



Frequently Asked Questions Kaiser Permanente Transition Information

Transferring Prescriptions:

The process for transferring pre-existing medication will be emphasized to Group Contacts and Employees during Open Enrollment to eliminate any later medication requests. Here is the information about Transferring Prescriptions found in the 2010 Your Guide Book to Kaiser Permanente Services.

Transferring Prescriptions - From a non-Kaiser Permanente pharmacy to a Kaiser Permanente pharmacy.

You may transfer a prescription from a non-Kaiser Permanente pharmacy to any of our pharmacies. Simply give your Kaiser Permanente pharmacist your prescription number and the pharmacy's name and phone number. Your Kaiser Permanente Pharmacist will handle the rest. Please allow approximately two or more working days to process the transfer.

Medical Transition Assistance

Southern CA

New Members can contact the **New Member Entry Department toll free at 888-956-1616 Monday-Friday 7am-7pm**. The New Member Entry departments are located within each of the SCAL Appointment Call Centers and are the "best resource" for New Members to obtain **immediate** assistance for medical care within the Southern California Permanente Medical Group (SCPMG). The New Member Entry department can assist the Member with selection of a Primary Care Physician, scheduling of appointments, general health appraisal and where possible even Fast-Track the scheduling of Appointments to see Specialists. **Note:** The Fast-Track option is **not available** in all Medical Center areas.

Northern CA

The member must have the facility in mind where they would like to seek services. The member should contact the **Member Services Call Center at 800 464 4000** to obtain the phone number for the New Member Outreach department in their chosen Kaiser Permanente facility. New Member Outreach Department can assist with selection of a Primary Care Physician, scheduling of appointments, general health appraisal and an explanation of the facilities, services and integrated health care delivery model.

**Please note that members should be enrolled in Kaiser Permanente's membership system before contacting New Member Entry or New Member Outreach



Continuity of Care

Continuity of Care is a State regulation that applies to both NCAL and SCAL. Eligibility for Continuity of Care is not automatic. To qualify, strict criteria (both non-medical and medical) must be met.

- If a person has the option to continue with their current provider they are not eligible for Continuity of Care.
- To qualify medically, Area Assistant Medical Directors (SCAL) and Assistant Physician in Chiefs (NCAL) must approve a member's medical eligibility.

New Kaiser Permanente members who want to apply for Continuity of Care are strongly urged to call the Member Services Call Centers at 800 464 4000 to initiate this process. When a member calls, as opposed to the broker or Account Manager, etc., all of the necessary information – including medical information – can all be gathered at one time.

There are time constraints associated with this legislation. The “clock” starts ticking at the point of the initial contact. If a member-designated representative (broker, consultant, client, Account Manager, Sales Exec) contacts the CSU or a Member Service Call Center Representative to initiate the application process the “clock” has started, often before all of the necessary information has been obtained. The result can be that we do not complete the process in the allotted timeframe and therefore, we would be out of compliance.