

3 EASY STEPS

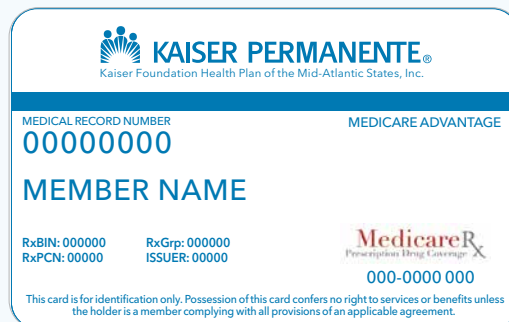
GETTING STARTED WITH KAISER PERMANENTE

This quick-start guide will help you get the most out of your new Kaiser Permanente Medicare health plan. Additional details can be found in the Kaiser Permanente Medicare Advantage (HMO) handbook included in your new member welcome kit.

Once Medicare confirms your enrollment, we'll let you know the start date of your Kaiser Permanente coverage.

Need help getting started?

A new member onboarding agent will call to help you get started. You can also call our New Member Activation Desk at **1-855-392-4851 (TTY 711)**, Monday through Friday, 7 a.m. to 7 p.m. Our onboarding agents can help you with everything from choosing a doctor, registering on **kp.org**, transferring your prescriptions, and making your first doctor's appointment in person or by phone or video.¹



Register at **kp.org**

Visit **kp.org**, your online gateway to great health, where you can:

- Email your doctor's office
- View most lab results
- Schedule routine appointments
- Refill prescriptions, and so much more²

Choose your doctor

Browse our online doctor profiles at **kp.org/doctor** to choose an available Kaiser Permanente physician. You can switch to another available Kaiser Permanente doctor at any time.

Transfer your prescriptions³

Visit **kp.org/newmember** to transfer your prescriptions. Have this info ready:

- Your prescription number(s)
- Your pharmacy's name and phone number

If you need assistance or to fill a prescription before your first appointment, call the New Member Activation Desk at **1-855-392-4851 (TTY 711)**, Monday through Friday, 7 a.m. to 7 p.m.

Make your first appointment

Once you've completed the 3 simple steps, make an appointment with your new doctor by visiting **kp.org/appointments** or call the New Member Activation Desk at **1-855-392-4851 (TTY 711)**, Monday through Friday, 7 a.m. to 7 p.m. Choose our convenient virtual care options and visit with your doctor by phone or video.¹

Prescription refills

After your prescriptions have been transferred, you can refill by mail.⁴ Simply sign into your **kp.org** account, select Pharmacy, and choose the mail-order option. Or call the prescription refill line at **1-800-700-1479 (TTY 711)**.



¹If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors and health care providers from providing care across state lines. Laws differ by state.

²These features apply to care you get at Kaiser Permanente facilities.

³Kaiser Permanente Medicare Advantage Liberty (HMO) plan does not include outpatient prescription drug coverage, however, members with TRICARE For Life can still fill prescriptions at Kaiser Permanente pharmacies. Please provide the Kaiser Permanente pharmacy with your drug coverage information when filling your prescriptions.

⁴For certain drugs, you can get prescription refills mailed to you through our Kaiser Permanente Mail Order Pharmacy. You should receive them within 3 to 5 days. If not, please call **1-800-700-1479 (TTY 711)**, 24 hours a day, 7 days a week. Some medications are not eligible for Mail Order Pharmacy. Mail Order Pharmacy can deliver to addresses in MD, VA, DC, and certain locations outside the service area.

START TAKING ADVANTAGE OF YOUR MEMBERSHIP

Additional steps to make the most of your new health plan

- **Choose a dentist**

Kaiser Permanente has partnered with Dominion National to provide you with preventive dental care. To choose a dentist, visit DominionNational.com/kaiserdentists or call Dominion Member Services at **1-855-733-7524 (TTY 711)**, Monday through Friday, 7:30 a.m. to 6 p.m.

- **Schedule an eye exam**

Get a routine eye exam at Vision Essentials by Kaiser Permanente (located in our medical centers). Find locations at kp2020.org. To schedule an appointment, call **1-800-777-7904 (TTY 711)**, 24 hours a day, 7 days a week.

- **Take advantage of your over-the-counter (OTC) wellness benefit⁵**

Your health plan includes a quarterly benefit to order items such as cold remedies, allergy medicine, and pain relievers. Visit kp.org/otc/mas or call **1-833-881-1422**, Monday through Friday, 9 a.m. to 7 p.m. to order.

- **Join the Silver&Fit Health Aging and Exercise Program⁶**

Many of our health plans include a no-cost fitness center membership and digital fitness and well-being choices. To get started, visit silverandfit.com.

- **Sign up for BrainHQ**

Your membership includes online brain health exercises with BrainHQ. To set up your no-cost account, visit kp.brainhq.com.

- **Join Thriving After 60 (TA60)**

Our TA60 community is dedicated to keeping its members mentally and physically healthy—and having a good time in the process. Meet like-minded friends at our interesting virtual and in-person events and workshops,⁷ which focus on supporting the changing health and wellness needs of those over 60. To learn more and register for our events, please visit kp.org/ta60mas and follow our Facebook page at facebook.com/ThrivingAfter60.

- **Add Advantage Plus for only \$20 a month⁸**

Add additional comprehensive dental, hearing, and eyewear coverage for only \$20. Learn more by visiting kp.org/advantageplus or calling **1-877-263-3085 (TTY 711)**, 7 days a week, 8 a.m. to 8 p.m.

Thank you for choosing Kaiser Permanente as your Medicare health plan. Be sure to visit kp.org/newmember for tips on getting started and making the most out of your plan.

We look forward to being your partner in health.

Kaiser Permanente is an HMO and HMO-POS plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. You must reside in the Kaiser Permanente Medicare health plan service area in which you enroll.

⁵Please refer to your *Evidence of Coverage* for details. OTC benefits may change each year on January 1. Each order must be at least \$20. Any unused portion of the quarterly benefit limit will not carry forward to the next quarter. Your order may not exceed your quarterly benefit limit. Limitations and restrictions may apply. Cash, check, credits cards, or money orders are not accepted.

⁶Silver&Fit is not available with Kaiser Permanente Medicare Advantage (HMO) Value Balt, Kaiser Permanente Medicare Advantage (HMO) Value MD, or Kaiser Permanente Medicare Advantage (HMO) Value DC plans. The Silver&Fit program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit is a trademark of ASH and used with permission herein. All programs and services are not available in all areas. Participating fitness centers and fitness chains may vary by location and are subject to change.

⁷In-person event schedule based on necessary COVID-19 response.

⁸In addition to your monthly Medicare Advantage individual premium and monthly Medicare premium(s). You must be a Kaiser Permanente Medicare Advantage individual plan member to apply.