



CARE

THAT FITS YOUR LIFE

GET STARTED WITH 4 EASY STEPS

kp.org/newmember

 KAISER PERMANENTE®



Aloha!

Welcome to Kaiser Permanente.

At Kaiser Permanente, we're with you every step of your journey. We look forward to a long and healthy relationship with you.

Once you receive your Kaiser Permanente ID card in the mail, you'll use your card to make appointments, fill prescriptions, receive services and care, and register for the first time on **kp.org**. This booklet gives you important information about how to access those care services. We hope you start making the most of your membership today.

Have questions about choosing a doctor, scheduling an appointment, transitioning care or prescriptions? Follow the four easy steps in this booklet, or get started online at **kp.org/newmember**. You may also call us at **808-643-5744 (TTY 711)**, Monday through Friday, 9 a.m. to 5 p.m. (except holidays).

Mahalo for choosing Kaiser Permanente. We're honored to be your partner in health.

This guide is intended for our Kaiser Permanente Medicare members.

Some web addresses, content, and services in this guide may be available in English only. For help in your language, you may request language assistance at no cost by calling Member Services **1-800-805-2739**.

Information in this guide is current as of April 2019 and may be subject to change without notice.

HAVEN'T RECEIVED YOUR ID CARD?

Call us:

1-800-966-5955

TTY 711

Monday through Friday, 8 a.m. to 5 p.m.

Saturday, 8 a.m. to noon.



REGISTER ON KP.ORG

STEP 1: REGISTER ON KP.ORG

Connect to care anytime, anywhere

When you register on kp.org, you can securely access time-saving tools and resources to help you stay on top of your health. Register online or via the free Kaiser Permanente mobile app and use these tools whenever you need them.

Manage your care at kp.org¹

- View most lab test results
- Print vaccination records
- Refill most prescriptions
- Email your doctor's office with nonurgent questions
- Schedule and cancel routine and certain specialty appointments
- Pay medical bills and get cost estimates
- Manage a family member's health care²

Creating a kp.org account is easy

Go to kp.org/newmember and follow the sign-on instructions. You'll need your medical record number, which you can find on your member ID card.

Get inspired

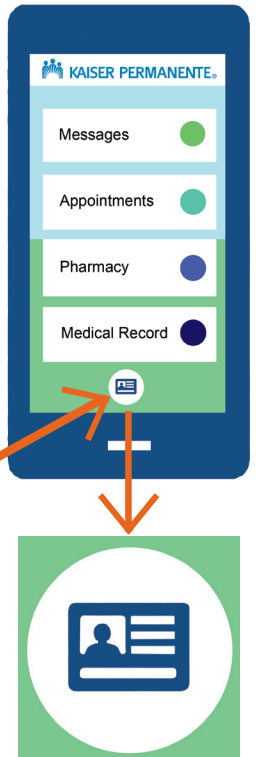
Your **kp.org** account gives you access to many tools and tips for healthy living.

Download the Kaiser Permanente app

1. From your smartphone or tablet, go to your app store.
2. Search for the free Kaiser Permanente app, then download it.
3. Open the app, follow the instructions and you're ready to go.

YOUR DIGITAL MEMBERSHIP CARD

Access your membership information anytime, anywhere with your KP digital membership card. Check in for appointments, pick up prescriptions, and see your family's membership information. Just tap the card icon at the bottom of the home screen of the KP app.



¹These features are available when you get care at Kaiser Permanente facilities.

²Due to privacy laws, certain features may not be available when they are accessed on behalf of a child 18 or younger.

STEP 2: CHOOSE YOUR DOCTOR

Choose online

Go to kp.org/chooseyourdoctor to browse our online doctor profiles and search available doctors by gender, location, languages spoken, and more—and view their photos, education, and credentials.

Choose by phone

Call us Monday through Friday, 8 a.m. to 5 p.m., and we'll help you find a doctor. We can also help you schedule your first appointment.

Oahu:	808-432-2000
Maui:	808-243-6000
Hawaii Island:	808-334-4400
TTY	711

Specialty care

Visit kp.org/hawaiispecialty to see our top-notch specialists. You don't need a referral for some specialists like optometry, mental health services, and treatment for substance use disorders. For other types of specialty care, your primary doctor will refer you.

Advantage Plus or Advantage Plus Complete

As a Kaiser Permanente member you have the option to add dental, hearing and vision benefits for an additional monthly fee.

To learn more about the benefits of Advantage Plus or Advantage Plus Complete, please visit: kp.org/advantageplus or call Member Services **1-800-805-2739** (toll free) or TTY 711 for the hearing/speech impaired, 8 a.m. to 8 p.m., 7 days a week

Select from the top doctors in Hawaii

Good health care begins with a relationship with your personal physician. We hand-select top doctors who are committed to world-class medicine and compassionate care for you.

We're proud that 177 of our doctors are named among Hawaii's medical elite by one or both of The Best Doctors and Castle Connolly Top Doctors lists. You can choose from more than 600 outstanding Kaiser Permanente physicians and advance practice providers in over 100 specialties.

At Kaiser Permanente, all of our available doctors welcome Kaiser Permanente Medicare members.

Choose the right doctor for you

Find our doctors at kp.org/newmember or by asking for biography cards at our reception counters. Browse our *Physicians and Locations Directory* at kp.org/formsandpubs or call Member Services at **1-800-966-5955** (TTY **711**) to request a copy by mail.

You can choose a personal doctor from our Family Medicine or Internal Medicine specialties. Each covered family member may choose his or her own personal doctor, and change anytime.

Change anytime

If you've already chosen your Primary Doctor, you may stay with them or you can change to another Kaiser Permanente doctor at any time, for any reason—online or by phone.

CHOOSE
YOUR DOCTOR



THE PHYSICIAN
KAISER PERMANENTE



TRANSITION YOUR PRESCRIPTIONS

We make it easy to transition your current prescriptions to Kaiser Permanente by phone or online

As a new member, be sure to transition your prescriptions to the Kaiser Permanente pharmacy of your choice.

Call us or go online if you have prescriptions to transfer

- Call us at **808-643-5744** (TTY **711**), Monday through Friday, from 9 a.m. to 5 p.m. (except holidays).
- Go to **kp.org/newmember** and follow the steps to transition your prescriptions online.

Here's what you'll need

To transition a prescription, please have the following information ready when you call or go online:

- Your Kaiser Permanente medical record number
- The name and telephone number of your current pharmacy
- The name of your medication(s), strength, and directions for use
- The prescription number
- The name and phone number of the physician who prescribed the medication

Where to pick up your order

Pick up your prescriptions at any Kaiser Permanente pharmacy. Visit **kp.org/facilities** to select whichever location is most convenient for you.

Receive prescriptions by mail

Once you've transitioned your prescriptions, visit **kp.org/pharmacy** to get most new or refill prescriptions mailed to you—you'll get a 3 month supply for the price of 2.* First, you'll need to create your online account by visiting **kp.org/register**.



BY PHONE

Call us at
808-643-5744
(TTY 711), Monday
through Friday, from
9 a.m. to 5 p.m.
(except holidays).



ONLINE

Go to
kp.org/newmember
and follow the steps
to transition your
prescriptions online.

*For certain drugs, you can get prescriptions mailed to you through the Kaiser Permanente mail-order pharmacy. You should receive them within 7 to 10 business days. If not, please call **808-643-7979** (TTY **711**), 24 hours a day, 7 days a week. There are restrictions for delivery of certain medications and supplies, including but not limited to controlled medications, injections, medications affected by temperature, and medications excluded by Kaiser Permanente's Pharmacy & Therapeutics Committee.

We're here when you need us

No matter what life throws your way, you have many ways to connect to convenient, high-quality care.

Not feeling well? Call us 24/7. Need care now? Make a same-day or next-day appointment. Can't make the drive? Talk to a doctor by phone.

Appointments and 24/7 advice

Call us Monday through Friday, from 8 a.m. to 5 p.m., to make an appointment or get advice about the care you need:

Oahu:	808-432-2000
Maui:	808-243-6000
Hawaii Island:	808-334-4400
TTY:	711

We can also tell you if a location accepts walk-ins, offers after-hours care, or has same-day or next-day appointments. For after-hours advice, call the numbers listed above, 24 hours a day, 7 days a week. You can also schedule and cancel many appointments online at kp.org/appointments or via the KP mobile app.*

Phone appointments

Save time by scheduling a call with a Kaiser Permanente doctor.*

In-person appointments

Most Kaiser Permanente locations offer many services under one roof, so you'll save time and money with a single trip.

Email your doctor's office

When you have nonurgent questions, sign on to kp.org and send a secure message anytime to your doctor's office. It's a great option for follow-up care after a routine appointment.* You'll usually get a response within 2 business days.

*These features are available when you get care at Kaiser Permanente facilities.



GET CARE
WHEN YOU NEED IT

Get the right care for you

You have access to a full range of care and services,¹ so it's important to understand your options. Understanding the difference between routine, urgent, and emergency care can save you and your family time and money. Visit kp.org/getcare for more details on types of care.

ROUTINE CARE

Regular visits to your doctor help catch health problems early, when they're easier to treat.

- Checkups
- Follow-up visits
- Preventive screenings
- Flu shots and other immunizations

URGENT CARE²

Illnesses or injuries needing medical attention soon, but aren't emergencies.

- Fevers, coughs
- Upper-respiratory symptoms
- Minor injuries or wounds

For same-day, after-hours, and urgent care locations near you, visit kp.org/getcare or connect to care on the go through the KP mobile app.

EMERGENCY CARE³

When your health is in serious danger and you need care right away.

- Trouble breathing
- Severe chest pains
- Decrease in or loss of consciousness
- Severe stomach pain that comes on suddenly
- Bad injuries or wounds

¹You must get covered services from plan providers except for authorized referrals, emergency care, and out-of-area urgent care, or as otherwise described in the **Evidence of Coverage (EOC)**. If you use providers that are not in our network, the plan may not pay for these services.

²An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper respiratory symptoms, and frequent urination or a burning sensation when urinating.

³If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health.

For the complete definition of an emergency medical condition, please see your **EOC**.



Get More from Your Health Plan

As a Kaiser Permanente Medicare member, you have access to personalized fitness programs, classes, seminars, and resources to keep you informed, inspired, and feeling your best.

Silver & Fit Exercise and Healthy Aging Program

The Silver&Fit program offers free membership to any of the participating fitness facilities, exercise programs & home fitness programs. You'll also have access to a resource library, social activities, The Silver Slate newsletter, and the Silver&Fit Connected rewards program. For more information the Silver&Fit brochure can be found on kp.org/medicare in the "Enrollment Materials" section: or call 1-800-805-2739 (TTY 711), 7 days a week, 8 a.m. to 8 p.m.

Learn more at www.silverandfit.com.

Health classes

Sign up for health classes and support groups offered at our facilities. Some classes may have a fee. See what's available near you at kp.org/classes.

Online wellness programs and resources

Today we're living longer than any other time in history, and we want those extra years to be healthy and happy. We offer a multitude of classes on various subjects. We offer classes on everyday health, emotional wellness, fitness and balance, caregiving, even financial tips and ways to help you live independently longer. For more information and to learn about other resources to help you thrive, visit: kp.org/seniorhealth.

Lifestyle coaching

Get help reaching your health goals. Work one-on-one by phone with a personal coach— at no cost. Find out more at kp.org/wellnesscoach.

1Kaiser Permanente Silver&Fit program is administered by American Specialty Health Fitness, Inc. (ASH Fitness) is a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit and the Silver&Fit logo are federally registered trademarks of ASH and used with permission herein. The Silver&Fit program is available to current members of participating Kaiser Permanente Group Medicare health plans. All programs and services are not available in all areas. Silver&Fit, The Silver Slate® and Silver&Fit Connected! Are registered trademarks of ASH and used here with their permission. Other names and logos may be trademarks of their respective owners.

Notice of nondiscrimination

Kaiser Permanente complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Permanente does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters.
 - Written information in other formats, such as large print, audio, and accessible electronic formats.
- Provide no cost language services to people whose primary language is not English, such as:
 - Qualified interpreters.
 - Information written in other languages.

If you need these services, call Member Services **1-800-805-2793** (TTY: **711**)

If you believe that Kaiser Permanente has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our Civil Rights Coordinator by calling the number above or writing to:

Member Services

Attn: Kaiser Civil Rights Coordinator
711 Kapiolani Blvd
Honolulu, HI 96813

You can file a grievance by mail or phone. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 800-537-7697 (TDD)**. Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

Help in your language

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-966-5955** (TTY: **711**).

Cebuano (Bisaya) ATENSYON: Kung nagsulti ka og Cebuano, aduna kay magamit nga mga serbisyo sa tabang sa lengguwahe, nga walay bayad. Tawag sa **1-800-966-5955** (TTY: **711**).

中文 (Chinese) 注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-966-5955** (TTY: **711**)。

Chuuk (Chukese) MEI AUCHEA: Ika iei foosun fonuomw: Foosun Chuuk, iwe en mei tongeni omw kopwe angei aninisin chiakku, ese kamo. Kori **1-800-966-5955** (TTY: **711**).

‘Ōlelo Hawai‘i (Hawaiian) E NĀNĀ MAI: Inā ho‘opuka ‘oe i ka ‘ōlelo Hawai‘i, hiki iā ‘oe ke loa‘a i ke kōkua manuahi. E kelepona i ka helu **1-800-966-5955** (TTY: **711**).

Iloko (Ilocano) PAKDAAR: No agsasaoka iti Ilokano, dagiti awan bayadna a serbisio a para iti beddeng ti lengguahe ket sidadaan para kenka. Awagan ti **1-800-966-5955** (TTY: **711**)

日本語 (Japanese) 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。 **1-800-966-5955** (TTY: **711**) まで、お電話にてご連絡ください。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-966-5955** (TTY: **711**) 번으로 전화해 주십시오.

ລາວ (Laotian) ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການ ບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ ທ່ານ. ໂທສ **1-800-966-5955** (TTY: **711**).

Kajin Majōl (Marshallese) LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jermal in jipañ ilo kajin ñe am ejjeļok wōñāān. Kaalok **1-800-966-5955** (TTY: **711**).

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníłti’go Diné Bizaad, saad bee áká’ánída’áwo’deé’, t’áá jiik’eh, éí ná hóló, koji’ hódíłlnih **1-800-966-5955** (TTY: **711**).

Lokaiahn Pohnpei (Pohnpeian) MEHN KAIR: Ma komw kin lokiaiahn Pohnpei, wasahn sawas en palien lokaia kak sawas ni sohte isais. Koahl nempe **1-800-966-5955** (TTY: **711**).

Faa-Samoa (Samoan) MO LOU SILAFIA: Afai e te tautala Gagana fa'a Sāmoa, o loo iai auunaga fesoasoani, e fai fua e leai se tologi, mo oe, Telefoni mai: **1-800-966-5955** (TTY: **711**).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-966-5955** (TTY: **711**).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-966-5955** (TTY: **711**).

Lea Faka-Tonga (Tongan) FAKATOKANGA’I: Kapau ‘oku ke Lea Faka-Tonga, ko e kau tokoni fakatonu lea ‘oku nau fai atu ha tokoni ta’etotongi, pea teke lava ‘o ma’u ia. Telefoni mai **1-800-966-5955** (TTY: **711**).

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-966-5955** (TTY: **711**).

LOCATIONS

FACILITY LOCATIONS

Choose from Kaiser Permanente medical facilities on Oahu, Maui, and Hawaii Island. To find a location near you, visit kp.org/locations. Or use our free Kaiser Permanente app to search for a location by ZIP code or keyword.

KAISER PERMANENTE PRIMARY CARE LOCATIONS

OAHU

Hawaii Kai Clinic
Honolulu Medical Office
Kahuku Clinic
Kailua Clinic
Kapolei Clinic
Koolau Medical Office
Mapunapuna Medical Office
Nanaikeola Clinic
Waipio Medical Office

MAUI

Kihei Clinic
Lahaina Clinic
Maui Lani Medical Office
Wailuku Medical Office

HAWAII ISLAND

Hilo Clinic
Kona Medical Office
Waimea Clinic

- ◆ Medical Centers / Plan Hospitals
- Medical Offices
- Neighborhood Clinics
- ▲ Other Specialty Services



Contact us

Make appointments. Get 24/7 advice.

Oahu: **808-432-2000**
Maui: **808-243-6000**
Hawaii Island: **808-334-4400**
TTY **711**

Schedule or cancel appointments anytime at kp.org/appointments or via the KP mobile app.

Questions about your benefits and coverage?

Call our Member Services team. You can also request a copy of your Evidence of Coverage (EOC), which has a complete list of the services covered in your plan.

Medicare Member Services:

1-800-805-2739 (TTY 711)
7 days a week, 8 a.m. to 8 p.m.

EUTF MEMBERS

Call our dedicated EUTF Member Services line:
Oahu **808-432-5250**
Neighbor islands (toll free) **1-844-276-6628**
Monday - Friday 7 a.m. to 7 p.m. (except holidays)
Saturday 9 a.m. to 1 p.m.
kp.org/eutf

Get care and advice away from home

Visit kp.org/travel or call the Away from Home Travel Line at **951-268-3900*** for 24/7 travel support anytime, anywhere.

*This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code "001" for landlines and "+1" for mobile before the phone number. Long-distance charges may apply and we cannot accept collect calls. This phone line is closed on major holidays. It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 p.m. PT.

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Kaiser Foundation Health Plan, Inc.
501 Alakawa Street
Honolulu, Hawaii 96817

Important plan information

Your guide to good health

Keep this Quick Start Guide handy as a quick reference to get the most out of your new plan.

1. Register on kp.org
2. Choose your doctor
3. Transition prescriptions
4. Get care

kp.org/newmember

STAY CONNECTED TO GOOD HEALTH

 facebook.com/kphawaii

 [@kphawaii](https://twitter.com/kphawaii)

 [@kphawaii](https://instagram.com/kphawaii)

