

Kaiser Permanente New Member FAQ

I have applied for Kaiser Permanente coverage. What happens next?

Once your enrollment is approved, you will receive your ID card near your effective date, followed by additional information to help you get started with Kaiser Permanente. (If you provided a textable phone number, you will also receive a confirmation text.)

How do I create my [kp.org](https://kp.org/newmember) online account?

Visit kp.org/newmember or download the Kaiser Permanente app onto your mobile device. You will want to have your medical record number handy.

Once signed in, you can choose a doctor, transition your prescriptions, view your benefits, set your communication preferences, and more. You can also access your digital ID card in the Kaiser Permanente app.

If you need help, click “call us for new member onboarding support” at the bottom of kp.org/newmember and find the phone number for your area.

What if my ID card does not arrive by my effective date and I need care?

Call the Member Service Contact Center, 24 hours a day, 7 days a week (closed holidays).

- **1-800-464-4000** English and more than 150 languages using interpreter services
- **1-800-788-0616** Spanish
- **1-800-757-7585** Chinese dialects
- **711** TTY

Where can I get information about my benefits?

Check with your employer or sign in to your online account to view your benefits.

How do I choose a doctor?

Browse doctor profiles at kp.org/newmember to find the one who’s right for you.

How do I transition my prescriptions to a Kaiser Permanente pharmacy?

You’ll need your prescription numbers and previous pharmacy’s name and phone number. Transitions can take two or more business days.

- **Online:** Create your account on kp.org/newmember and follow the steps.
- **In person:** Take your prescription labels or photos of them to your first appointment.
- **By phone:**
 - Northern California: **1-877-795-2473**, Monday through Friday, 8 a.m. to 8 p.m.; Saturday, 8 a.m. to 6 p.m.; and Sunday, 9 a.m. to 6 p.m.
 - Southern California: **1-888-956-1616**, Monday through Friday, 7 a.m. to 7 p.m.

Find a convenient pharmacy by visiting kp.org/facilities. Most new or refill prescriptions can be ordered online and mailed to you with free standard delivery.

How do I make an appointment?

Log in to your online account and schedule a routine appointment. You can also make an appointment and get medical advice 24/7 by phone:

- Northern California: **1-866-454-8855**
- Southern California: **1-833-KP4CARE**
(1-833-574-2273) (TTY 711)

Can I visit any Kaiser Permanente location?

Yes, you can visit your preferred Kaiser Permanente facility where your primary care physician is located, or you can be seen at other locations. For questions about where to get care while traveling, visit kp.org/travel.

How do I receive urgent care?¹

If your need is not an emergency and you can't wait for an appointment, visit kp.org/getcare to learn about urgent care locations in your area. Or, call the appointment and advice line for your area, which is listed above.

How do I know if I need to see a specialist?

If you have a new health concern or have chronic conditions, start by visiting your primary care provider to help determine if you should see a specialist for evaluation or treatment.

You don't need a referral for certain specialists, including obstetrics-gynecology, optometry, mental health services, and substance use disorders. To make an appointment, call the appointment and advice line for your area, which is listed above.

If I'm going through treatment for a serious or chronic condition with my current provider, how can I get help transitioning my care to Kaiser Permanente providers?

For help transitioning your care to Kaiser Permanente, call:

- Northern California: **1-800-464-4000**
- Southern California: **1-888-956-1616**

Is my specialty appointment covered by my health plan?

Your Kaiser Permanente health plan covers primary care and specialty care at Kaiser Permanente medical facilities. Depending on your health plan coverage, you may be responsible for a portion of the cost, such as a copayment or coinsurance. If you see a specialist who is not part of the Kaiser Permanente network, your visit is not covered unless the specialist is an approved Kaiser Permanente contract provider. For questions about coverage, call the Member Service Contact Center.

Can I manage my family member's health care online?²

To learn how to manage a family member's healthcare online (Act for a Family Member), visit healthy.kaiserpermanente.org/support/act-for-a-family-member.

Can I receive care in different languages?

Yes, many of our doctors and caregivers can provide culturally responsive care in different languages to serve our diverse membership.

1. An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating. **2.** Online features change when children reach age 12. Teens are entitled to additional privacy protection under state laws. When your child turns 12 years old, you will still be able to manage care for your teen, with modified access to certain features.