



CARE

that fits your life

Get started with 4 easy steps

kp.org/newmember

 KAISER PERMANENTE®



Welcome

Aloha!

Welcome to Kaiser Permanente.

You need care and coverage that fits **your** life. At Kaiser Permanente, you and your family are at the center of everything we do, and we will be with you at every step of your journey.

By now, you should have received your Kaiser Permanente ID card in the mail. Your unique medical record number is on the front of the card. You will need your physical or digital ID card to register on **kp.org**, make appointments, fill prescriptions, and receive services and care.

Start making the most of your membership today.

Need help choosing a doctor or scheduling your first appointment? Have questions about transitioning your care or prescriptions? Get started online at **kp.org/newmember** or follow the 4 easy steps on the following pages. You may also call us at **808-643-5744 (TTY 711)**, Monday through Friday, 9 a.m. to 5 p.m. (except holidays).

We are honored to be your partner in health.

Have you not received your ID card?

Call us at **1-800-966-5955 (TTY 711)**

Monday through Friday, 8 a.m. to 5 p.m.

Saturday, 8 a.m. to noon.



kp.org/newmember

This guide is not intended for Medicare and QUEST (Medicaid) members.

Some web addresses, content, and services in this guide may be available in English only. For help in your language, you may request language assistance at no cost by calling Member Services.

Information in this guide is current as of November 2024 and may be subject to change without notice.

Step 1: register on kp.org

Going online helps save you time

With **kp.org**, you can securely access time-saving tools and resources to help you stay on top of your health.

Manage your care at kp.org¹

- View most lab test results
- Refill most prescriptions
- Email your doctor's office with nonurgent questions
- Schedule and cancel routine and certain specialty appointments
- Print vaccination records for school, sports, and camp
- Pay medical bills and get cost estimates
- Manage a family member's health care²

Creating a kp.org account is easy

Go to **kp.org/newmember** and follow the sign-on instructions. You will need your medical record number, which you can find on your member ID card.

Caregiver access

Caregivers can access certain features of **kp.org** for loved ones who are members of Kaiser Permanente². Nonmembers can be caregivers on **kp.org** as long as they are at least 18 years old and have either:

- Permission from you, or

- Legal rights to make health care decisions on your behalf, or legal rights to access your health care information.

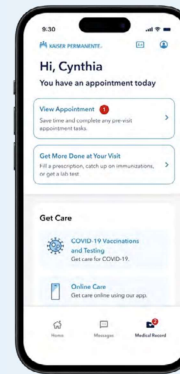
To set up an account, go to **kp.org/register** and follow the prompts for caregiver access.

For Kaiser Permanente members needing to set up caregiver access go to **kp.org/actforfamily**.

Register right away in the KP app

1. Download the Kaiser Permanente app to your mobile device.
2. Tap "Register" in the app to create your online account.
3. Sign in with your username and password.

Your digital membership card



Access your membership information anytime with your KP digital membership card. Check in for appointments, pick up prescriptions, and see your family's membership information. Just tap "Member ID" at the top of the KP app.



kp.org/newmember

¹These features are available when you get care at Kaiser Permanente facilities.

²Online features change when children reach age 14. Teens are entitled to additional privacy protection under state laws. When your child turns 14 years old, you will still be able to manage care for your teen, with modified access to certain features.



REGISTER
on kp.org





CHOOSE
your doctor

Step 2: Choose Your Doctor

Choose your doctor and make your first appointment

Go to **kp.org/newmember** or call us at **1-800-966-5955 (TTY 711)** Monday through Friday, 8 a.m. to 5 p.m., HST.

Select a convenient facility, then browse doctor profiles by gender, location, languages spoken, and more to find the right doctor for you. You can change your doctor at any time.

Each covered family member may choose a personal doctor from one of these primary care options:

- Family medicine
- Internal medicine
- Pediatrics (for children and young adults up to age 21)

Women 18 and older can choose an obstetrics-gynecology doctor as well as a personal doctor.

Specialty care

Getting specialty care is easier because our doctors are all on the same team. Meet our top-notch specialists at **kp.org/hawaiiispecialty**. To find out what specialists require a referral from your primary care physician please refer to your Evidence of Coverage (EOC) available on **kp.org** or by calling Member Services at **1-800-966-5955 (TTY 711)**.

Maternity care

Expect great care at Kaiser Permanente when you are expecting. Our obstetrician-gynecologists, certified nurse-midwives, and entire care team work together so you and your baby can experience the happiest "birth" day possible.

Visit **kp.org/maternity** to see the resources available to you at every stage of pregnancy, labor, delivery, and your baby's first few weeks at home.



TRANSITION

your prescriptions

Step 3: Transition Prescriptions

Be sure to transition your current prescriptions to Kaiser Permanente

As a new member, transition your prescriptions to a Kaiser Permanente pharmacy of your choice.

Call us right away if you have prescriptions to transfer

Call us at **808-643-5744** (TTY **711**), Monday through Friday, from 9 a.m. to 5 p.m. (except holidays).

Online

Go to **kp.org/newmember** and follow the steps to transition your prescriptions online.

To transition a prescription, please have the following information ready when you call or go online:

- Your Kaiser Permanente medical record number
- The name and telephone number of your current pharmacy
- The name of your medication(s), strength, and directions for use
- The prescription number
- The name and phone number of the physician who prescribed the medication

Where to pick up your order

You can pick up your prescriptions at any of the Kaiser Permanente pharmacies in our facilities. Visit **kp.org/facilities** to select whichever location is most convenient for you.

Receive prescriptions by mail

Once you have transitioned your prescriptions, visit **kp.org/rxrefill** to get most new or refill prescriptions mailed to you – you will get 3 months' supply for the price of 2.* First, you will need to create your online account by visiting **kp.org/register**.



By phone

Call us at **808-643-5744** (TTY **711**), Monday through Friday, from 9 a.m. to 5 p.m. (except holidays).



Online

Go to **kp.org/newmember** and follow the steps to transition your prescriptions online.

*For certain drugs, you can get prescriptions mailed to you through the Kaiser Permanente mail-order pharmacy. You should receive them within 5 business days. If not, please call **808-643-7979** (TTY **711**), 24 hours a day, 7 days a week. There are restrictions for delivery of certain medications and supplies, including but not limited to controlled medications, injections, medications affected by temperature, and medications excluded by Kaiser Permanente's Pharmacy & Therapeutics Committee.

Many convenient ways to get care

You have more ways to get quality care than ever before, so it is easier to stay on top of your health. Learn more at kp.org/getcare.



Get care now with a clinician*

When timely attention is needed for health care concerns, consider using our 24/7 virtual care services. Get quality, coordinated care via phone or video without the need to schedule an appointment in advance.



E-visits*

Answer a quick self-service questionnaire and get a response with advice or treatment from a physician within 24 hours. Available for limited symptoms.



Phone appointments*

Talk with a clinician over the phone for the same high-quality care as an in-person visit.



24/7 phone advice

Talk with a registered nurse day or night for advice by calling **1-833-833-3333** (TTY **711**).



Video visits*

Meet face-to-face with a Kaiser Permanente clinician by video straight from your smartphone, tablet, or computer.



Message your doctor*

Message your doctor's office anytime with nonurgent health questions.



Prefer an in-person visit?

The easiest way to make an appointment at a Kaiser Permanente facility is through kp.org or the Kaiser Permanente app. You can also call us at **1-833-833-3333** (TTY **711**).

*When appropriate, available and legally permissible. To access some of these services, members must be registered on kp.org and have a camera-equipped computer or mobile device. If you travel out of state, phone appointments and video visits may not be available due to state laws that prevent doctors from providing care across state lines. Laws differ by state.

Step 4: Get Care



GET CARE

when you need it

Choose the right care

You have access to a full range of services for different types of care,¹ so it is important to understand your options. Understanding the difference between routine, urgent, and emergency care can save you and your family time and money. Visit kp.org/getcare for details.

Routine care¹

Regular visits to your doctor help catch health problems early, when they are easier to treat.

- Checkups
- Follow-up visits
- Preventive screenings
- Flu shots and other immunizations

Urgent care

Illnesses or injuries that need medical attention soon, usually within 24-48 hours, but aren't emergencies.

- Fever, cough, sore throat, earache
- Upper-respiratory symptoms
- Minor injuries or wounds
- Backache

Emergency care²

When your health is in serious danger and you need care right away.

- Trouble breathing
- Severe chest pains
- Decrease or loss of consciousness
- Severe stomach pain that comes on suddenly
- Bad injuries or wounds

¹You must get covered services from plan providers except for authorized referrals, emergency care, and out-of-area urgent care, or as otherwise described in your **Evidence of Coverage (EOC)**. If you use providers that are not in our network, the plan may not pay for these services.

²If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please see your **EOC**.



For same-day
and urgent care
locations near you,
visit **kp.org/getcare**
or connect to care
on the go through
the KP mobile app.

Healthy living





Healthy living

Resources and rewards

Take advantage of a wide variety of resources to keep you informed, inspired, and feeling your best.

Kaiser Permanente Fit Rewards¹

Get fit. Get rewarded. Kaiser Permanente members can earn a reward of up to \$200, equal to a free gym membership at certain participating gyms. Choose fitness centers in the Classic, Standard, Premium, and Elite network tiers at different price points. All tier memberships offer flexibility allowing you to visit any fitness center within the same tier at no additional cost. Learn more at **kp.org/fitrewards**.

Online wellness programs and resources

Connect to better health with programs that help you lose weight, quit smoking, reduce stress, and more—all at no cost. Visit **kp.org/healthylifestyles**. For wellness information, health calculators, fitness videos, and healthy, tasty recipes, visit **kp.org/healthyliving**. And when you register at **kp.org**, you will automatically start getting our monthly email newsletter. It has tips, member stories, recipes, and other resources to help you thrive.

Wellness Apps²

Go to **kp.org/selfcareapps** to learn about apps to help reduce stress, improve sleep, and manage overall mental wellness at no additional cost.

Health classes

Sign up for health classes and support groups offered at our facilities. See what is available near you at **kp.org/classes**. Some classes may have a fee.

Lifestyle coaching

Whether you are trying to get more active, eat better, manage your weight, or reduce stress, scheduling a convenient telephone session with your personal coach can help you create – and stick with – a plan for reaching your goals. No charge; for members only. Call **808-432-2260**.

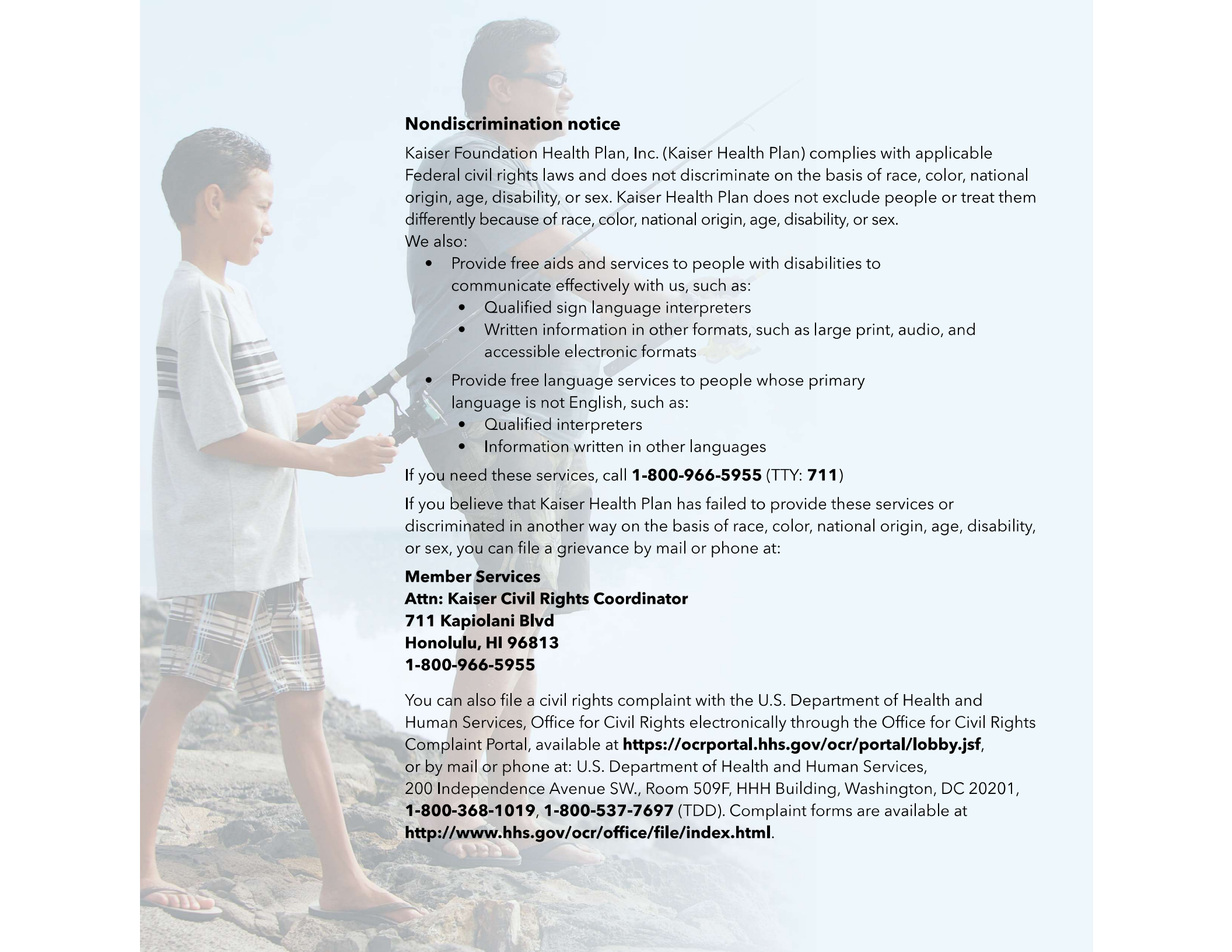
Special member rates

Enjoy reduced rates on services that can help you stay healthy when you visit participating acupuncturists, chiropractors, and massage therapists. Visit **kp.org/exercise**.

¹Kaiser Permanente Fit Rewards is a value-added service and not part of your medical benefits. Your annual program fee does not count toward your health plan's annual out-of-pocket maximum. For details, see your **EOC** or **kp.org/fitrewards**.

Kaiser Permanente Fit Rewards is administered by Optum, Inc. through One Pass Select®. Rally and One Pass Select are voluntary programs. The information provided under these programs is for general informational purposes only and is not intended to be nor should be construed as medical advice. Talk to your doctor before increasing your level of activity, particularly if you have a medical condition or have been inactive. One Pass Select varies by plan/area. The programs are not responsible for the services or information provided by third parties. The programs may have tax implications. Employers and individuals should consult a tax professional to determine if they have any tax obligations. Your health information is kept confidential in accordance with the law. These services are not insurance programs and may be discontinued at any time. This service should not be used for emergency or urgent care needs. In an emergency, call **911** or go to the nearest emergency room. All trademarks are the property of their respective owners.

²Only available to eligible Kaiser Permanente members. Wellness apps and services are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your Evidence of Coverage or other plan documents. The apps and services may be discontinued at any time. For details, visit **kp.org/selfcareapps**.

A man and a young boy are fishing on a rocky shore. The man, wearing sunglasses and a dark shirt, is holding a fishing rod. The boy, wearing a light-colored t-shirt and plaid shorts, is also holding a fishing rod. They are both looking towards the water. The background is a bright, hazy sky.

Nondiscrimination notice

Kaiser Foundation Health Plan, Inc. (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

We also:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **1-800-966-5955** (TTY: **711**)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or phone at:

Member Services

Attn: Kaiser Civil Rights Coordinator

711 Kapiolani Blvd

Honolulu, HI 96813

1-800-966-5955

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 1-800-537-7697** (TDD). Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

Help in your language

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-966-5955 (TTY: 711)**.

Cebuano (Bisaya) ATENSYON: Kung nagsulti ka og Cebuano, aduna kay magamit nga mga serbisyo sa tabang sa lengguwahe, nga walay bayad. Tawag sa **1-800-966-5955 (TTY: 711)**.

中文 (Chinese) 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 **1-800-966-5955 (TTY: 711)**。

Chuuk (Chukese) MEI AUCHEA: Ika iei foosun fonuomw: Foosun Chuuk, iwe en mei tongeni omw kopwe angei aninisin chiakku, ese kamo. Kori **1-800-966-5955 (TTY: 711)**.

‘Ōlelo Hawai‘i (Hawaiian) E NĀNĀ MAI: Inā ho‘opuka ‘oe i ka ‘ōlelo Hawai‘i, hiki iā ‘oe ke loa‘a i ke kōkua manuahi. E kelepona i ka helu **1-800-966-5955 (TTY: 711)**.

Iloko (Ilocano) PAKDAAR: No agsasaoka iti Ilokano, dagiti awan bayadna a serbisio a para iti beddeng ti lengguahe ket sidadaan para kenka. Awagan ti **1-800-966-5955 (TTY: 711)**

日本語 (Japanese) 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。 **1-800-966-5955 (TTY: 711)** まで、お電話にてご連絡ください。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-966-5955 (TTY: 711)** 번으로 전화해 주십시오.

ລາວ (Laotian) ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-966-5955 (TTY: 711).

Kajin Majōl (Marshallese) LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jerbal in jipañ ilo kajin ñe am ejjelōk wōñāān. Kaalōk **1-800-966-5955 (TTY: 711)**.

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníłt’i’go Diné Bizaad, saad bee áká’ánída’áwo’déé’, t’áá jiik’eh, éi ná hóló, kojì’ hódííłnih **1-800-966-5955 (TTY: 711)**.

Lokaiahn Pohnpei (Pohnpeian) MEHN KAIR: Ma komw kin lokiaiahn Pohnpei, wasahn sawas en palien lokaia kak sawas ni sohte isais. Koahl nempe **1-800-966-5955 (TTY: 711)**.

Faa-Samoa (Samoan) MO LOU SILAFIA: Afai e te tautala Gagana fa’a Sāmoa, o loo iai auaunaga fesoasoani, e fai fua e leai se todogi, mo oe, Telefoni mai: **1-800-966-5955 (TTY: 711)**.

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-966-5955 (TTY: 711)**.

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-966-5955 (TTY: 711)**.

Lea Faka-Tonga (Tongan) FAKATOKANGA’I: Kapau ‘oku ke Lea Faka-Tonga, ko e kau tokoni fakatonu lea ‘oku nau fai atu ha tokoni ta’etotongi, pea teke lava ‘o ma’u ia. Telefoni mai **1-800-966-5955 (TTY: 711)**.

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-966-5955 (TTY: 711)**.

Locations

Facility locations

Choose from Kaiser Permanente medical facilities on Oahu, Maui, Hawaii Island, and Kauai. You also can see our affiliated providers on Kauai, Lanai, and Molokai. To find a location near you, visit kp.org/locations.

Or use our free Kaiser Permanente app to search for a location by ZIP code or keyword.

Kaiser Permanente Primary Care locations

OAHU

Hawaii Kai Clinic
Honolulu Medical Office*
Kahuku Clinic
Kailua Clinic
Koolau Medical Office
Mapunapuna Medical Office
Waipio Medical Office
West Oahu Medical Office at Kapolei*

MAUI

Kihei Clinic
Lahaina Clinic
Maui Lani Medical Office*
Wailuku Medical Office

HAWAII ISLAND

Hilo Clinic
Kona Medical Office
Waimea Clinic

KAUAI

Lihue Clinic

Kauai



Maui



Lanai



Oahu



Molokai



Hawaii Island



- ◆ Medical Centers / Plan Hospitals
- Medical Offices
- Neighborhood Clinics
- ▲ Other Specialty Services

▲ N Map not to scale

*Urgent care services are also provided at this location on weekdays and weekends. Visit kp.org/getcare for more information.

Contact us

Make appointments. Get 24/7 advice.

Call **1-833-833-3333** (TTY **711**)

Schedule or cancel appointments anytime at **kp.org/appointments** or on the KP mobile app.

Questions about your benefits and coverage?

Call our Member Services team. You can also request a copy of your Evidence of Coverage (EOC), which has a complete list of the services covered in your plan.

1-800-966-5955

TTY **711**

Monday through Friday, 8 a.m. to 5 p.m.

Saturday, 8 a.m. to noon

EUTF MEMBERS

Call our dedicated EUTF Member Services line:

Oahu **808-432-5250**

Neighbor islands (toll free) **1-844-276-6628**

kp.org/eutf

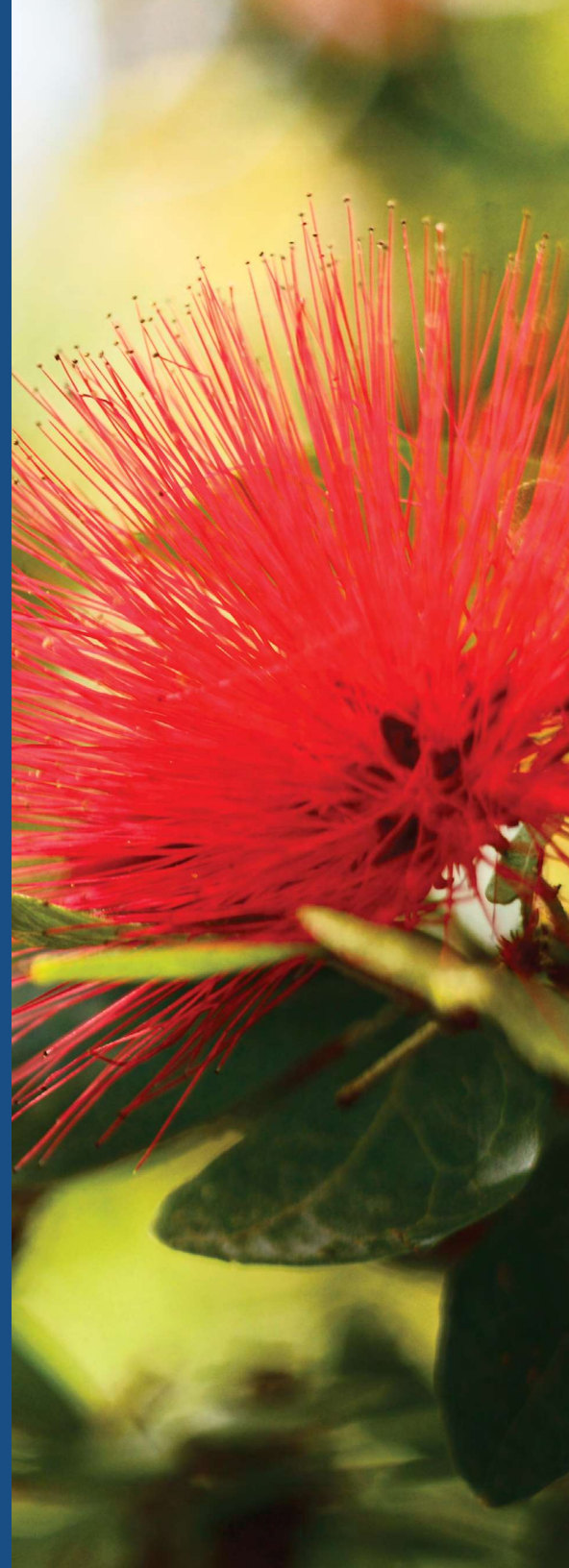
Get care and advice away from home

Visit **kp.org/travel** or call the Away from Home Travel Line at **951-268-3900*** (TTY **711**) for 24/7 travel support anytime, anywhere.

*This number can be dialed from inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you are outside the country. Long-distance charges may apply, and we cannot accept collect calls. The phone line is closed on major holidays. It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 p.m. PT.

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Kaiser Permanente Health Plan, Inc.
501 Alakawa Street
Honolulu, Hawaii 96817

Important plan information



Your guide to good health

Keep this Quick Start Guide handy as a quick reference to get the most out of your new plan.

1. Register on **kp.org**
2. Choose your doctor
3. Transition prescriptions
4. Get care

kp.org/newmember

Stay Connected To Good Health

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 @kphawaii

 @kphawaii