

3 EASY STEPS

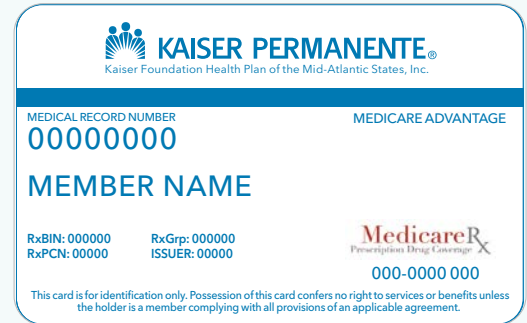
GETTING STARTED WITH KAISER PERMANENTE

This quick-start guide will help you get the most out of your new Kaiser Permanente Medicare health plan. Additional details can be found in the Kaiser Permanente Medicare Advantage (HMO) handbook included in your new member welcome kit.

Once Medicare confirms your enrollment, we'll let you know the start date of your Kaiser Permanente coverage.

Need help getting started?

A new member onboarding agent will call to help you get started. You can also call our New Member Activation Desk at **1-855-392-4851 (TTY 711)**, Monday through Friday, 7 a.m. to 7 p.m. Our onboarding agents can help you with everything from choosing a doctor, registering on **kp.org**, transferring your prescriptions, and making your first doctor's appointment in person or by phone or video.¹



1 Register at **kp.org**

Visit **kp.org**, your online gateway to great health, where you can:

- Email your doctor's office
- View most lab results
- Schedule routine appointments
- Refill prescriptions, and so much more²

2 Choose your doctor

Browse our online doctor profiles at **kp.org/doctor** to choose an available Kaiser Permanente physician. You can switch to another available Kaiser Permanente doctor at any time.

3 Transfer your prescriptions³

Visit **kp.org/newmember** to transfer your prescriptions. Have this info ready:

- Your prescription number(s)
- Your pharmacy's name and phone number

If you need assistance or to fill a prescription before your first appointment, call the New Member Activation Desk at **1-855-392-4851 (TTY 711)**, Monday through Friday, 7 a.m. to 7 p.m.

Make your first appointment

Once you've completed the 3 simple steps, make an appointment with your new doctor by visiting **kp.org/appointments** or call the New Member Activation Desk at **1-855-392-4851 (TTY 711)**, Monday through Friday, 7 a.m. to 7 p.m. Choose our convenient virtual care options and visit with your doctor by phone or video.¹

Prescription refills

After your prescriptions have been transferred, you can refill by mail.⁴ Simply sign into your **kp.org** account, select Pharmacy, and choose the mail-order option. Or call the prescription refill line at **1-800-700-1479 (TTY 711)**.



¹If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors and health care providers from providing care across state lines. Laws differ by state.

²These features apply to care you get at Kaiser Permanente facilities.

³Not all Kaiser Permanente Medicare Advantage plans include outpatient prescription drugs. Please consult your Evidence of Coverage for details.

⁴For certain drugs, you can get prescription refills mailed to you through our Kaiser Permanente Mail Order Pharmacy. You should receive them within 3 to 5 days. If not, please call **1-800-700-1479 (TTY 711)**, 24 hours a day, 7 days a week. Some medications are not eligible for Mail Order Pharmacy. Mail Order Pharmacy can deliver to addresses in MD, VA, DC, and certain locations outside the service area.

START TAKING ADVANTAGE OF YOUR MEMBERSHIP

Additional steps to make the most of your new health plan

- **Choose a dentist**

Kaiser Permanente has partnered with Dominion National to provide you with preventive dental care. To choose a dentist, visit [DominionNational.com/kaiserdentists](https://www.dominionnational.com/kaiserdentists) or call Dominion Member Services at **1-855-733-7524** (TTY **711**), Monday through Friday, 7:30 a.m. to 6 p.m.

- **Schedule an eye exam**

Get a routine eye exam at Vision Essentials by Kaiser Permanente (located in our medical centers). Find locations at [kp2020.org](https://www.kp2020.org). To schedule an appointment, call **1-800-777-7904** (TTY **711**), 24 hours a day, 7 days a week.

- **Join the Silver&Fit Health Aging and Exercise Program⁵**

Your health plan includes a no-cost fitness center membership and digital fitness and well-being choices. To get started, visit [silverandfit.com](https://www.silverandfit.com).

- **Sign up for BrainHQ**

Your membership includes online brain health exercises with BrainHQ. To set up your no-cost account, visit [kp.brainhq.com](https://www.kp.brainhq.com).

- **Join Thriving After 60 (TA60)**

Our TA60 community is dedicated to keeping its members mentally and physically healthy—and having a good time in the process. Meet like-minded friends at our interesting virtual and in-person events and workshops,⁶ which focus on supporting the changing health and wellness needs of those over 60. To learn more and register for our events, please visit [kp.org/ta60mas](https://www.kp.org/ta60mas) and follow our Facebook page at [facebook.com/ThrivingAfter60](https://www.facebook.com/ThrivingAfter60).

Thank you for choosing Kaiser Permanente as your Medicare health plan. Be sure to visit [kp.org/newmember](https://www.kp.org/newmember) for tips on getting started and making the most out of your plan.

We look forward to being your partner in health.

Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. You must reside in the Kaiser Permanente Medicare health plan service area in which you enroll.

⁵The Silver&Fit program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit is a trademark of ASH and used with permission herein. All programs and services are not available in all areas. Participating fitness centers and fitness chains may vary by location and are subject to change.

⁶In-person event schedule based on necessary COVID-19 response.