

3 easy steps to get started



WELCOME

to Kaiser Permanente

go to kp.org/newmember today



Greetings

Subscriber name, we're glad to be your partner on this journey, and we look forward to a long and healthy relationship with you.

To help you make the most of your membership, we recently mailed you your Kaiser Permanente ID card along with simple steps to get started. If you've already taken those steps, then you're well on your way. If you haven't, now's a great time to get going.

This handbook will walk you through the most important steps to accessing your membership. The sooner you choose a doctor and sign up on our website, the more you'll get out of your new health plan.

Get started today by calling the New Member Help Desk at 1-888-491-1124, Monday through Friday, 8 a.m. to 6 p.m., or visiting [kp.org/newmember](https://www.kp.org/newmember).

Take advantage of all that life has to offer by being as healthy as you can be.

Welcome to Kaiser Permanente!



Andy McCulloch
President
Kaiser Foundation Hospitals and Health Plan of the Northwest



Imelda Dacones
Executive Medical Director
Northwest Permanente, P.C.

Let's get started!

Making the most of your membership takes only 3 easy steps.
Ready to go?



Step 1:

Choose your doctor 2

Getting you connected with a doctor who suits your individual needs is the first priority. Choose from a wide range of great doctors. And, remember – you can change for any reason, at any time.



Step 2:

Register on kp.org 3

Next, let's get you plugged in to your online gateway to great health — kp.org. Here, you can access your doctor's office, your health information, and so much more — from anywhere you are. [Kp.org](http://kp.org) is designed to help you manage your health and keep you feeling great.



Step 3:

Fill prescriptions 4

Finally, we'll help you transition your prescriptions to Kaiser Permanente. We make it easy with just a call or a click. Have your prescription information handy and we'll take care of the rest.



Getting care 5

Learn how to access different types of care and find a facility near you. With 24-hour nurse advice, we're always here to help you get the right care at the right time.



Healthy extras 8

- Resources for healthy living
- Care away from home
- Glossary
- Contact us



1

Choose your doctor

Select from a wide range of great doctors and change anytime, for any reason

At Kaiser Permanente, we know how important it is to find a doctor who matches your specific needs. Even if you don't need to see your doctor right away, having a doctor you connect with is an important part of taking care of your health.

Choose the right doctor

To help you find a personal doctor (also called a primary care physician) who's right for you, you can browse our online doctor profiles on kp.org. There, you'll see information related to their education, credentials, specialties, and interest areas, as well as whether or not they're accepting new patients. You are also able to see what other members say about them by visiting our Real Reviews site at kp.org/doctorreviews/nw. You'll see how they are rated on a 5-star scale, and read real reviews of many.

You can choose a personal doctor with any of these specialties:

- Adult medicine/internal medicine
- Family medicine
- Pediatrics/adolescent medicine (for children up to 18)

Each covered family member may choose his or her own personal doctor.

If the doctor you'd like to select isn't accepting new patients, you can call us for assistance at the number on the right.

Change your doctor anytime

You can choose and change your doctor at any time, for any reason, by visiting kp.org/newmember, or you can call us for assistance at the number below.

See specialists, some without a referral

For many specialists, you don't need a referral. If you do, however, your doctor can refer you.

Choose by phone

Call the New Member Help Desk at **1-888-491-1124**, Monday through Friday, 7 a.m. to 8 p.m., and Saturday, 8 a.m. to 4:30 p.m. For TTY, call **711**. Once you've decided on a doctor, we can help you schedule your first appointment.

Choose online

Go to kp.org/newmember to browse our doctor profiles, and find a doctor who matches your needs. Once you've chosen, call the New Member Help Desk at **1-888-491-1124**, Monday through Friday, 8 a.m. to 6 p.m., to schedule your first appointment. For TTY, call **711**.



2 Register on kp.org

Start using our secure website to manage your health on your time

As a Kaiser Permanente member, **kp.org** is your connection to great health and great care. When you register, you can securely access many time-saving tools and resources to help you manage your health and keep you feeling great.

Manage your care at kp.org

Visit **kp.org** anytime, from anywhere, to:*

- View most lab results.
- Refill most prescriptions.
- Email your doctor's office with nonurgent questions.
- Schedule and cancel routine appointments.
- Print vaccination records for school, sports, and camp.
- Manage a family member's health care.
- Schedule video visits in many specialties.

Even if you don't need care right away, we encourage you to register today and explore our tools so you can use them as soon as you need them.

Registering is very easy

Go to **kp.org/newmember** from a computer (not a mobile device) and follow the sign-on instructions. You'll need your medical/health record number, which you can find on your member ID card.

Get inspired at kp.org

Your **kp.org** membership also gives you access to many tools and tips for healthy living as well as recipes and articles on a wide range of health topics.

Download the Kaiser Permanente app

Once you've registered, you can download the Kaiser Permanente app to your smartphone.

1. From your smartphone, go to your preferred app site: App StoreSM (iOS) or Google Play[®] (Android[™]).[†]
2. Search for the Kaiser Permanente app, then download it for your smartphone.
3. Use your **kp.org** user ID and password to activate the app, and you'll be ready to go!

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

[†]Apple is a trademark of Apple, Inc., registered in the U.S. and other countries. App Store is a service mark of Apple, Inc. Google Play and Android are trademarks of Google, Inc.



3

Fill prescriptions

We make it easy to fill your prescriptions

As a new member, we'll help you transition your prescriptions from your current pharmacy to a Kaiser Permanente pharmacy. Just call us or go online.

Remember to contact us before you need a refill, as it can take 2 or more business days to transition your prescriptions.



Fill prescriptions by phone

Call the New Member Help Desk at **1-888-491-1124**, Monday through Friday, 7 a.m. to 8 p.m., and Saturday, 8 a.m. to 4:30 p.m. (for TTY, call **711**).



Fill prescriptions online

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

Here's what you'll need

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

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

Picking up your order

You can fill your prescriptions at the Kaiser Permanente pharmacies located in our medical centers and many of our medical offices. Just select the Kaiser Permanente pharmacy where you'd like to pick up them up. Visit **kp.org/facilities**.

Getting refills by mail

Once you've transitioned your prescriptions, just visit **kp.org/refill** to get most prescription refills mailed to you at no extra charge.



Getting care

No matter what kind of care you need, we're here to help

As a Kaiser Permanente member, you have access to a full range of care and services, including:



Routine care

An expected care need, such as:

- A scheduled visit to your doctor
- A recommended preventive screening
- Physical exams
- Well-child checkups



Urgent care

An illness or injury that requires prompt medical attention but is not an emergency medical condition, such as:

- Minor injuries, minor wounds, and cuts needing stitches
- Minor breathing issues
- Minor stomach pain



Emergency care

An emergency medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, such as:

- Chest pain or pressure that may move out to the arm, neck, back, shoulder, jaw, or wrist
- Severe stomach pain that comes on suddenly
- A sudden decrease in or loss of consciousness
- A severe shortness of breath

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



Advice whenever you need it

If you're not sure what kind of care you need, our advice nurses are available 24/7 to help you figure out what type of care is best for your symptom or condition. Just call **1-800-813-2000**. You are also able to schedule video visits in many specialties. Visit [kp.org](https://www.kp.org) to learn about virtual care and to schedule an appointment.



To make an appointment

You can schedule routine appointments online.† You can also call our appointment and advice line at **1-888-491-1124**, Monday through Friday, 8 a.m. to 6 p.m. For TTY, call **711**. We can also tell you if a location accepts walk-ins or offers after-hours care, or if you can make a same-day or next-day appointment. In addition, you can schedule routine appointments online.†

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

An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a reasonable person would have believed that the absence of immediate medical attention would result in any of the following: (1) placing the person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; (2) serious impairment to bodily functions; or (3) serious dysfunction of any bodily organ or part.

A mental health condition is an emergency medical condition when it meets the requirements of the paragraph above or, for members who are not enrolled in Kaiser Permanente Senior Advantage, when the condition manifests itself by acute symptoms of sufficient severity such that either of the following is true: The person is an immediate danger to himself or herself or to others, or the person is immediately unable to provide for or use food, shelter, or clothing due to the mental disorder.

†This feature available when you get care at a Kaiser Permanente facility.



MEDICAL FACILITIES

Portland-area medical centers

- 1 Kaiser Permanente Sunnyside Medical Center
10180 SE Sunnyside Road
Clackamas, OR 97015
- 2 Kaiser Permanente Westside Medical Center
2875 NW Stucki Ave.
Hillsboro, OR 97124
- 3 OHSU Doernbecher Children's Hospital
3181 SW Sam Jackson Park Road
Portland, OR 97239
(For children 17 and younger)

Portland-area medical offices

- 4 Beaverton Medical Office
4855 SW Western Ave.
Beaverton, OR 97005
- 5 Brookside Center
10180 SE Sunnyside Road
Clackamas, OR 97015
- 6 Center for Health Research
3800 N. Interstate Ave.
Portland, OR 97227
- 7 Clackamas Eye Care
12100 SE Stevens Court, Suite 106
Portland, OR 97086
- 8 Gateway Medical Office
1700 NE 102nd Ave.
Portland, OR 97220
- 9 Hillsboro Medical Office
5373 W. Baseline Road
Hillsboro, OR 97123
- 10 Interstate Medical Office Central
3600 N. Interstate Ave.
Portland, OR 97227
- 11 Interstate Medical Office East
3550 N. Interstate Ave.
Portland, OR 97227
- 12 Interstate Medical Office South
3500 N. Interstate Ave.
Portland, OR 97227
- 13 Interstate Medical Office West
3325 N. Interstate Ave.
Portland, OR 97227
- 14 Interstate Radiation Oncology Center
3620 N. Interstate Ave.
Portland, OR 97227
- 15 Lake Road Nephrology Center
6902 SE Lake Road, Suite 100
Milwaukie, OR 97267
- 16 Mt. Scott Medical Office
9800 SE Sunnyside Road
Clackamas, OR 97015

- 17 Mt. Talbert Medical Office
10100 SE Sunnyside Road
Clackamas, OR 97015
- 18 Murrayhill Medical Office
11200 SW Murray Scholls Place, Suite 100
Beaverton, OR 97007
- 19 One Town Center
10163 SE Sunnyside Road, Suite 490
Clackamas, OR 97015
- 20 Rockwood Medical Office
19500 SE Stark St.
Portland, OR 97233
- 21 Sunnybrook Medical Office
9900 SE Sunnyside Road
Clackamas, OR 97015
- 22 Sunnyside Medical Office
10180 SE Sunnyside Road
Clackamas, OR 97015
- 23 Sunset Medical Office
19400 NW Evergreen Parkway
Hillsboro, OR 97124
- 24 Tualatin Medical Office
19185 SW 90th Ave.
Tualatin, OR 97062
- 25 Westside Medical Office
2875 NW Stucki Ave.
Hillsboro Oregon, 97124
(located inside Kaiser Permanente
Westside Medical Center)

The Portland Clinic facilities*

- 26 The Portland Clinic – Beaverton
15950 SW Millikan Way
Beaverton, OR 97006
- 27 The Portland Clinic – Columbia
5847 NE 122nd Ave.
Portland, OR 97230
- 28 The Portland Clinic – Downtown
800 SW 13th Ave.
Portland, OR 97205
- 29 The Portland Clinic – East
541 NE 20th Ave., Suite 210
Portland, OR 97232
- 30 The Portland Clinic – Hillsboro
256 SE Second Ave.
Hillsboro, OR 97123
- 31 The Portland Clinic – South
6640 SW Redwood Lane
Portland, OR 97224
- 32 The Portland Clinic – Tigard
9250 SW Hall Blvd.
Tigard, OR 97223

Vancouver-area medical center and offices

- 33 Legacy Salmon Creek Medical Center
2211 NE 139th St.
Vancouver, WA 98686
(24-hour, emergency, low-risk childbirth,
and selected services only)
- 34 Cascade Park Medical Office
12607 SE Mill Plain Blvd.
Vancouver, WA 98684
- 35 Mill Plain One Medical Office
203 SE Park Plaza Drive, Suite 140
Vancouver, WA 98684
- 36 Orchards Medical Office
7101 NE 137th Ave.
Vancouver, WA 98682
- 37 Salmon Creek Medical Office
14406 NE 20th Ave.
Vancouver, WA 98686

Salem-area medical center and offices

- 38 Salem Hospital
890 Oak St. SE
Salem, OR 97301
- 39 Keizer Station Medical Office
5940 Ulali Drive
Keizer, OR 97303
- 40 North Lancaster Medical Office
2400 Lancaster Drive NE
Salem, OR 97305
- 41 Skyline Medical Office
5125 Skyline Road S.
Salem, OR 97306
- 42 West Salem Medical Office
1160 Wallace Road NW
Salem, OR 97304

Longview-area medical office

- 43 Longview-Kelso Medical Office
1230 Seventh Ave.
Longview, WA 98632

Eugene-Springfield-area medical office

- 44 Downtown Eugene Medical Office
100 W 13th Ave.
Eugene, OR 97401

DENTAL FACILITIES

Portland-area dental offices

- 45 Aloha Dental Office
17675 SW Tualatin Valley Hwy.
Beaverton, OR 97006
- 46 Beaverton Dental Office
4855 SW Western Ave.
Beaverton, OR 97005
- 47 Clackamas Dental Office
10209 SE Sunnyside Road
Clackamas, OR 97015
- 48 Eastmoreland Dental Office
5025 SE 28th Ave.
Portland, OR 97202
- 49 Glisan Dental Office
10102 NE Glisan St.
Portland, OR 97220
- 50 Grand Avenue Dental Office
1314 NE Grand Ave.
Portland, OR 97232
- 51 Gresham Dental Office
360 NW Burnside St.
Gresham, OR 97030
- 52 North Interstate Dental Office
7201 N. Interstate Ave.
Portland, OR 97217
- 53 Oregon City Dental Office
1900 McLoughlin Blvd., Suite 68
Oregon City, OR 97045
- 54 Rockwood Dental Office
822 NE 181st Ave.
Portland, OR 97230
- 55 Sunset Dental Office
19075 NW Tanasbourne Drive
Hillsboro, OR 97124
- 56 Tigard Dental Office
7105 SW Hampton St.
Tigard, OR 97223

Vancouver-area dental offices

- 57 Cascade Park Dental Office
12711 SE Mill Plain Blvd.
Vancouver, WA 98684
- 58 Salmon Creek Dental Office
14406 NE 20th Ave.
Vancouver, WA 98686

Salem-area dental offices

- 59 North Lancaster Dental Office
2300 Lancaster Drive NE
Salem, OR 97305
- 60 Skyline Dental Office
5135 Skyline Road S.
Salem, OR 97306

Longview-area dental office

- 61 Longview-Kelso Dental Office
1230 Seventh Ave.
Longview, WA 98632

Eugene-Springfield-area medical office

- 62 Valley River Dental Office
1011 Valley River Way
Eugene, OR 97401

*Available to all Kaiser Permanente members except those on Medicaid, receiving full financial assistance, or visiting from another Kaiser Permanente region.



Healthy extras

Resources for healthy living

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

- **Facility guide**

Your Guidebook to Kaiser Permanente Services has detailed information about all the Kaiser Permanente facilities in your area, such as addresses, maps, and department lists. Download a copy at kp.org/eguidebook.

- **Health education classes at our facilities**

Our Health Education Departments offer health classes and support groups at our facilities, some of which may require a fee. Course catalogs are available at our Health Education Departments. You can also browse course listings online at kp.org/classes.

- **Monthly newsletter**

When you sign up on kp.org, you'll automatically start getting our *Partners in Health* monthly newsletter by email. It has health tips, member stories, and updates on facilities and services.

- **Online wellness programs**

Our online healthy lifestyle programs create customized action plans tailored to your health needs and areas of interest. Start with a Total Health Assessment and go from there. Visit kp.org/healthylifestyles.

- **Alternative care and chiropractic**

Members get discounts on East Asian medicine, chiropractic care, massage, and other alternative therapies from providers belonging to The CHP Group network.

Getting care away from home

When you travel, you're covered for emergency and urgent care anywhere in the world. Visit kp.org/travel for helpful resources like travel brochures to help you plan for your trip, and claim forms, in case you need to file a claim for reimbursement after your trip.

You can also call us at our Away From Home Travel phone line before, during, or after traveling at **951-268-3900** from both inside and outside the United States. (If you are calling from outside the United States, you must dial the U.S. country code [001 or +1] before the actual phone number.) Remember to save this number to your phone so it's handy when you need it. Please note that long-distance charges may apply and that we cannot accept collect calls.

Plan information

See your plan information:

Sample plan documents, your own *Evidence of Coverage*, and a glossary are included at kp.org/plandocuments.

For more information about Kaiser Permanente benefits, availability, and restrictions, go to kp.org/disclosures. (Click "Forms" and then "Benefit, availability, and restrictions" under the "Related links" header.)

Contact us

Appointment and advice line

Call **1-800-813-2000**, 24 hours a day, 7 days a week. For TTY, call **711**.

Member Services Contact Center

We're here to help. Call us with questions about your benefits and coverage or to request a copy of your *Evidence of Coverage*, which has a complete list of the services covered in your plan. We're open Monday through Friday, 8 a.m. to 6 p.m. (closed holidays).

All Areas: **1-800-813-2000**

TTY: **711**

Language interpretation services (in 150 languages): **1-800-324-8010**



Important health plan information for:
<Name>
<Address line 1>
<Address line 2>
<City, State ZIP>

<[ID CODE]>

Your guide to better health

Keep this book handy as a quick reference to getting the most out of your new plan



Choose your doctor



Register on kp.org



Fill prescriptions