



# Questions about Kaiser Permanente?

Talk to a Kaiser Permanente representative. We're here to help.

Our dedicated team is here to help you make an informed decision and choose a plan that's right for you.

## Ask about the essentials – and the membership extras you might not know about

- How our integrated care model benefits you
- Specialty care services
- Special rates on fitness classes, access to popular mental health and wellness apps, and more<sup>1</sup>
- Convenient pharmacy options
- How to access care including video visits<sup>2</sup> and other convenient options

## Get in touch

Connect using click to chat on [kp.org/memberservices](https://kp.org/memberservices) Monday through Friday, 5 a.m. to 8 p.m.



Scan the QR code or visit [select.kp.org/2023-oe](https://select.kp.org/2023-oe) to see how we can make your care experience better.

1. The services described above are not covered under your health plan benefits and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. 2. When appropriate and available.



# Pharmacy made easier

## Save time with convenient new features



### Get most medications delivered to your door

Delivery within 3 to 5 days at no extra cost – or choose same-day or next-day delivery for an additional fee.\*



### Opt in for reminders and updates

We'll let you know when it's time for a refill – and when your order is out for delivery or ready for pickup.

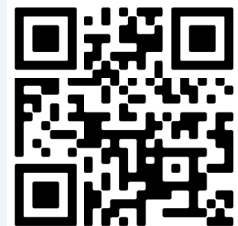


### Enjoy convenient pickup options

Pick up new prescriptions on the same day at no extra cost. Plus, use your phone to pay for prescriptions quickly and safely.

### Get started now

at [kp.org/pharmacy](https://kp.org/pharmacy)  
or on the Kaiser  
Permanente app.



\*Some exclusions apply. For more information, contact the pharmacy. Same-day and next-day prescription delivery services may be available for an additional fee. These services are not covered under your health plan benefits and may be limited to specific prescription drugs, pharmacies, and delivery addresses. Order cutoff times and delivery days may vary by pharmacy location. Kaiser Permanente is not responsible for delivery delays by mail carriers. Kaiser Permanente may discontinue same-day and next-day prescription delivery services at any time without notice and other restrictions may apply. Medi-Cal and Medicaid beneficiaries should ask your local pharmacy for more information.

# Skip the trip to the doctor's office



Next time you have a minor health issue, you have many convenient ways to get care when and where it works for you.



## Phone appointment

Schedule an appointment to talk with a doctor or clinician over the phone – just like an in-person visit.<sup>1,2</sup> Appointments are often available same day or next day.



## Video visit

Meet face-to-face with a doctor or clinician by video for the same high-quality care as an in-person visit.<sup>1,2</sup> Appointments are often available same day or next day.



## Email

Message your doctor's office with nonurgent health questions anytime and get a response usually within 2 business days.<sup>2</sup>



## E-visit

Fill out a short questionnaire about your symptoms online and get personalized self-care advice from a Kaiser Permanente provider.

## Ready to make an appointment?

- Sign in to **kp.org** or use the Kaiser Permanente app.
- Call **1-866-454-8855** (Northern California) or **1-833-574-2273** (Southern California), 24/7. TTY, call **711**.
- Visit **kp.org/getcare** to learn more about your care options.



To learn more about getting care virtually, scan the QR code or visit **kp.org/telehealth**.

**1.** When appropriate and available. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. **2.** These features are available when you get care from Kaiser Permanente facilities.

# More care options while you're away from home

No matter where life takes you, Kaiser Permanente has you covered. If something unexpected happens while you're away from home, it's easier than ever to get care.



## Routine care at your fingertips

Use your kp.org account or the Kaiser Permanente app on the go to:

- Get medical advice from a licensed care professional 24/7
- Access care by phone<sup>1</sup>, video<sup>1</sup>, or e-visit – usually at no cost<sup>2</sup>
- Email nonurgent questions to your doctor's office

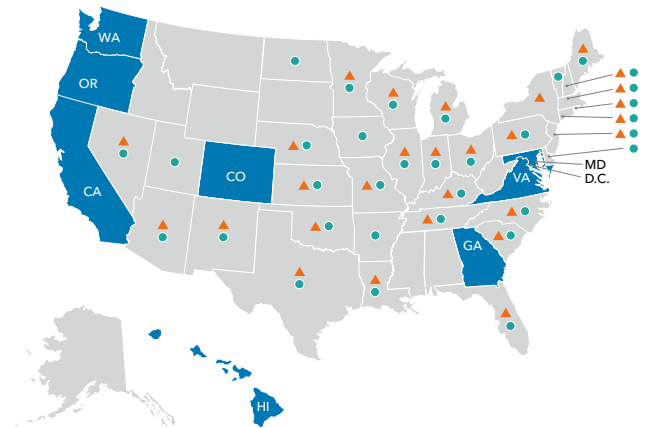


## Urgent and emergency care anywhere in the world<sup>3</sup>

No matter where you get urgent or emergency care, you can file a claim for reimbursement. And at many locations outside Kaiser Permanente states, you'll only pay your copay or coinsurance – no need to file a claim.

- Cigna PPO Network<sup>4</sup> providers
- MinuteClinics<sup>®</sup>, including pharmacies<sup>5</sup>
- Concentra clinics<sup>5</sup>

## Find care near you



- Kaiser Permanente
- Cigna PPO Network
- ▲ Concentra
- MinuteClinic<sup>®</sup>, including pharmacies

## Support while you're away

Need help finding care or learning what's covered while you're away? Visit [kp.org/travel](https://kp.org/travel).



**1.** When appropriate and available. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state. **2.** If you have an HSA-qualified deductible plan, you may need to pay the full charges for scheduled phone appointments and video visits until you reach your deductible. Once you reach your deductible, you won't pay anything for scheduled phone appointments and video visits. **3.** If you believe you have an emergency medical condition, call 911 or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents. **4.** The Cigna PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. **5.** MinuteClinic and Concentra payment experiences vary by plan. **6.** This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.

Learn more at [kp.org/travel](https://kp.org/travel)





# Caring for the whole you

At Kaiser Permanente, mental health care goes hand in hand with all the care we provide so it's easier to get the right kind of care for all that is you.

## Care that's connected

Everyone's mental health and wellness journey is different. We're here to make sure it's easy to get started. You can talk to your primary care doctor about your mental health issues anytime. Or we can connect you to a broad range of mental health or addiction care professionals during any other visit. No referrals needed.

Because our doctors are connected to your electronic health record, it's easy for them to consult with one another and help you get personalized care based on your unique needs and goals.

## Care that fits your needs



Get care 24/7 from a mental health professional by phone or video<sup>1</sup>



Visit us in person for 1-on-1 or group care, therapy, and classes<sup>2</sup>



Assess symptoms and email your doctor's office with nonurgent health questions, anytime at [kp.org](http://kp.org)

## Self-care at your fingertips

You can count on us to help support you with classes, programs, and more.<sup>2</sup> And as a member, you'll have access to self-care apps at no cost.<sup>3</sup>

*Calm*

Ease your mind with Calm, the #1 app for meditation, relaxation, and sleep.

**myStrength.**  
by Teladoc Health

Try personalized programs from myStrength to help manage depression, stress, anxiety, and more.



Scan the QR code or visit [live-kp.org/mentalhealth](http://live-kp.org/mentalhealth) for more information.

<sup>1</sup>. When appropriate and available. <sup>2</sup>. Some classes may require a fee. <sup>3</sup>. The services are not covered under your health plan benefits and are not subject to the terms set forth in your Evidence of Coverage or other plan documents. These services may be discontinued at any time without notice.