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***Note to KP teams:*** *These tips were developed by a Mid-Atlantic States care team to help their new members get off to a good start at Kaiser Permanente. Review this guide with your local leaders and feel free to edit or augment the tips as needed. With your manager’s approval, use them in your own member handouts. Remember to DELETE THIS NOTE before printing.*

TIPS FOR GETTING THE MOST OF YOUR KAISER PERMANENTE MEMBERSHIP

ID CARDS ARE KEYS TO ACCESS YOUR HEALTH CARE

* Keep your ID card with you at all times.
* Refer to your ID card for your medical record number and important   
  phone numbers.
* Use your ID to make appointments and fill out prescriptions.

CHOOSE YOUR PRIMARY CARE PHYSICIAN

* Review a list of physicians in the printed Physician Directory or visit [www.kp.org/doctor](http://www.kp.org/doctor).
* Contact Kaiser Permanente Member Services for assistance.
* If you do not choose a primary care physician, Kaiser Permanente will make   
  a selection for you, based on where you live, and notify you in writing.

HOW TO MAKE AN APPOINTMENT

* Have your ID card handy.
* Go to [www.kp.org/myhealthmanager](http://www.kp.org/myhealthmanager.org) or call the number on your ID card.
* If you need to cancel or reschedule your appointment, go online or call   
  Member Services.

ACCESS TO AN INTERPRETER

* Interpreters are available 24 hours a day to help you make an appointment,   
  talk with your doctor or pharmacy or get medical advice.
* Call your local advice and appointment line to request an interpreter.
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FILL PRESCRIPTIONS AT ANY KAISER PERMANENTE MEDICAL CENTER PHARMACY

* Present your prescription and member ID card to the pharmacy personnel.
* You also can have prescriptions filled or refilled online or by telephone.
* Online or telephone prescriptions are sent to you by mail at no additional cost.

GET LAB TESTS AND RESULTS QUICKLY AND EASILY

* No appointment is needed if your Kaiser Permanente medical center doctor places the order; otherwise, call to make an appointment.
* Results are available at [www.kp.org/myhealthmanager](http://www.kp.org/myhealthmanager.org).

URGENT CARE AND EMERGENCY CARE

* Use Urgent Care services for non-life-threatening symptoms, treatment of chronic illnesses, a high fever or sudden onset of unusual symptoms.
* If you think you are experiencing a medical emergency, immediately call 911 or go to the nearest emergency facility.
* Kaiser Permanente advice nurses are available 24/7 via our medical   
  advice phone service; they can answer routine questions or help with an   
  urgent situation.

GET CARE WHEN YOU TRAVEL

* Contact the Member Services number on the back of your card before leaving on a trip to see what benefits you are eligible for outside your coverage area.
* File a claim to be reimbursed for emergency and urgent care you get outside   
  of the plan’s service area.

WE CAN HELP YOU MANAGE ONGOING HEALTH ISSUES

* There are programs available to help you if you have asthma, diabetes,   
  high blood pressure or another chronic condition.
* Go to [www.kp.org](http://www.kp.org) to learn about available programs and get useful information.

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