

Northern California

Civil Rights/ADA Coordinator
1800 Harrison St.
16th Floor
Oakland, CA 94612

Southern California

Civil Rights/ADA Coordinator
SCAL Compliance and Privacy
393 East Walnut St.,
Pasadena, CA 91188

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 ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave. SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TTY). Complaint forms are available at hhs.gov/ocr/office/file/index.html.