

## Getting started at Kaiser Permanente California

Welcome to Kaiser Permanente! This introduction letter will provide the steps necessary to locate Kaiser Permanente medical facilities, selecting a physician, coordinate any “transition services” that you may need assistance with, scheduling care, and contacting member services. Kaiser Permanente is a private, fully integrated “group model” health care organization meaning we own and operate all our medical facilities, laboratories, hospitals and pharmacies. Only Kaiser Permanente members can receive care at Kaiser Permanente facilities, from Kaiser Permanente physicians. So, going forward, you must receive your care from a Kaiser Permanente physician in a Kaiser Permanente facility. There are 4 effortless steps to access care at Kaiser Permanente.

- 1) Locating a facility: 2) Selecting a physician: 3) Coordinating transition care: 4) Scheduling appointments, routine care, urgent care, specialty care, emergency care, and filling prescriptions. Please follow the steps below to connect with Kaiser Permanente.

### **Member Services:**

Available 24 hours a day, every day!

English **1-800-464-4000**

Spanish **1-800-788-0616**

Chinese dialects **1-800-757-7585**

Hearing and speech impaired **1-800-777-1370**

**Kaiser Permanente Web Site :** [www.kp.org](http://www.kp.org)

### Step 1

#### **Locate a Kaiser Permanente facility:**

The first step to accessing care at Kaiser Permanente is to identify the Kaiser Permanente facility where you want to receive your care. You may select a facility near your home, work and/or school. Locate the “Healthy Together” brochure included in your Enrollment Book or posted on your benefits portal. This brochure provides a listing of all Kaiser Permanente facilities located in California. As a member of Kaiser Permanente, you have access to any Kaiser Permanente facility of your choice. Keep in mind; all Kaiser Permanente general medical facilities include family practice, laboratories, X-ray services and Pharmacies. Pharmacies are in all Kaiser Permanente medical facilities so no need to spend time traveling to an independent retail chain. You may also review all Kaiser Permanente medical facilities at our award-winning website: [www.kp.org](http://www.kp.org). Once you have identified the medical facility of your choice, move to step two below, selecting a physician.

### Step 2

#### **Selecting a physician:**

Once you have identified a facility outlined in step 1, please contact our Member Services at **1-800-464-4000** to get assistance with selecting a physician. At Kaiser Permanente we want you to establish a relationship with a physician that meets your needs, for you, and your family. You may select a physician from Family Practice or Internal Medicine. Be specific in your criteria. If you want a physician located in one of our Los Angeles medical offices, from Internal Medicine, who is female, and speaks Spanish, please make your request known to our Member Services representative. They will provide a listing of the physicians who meet your criteria and you can pick a physician from that list. You can change physicians at any time, simply follow the same steps for the initial selection, it's that easy. If you prefer, you may review Kaiser Permanente physicians at [www.kp.org](http://www.kp.org). Please enter via the “Find Doctors and Locations” tab. From there choose your area (Northern or Southern Calif.). Here you can search for Doctors and/or Locations in your area. On our main page you can explore Health & Wellness programs and review the “My Health Manager” section which provides and overview of Kaiser’s award winning Electronic Medical Record.

### Step 3

#### **Coordinating transition care:**

If you or your family member have ongoing medical needs such as a pending surgery in the first month of the Kaiser plan, or you or your spouse is pregnant, or if you are managing an ongoing chronic medical condition, it's important that you connect with your Kaiser team, so we can coordinate your transition to a Kaiser Permanente provider. During your call with our Member Services department, please indicate that you require Transition Services and indicate what your current medical condition is. Our teams will help get you connected to a Kaiser physician and schedule early appointments so there is no interruption in your care.

### Step 4

#### **Accessing care:**

Shortly after you are enrolled in Kaiser Permanente you will receive the "Guidebook to Kaiser Permanente Services" sent directly to your home address. The Guidebook provides a detailed listing of the Kaiser Permanente facilities near your home, services offered, hours of operations, and the phone numbers to schedule appointments. You will also receive your Kaiser Permanente ID card, one for each member of your family. When scheduling appointments, please have your Kaiser Permanente ID card available.

#### **Routine care:**

To schedule an appointment for routine care, call the appointment center phone number associated with your selected medical facility in the Guidebook. You have previously selected a personal physician in step 2 above, so you will now be scheduling appointments directly with your physician. Appointments are scheduled on a first come first serve basis. If your physician's schedule is booked for the day you can schedule an appointment with any other available physician if you wish. Remember, as a member of Kaiser Permanente you can access care with any physician in any of our facilities. You are not restricted to one physician at one office.

#### **Urgent care:**

At Kaiser Permanente we want you to receive care where you need it when you want it. If your Kaiser doctor is unavailable, try to schedule an appointment with the next available doctor at the time and location that meets your needs, near your home, office or travel location. This way, you can be seen at the time and location that fits your needs. If no doctor appointments are available, then try urgent care. Some of our urgent care facilities allow you to schedule appointments and you should try to schedule an appointment for urgent care whenever possible. If you can't schedule an appointment for urgent care, then you can walk into the nearest Kaiser urgent care center. Your Guidebook to Services will highlight the urgent care centers and hours of operations.

#### **Specialty care:**

If your medical condition requires the expertise of a specialist your Kaiser Permanente physician can coordinate your care. Kaiser physicians are not required to seek authorization from any insurance administrator or 1-800 approval committees. One referral is valid for the duration of your treatment and there are no additional charges for specialist's appointments.

#### **Emergency care:**

With Kaiser Permanente you have worldwide coverage for emergency services. If your condition is so severe you require emergency services, go to the nearest emergency room for treatment, Kaiser Permanente will pay the bill. We do ask that you or a family member contact Kaiser Permanente within 24 hours to assist in the coordination of care.

#### **Pharmacy services:**

Kaiser Permanente pharmacies are in every Kaiser Permanente medical facility. There is no need to drive around town searching for a retail store to fill a prescription. Kaiser Permanente prescriptions are filled in a professional medical environment and our members are not subject to point of sale merchandising displays common in retail pharmacy chains.