



WELCOME TO KAISER PERMANENTE

3 EASY STEPS TO GET STARTED!

1 STEP 1: Register on kp.org

Let's get you plugged in to your online gateway to health – kp.org. Register on the Kaiser Permanente app or kp.org/newmember and start using the many time-saving features.*

2 STEP 2: Choose your doctor

We know having a doctor you connect with is an important part of taking care of your health. Browse our online doctor profiles at kp.org/newmember to find a doctor who's right for you.

3 STEP 3: Get prescriptions

Go to kp.org/newmember and follow the steps to transition your prescriptions or call our New Member Pharmacy Services at **1-888-572-7231**, Monday through Friday, 8 a.m. to 5 p.m.

New Member Welcome Desk

We are here to help you understand your plan and connect to care. Call us at **1-888-491-1124** (TTY 711), Monday through Friday, 8 a.m. to 5 p.m., or go to kp.org/newmember.



*These features are available when you get care at Kaiser Permanente facilities. To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

Go to kp.org/newmember today.



All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.
500 NE Multnomah St., Suite 100, Portland, OR 97232.



Getting care

Care when you need it

From in-person appointments to online care options, find an option that works for your schedule and lifestyle. Visit kp.org/getcare to learn more.

Find your nearest medical or dental office at kp.org/locations or view directories at kp.org/directory/nw.

If you prefer to receive a printed copy of the Medical Facility Directory or Dental Facility Directory, please call Kaiser Permanente Member Services at **1-800-813-2000** (TTY **711**).

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 care providers 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.



Keep up with your care on the Kaiser Permanente app and kp.org*

- **Schedule or cancel** routine and specialty appointments.
- **Email your care team** with nonurgent questions.
- **View most test results and immunizations.**
- **Order new or refill most prescriptions** by mail order (free shipping), for same-day or next-day delivery (delivery fees apply), or for in-person pickup.
- **View and pay** most bills.
- **Manage care** for your entire family.



Need help? If you're having problems with kp.org or the Kaiser Permanente app, you can get help by calling our Website Support helpline at **1-800-556-7677**, weekdays, 6 a.m. to 7 p.m., and weekends, 7 a.m. to 3 p.m. (closed holidays). This helpline offers real-time, one-on-one help and troubleshooting.

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