



FREQUENTLY ASKED QUESTIONS OF KAISER PERMANENTE

How and when do I receive my medical card?

Your Kaiser Permanente identification (ID) card(s) will be sent directly to your home. If you have not received your ID card 15 days after your plan's effective date, please contact our Member Service Call Center, weekdays from 7 a.m. to 7 p.m. and weekends from 7 a.m. to 3 p.m., at **1-800-464-4000** or **1-800-777-1370** (TTY for the deaf, hard of hearing, or speech impaired).

How do I select a personal physician and how do I change physicians?

Good health begins with developing a relationship with your personal physician. Because your physician is your advocate for total health, we encourage you to select a personal physician from one of our primary care departments: Pediatrics, Internal Medicine, or Family Medicine. You may change your personal physician at any time. Each family member may select his or her personal physician. Please refer to *Your Guidebook to Kaiser Permanente Services* for the Physician Selection Service phone number. Or you can go online at **kp.org/mydoctor*** and follow the prompts. Your medical facility can also assist you and your family with the selection process.

How do I access routine care, urgent care, and emergency care?

Please refer to *Your Guidebook to Kaiser Permanente Services* for directions and phone numbers for the facility of your choice. The *Guidebook* will be sent to your home address shortly after your enrollment. For routine and urgent care, call the appointment and advice number at the medical center or medical offices you've chosen. Emergency care is available at any of our medical centers and anywhere in the world.**

How and where do I fill my prescriptions?

Your prescriptions can be filled at any Kaiser Permanente pharmacy. Many pharmacies are located in the same facility as your physician's office. We know your time is valuable, so we've given you three ways to order most refills. You can order your prescription online at **kp.org**, use our automated telephone system by calling the highlighted number on your prescription label, or order by mail. Preprinted forms are available at any of our pharmacies for mail order services. Your prescription will be mailed to you at no charge and we mail anywhere in the United States. It's your choice.

What if I need a prescription refill before I can see a Kaiser Permanente physician?

If you are a new member and you are currently taking medications, we encourage you to schedule an appointment with a Kaiser Permanente physician to review your prescriptions during the first 30 days of coverage. You may transfer prescriptions from a non-Kaiser Permanente pharmacy to any of our pharmacies. Simply provide your Kaiser Permanente pharmacist with your current prescription and the other pharmacy's name and phone number. Your Kaiser Permanente pharmacist will do the rest.

Where should I go in an emergency?

If you have an emergency medical condition, call **911** or go to the nearest hospital. If a Kaiser Permanente Medical Center Emergency Department is the nearest hospital, please refer to *Your Guidebook to Kaiser Permanente Services* for specific locations indicated by the **E** (Emergency) symbol on the facility's map.**

Can I access more than one Kaiser Permanente facility?

Yes. Although you can get care at any Kaiser Permanente facility, we recommend that you select a personal physician from the medical facility that you'll go to most often. There are more than 160 Kaiser Permanente medical facilities in our two California regions for your convenience.

Do I have medical coverage while traveling?

Yes. With all Kaiser Permanente health plans, you are entitled to coverage for worldwide emergency care.** If you are planning to travel outside your Kaiser Permanente service area, you can order a *Travel Kit* to learn more about receiving care while you are away from home. The kit will tell you how to get care, what kind of care is covered, and what to do if you are admitted to a non-Kaiser Permanente facility. To order the *Travel Kit*, call our Member Service Call Center at **1-800-464-4000**. Order your kit at least two weeks before you travel to make sure you receive it in time. And always carry your Kaiser Permanente ID card when you travel.

If I have a current medical condition, will I be covered by Kaiser Permanente?

Yes. Please check your *Evidence of Coverage* for more information about current medical conditions as a new Kaiser Permanente member.

How do I get my medical files transferred to Kaiser Permanente?

When you visit your personal physician for the first time, talk to your doctor about your health history and goals. Your doctor can determine what medical information may need to be transferred from your previous health care provider.

If I have an ongoing medical condition, how will the transition of care be coordinated?

If you have a transitional health need, you should contact the Member Services Department at your facility of choice to coordinate your care. Member Services can assist you in transitioning to the appropriate Kaiser Permanente facility to ensure that your medical needs are met.

If I have more questions about Kaiser Permanente, what should I do?

Contact our Member Service Call Center at **1-800-464-4000**, **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **1-800-777-1370** (TTY for the hearing/speech impaired), weekdays from 7 a.m. to 7 p.m. and weekends from 7 a.m. to 3 p.m. Or visit our Web site at **kp.org**, where you can get the latest health information and maps, directions, and contact information for our facilities. Once you've registered, you can e-mail your doctor's office, schedule routine appointments, order prescription refills, find health tips, and much more.*

*To access secure features on our Web site, all you need to do is register at **kp.org/register**. We'll mail your password to your home in three to seven days. Some services are not available in all areas.

**When you are sick or injured, you may have an urgent care need. An urgent care need is one that requires prompt medical attention but is not an emergency medical condition.

If you have an emergency medical condition, call **911** or go to the nearest hospital.

An emergency medical condition is (1) a medical or psychiatric condition that manifests itself by acute symptoms of sufficient severity (including severe pain) such that you could reasonably expect the absence of immediate medical attention to result in serious jeopardy to your health or body functions or organs; or (2) active labor when there isn't enough time for safe transfer to a Plan hospital (or designated hospital) before delivery, or if transfer poses a threat to your (or your unborn child's) health and safety.

Note: When you have an emergency medical condition, we cover emergency care from Plan providers and non-Plan providers anywhere in the world. Emergency care is available at Plan hospital Emergency Departments listed in *Your Guidebook to Kaiser Permanente Services*. For ease and continuity of care, we encourage you to go to a Plan hospital Emergency Department, but only if it is reasonable to do so, considering your condition or symptoms. Please refer to *Your Guidebook* for Plan hospital Emergency Departments in your area.