

You can find this and additional getting started information at kp.org/newmember.

YOUR HEALTH IS OUR CAUSE

Getting started with Kaiser Permanente

LET'S GET STARTED

As a new member you'll soon receive your Kaiser Permanente identification card and membership information by mail. Once your coverage begins, you can follow these easy steps to get the care you need.

- Step 1** | **Get your medical record number**
After your coverage begins, we will send your Kaiser Permanente ID card with your medical record number by mail. If you need care or would like to select your doctor after your coverage begins but before you receive your Kaiser Permanente ID card, call Member Services at **1-800-464-4000** or **1-800-777-1370** (TTY for the deaf, hard of hearing, or speech impaired) weekdays from 7 a.m. to 7 p.m. and weekends from 7 a.m. to 3 p.m. You must have your medical record number in order to choose a doctor, make appointments, and visit our facilities for care.
- Step 2** | **Choose a doctor who's right for you**
Go to our Web site **kp.org** to learn more about our primary care physicians, where they practice, and how to select one near you. If you don't have Internet access, call our Member Services number above and we'll be glad to help.

- Step 3** | **Make your first appointment**
To make an appointment with your doctor, go to our Web site **kp.org**. If you don't have Internet access, call Member Services and one of our representatives will be happy to assist you. If you haven't received your Kaiser Permanente ID card yet, bring a copy of your enrollment form to your first appointment.
- Step 4** | **Transfer your medical information**
In order to make your transition to Kaiser Permanente a smooth one, we recommend transferring your medical records and existing prescriptions from your previous health care provider. Again, you can call us at Member Services for help.
- Step 5** | **Manage your health online**
Our Web site **kp.org** lets you manage your health online 24 hours a day, seven days a week. You can e-mail your doctor's office, view most lab results, request routine appointments, refill prescriptions, and more! To get started, go to **kp.org/register**.