



# A fresh start to WELLNESS

## Simple steps for new Kaiser Permanente members

Change doesn't have to be hard. When you join Kaiser Permanente, we're here to make your transition experience as smooth and convenient as possible. We can help you choose your new doctor, transfer your prescriptions, and learn about programs and resources to keep you at your healthiest.

## New member assistance

Our New Member Entry Department is your first stop for getting started with your new health plan. Our representatives can help you through every step of your transition, including:

- finding a location near you
- choosing your personal physician
- scheduling your first visit
- fast-tracking appointments to see specialists, based on medical necessity, for those receiving care from their current provider

Call us at **1-888-956-1616**, Monday through Friday from 7 a.m. to 7 p.m.

## Transferring prescriptions

It's easy to transfer a prescription from a non-Kaiser Permanente pharmacy to any of our pharmacies. Just give your Kaiser Permanente pharmacist your prescription number and your previous pharmacy's name and phone number. We'll handle the rest. Please allow two or more working days to process your transfer.

To find a Kaiser Permanente pharmacy near you, visit [kp.org/facilities](http://kp.org/facilities).

## Continuity of Care

If you're receiving care for a serious health issue, such as an acute condition, pending surgery, or advanced pregnancy, you may be eligible for our Continuity of Care program. This program can allow you to continue getting care from your current doctor or hospital.

New members must meet certain criteria to qualify for Continuity of Care. For example, if you have the option to continue with your current health plan, you may not be eligible.

To apply for Continuity of Care, please call **1-800-464-4000**, weekdays from 7 a.m. to 7 p.m. and weekends from 7 a.m. to 3 p.m. A representative will take you through the steps to see if you qualify. For TTY for the deaf, hard of hearing, or speech impaired, call **1-800-777-1370**.

[kp.org/newmember](http://kp.org/newmember)