

3 easy steps

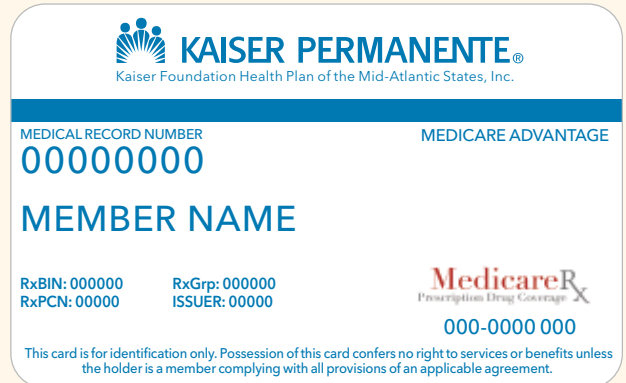
Getting started with Kaiser Permanente

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 by phone or video.



Choose your Kaiser Permanente 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.

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 more¹

Transition your prescriptions²

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

- Your prescription number(s)
- Your pharmacy's name and the 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.

Rx refills

After your prescriptions have been transferred, you can refill by mail. 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)**.

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** 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 locations in our medical centers. Find locations at **kp2020.org**. To schedule an appointment, call **1-855-392-4851** (TTY **711**), Monday through Friday, 7 a.m. to 7 p.m.

- **Take advantage of your over-the-counter (OTC) wellness credit³**

Your health plan includes a quarterly allowance to purchase items such as cold remedies, allergy medicine, and pain relievers. Visit **kp.org/otc/mas** or call **1-833-881-1422**, Monday through Friday, 9 a.m. to 7 p.m. to order.

- **Join the Silver&Fit Health Aging and Exercise Program⁴**

Many of our health plans include a no-cost fitness center membership and an at-home fitness program. To get started, visit **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**.

- **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,⁵ 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** and follow our Facebook page at **facebook.com/ThrivingAfter60**.

- **Add Advantage Plus for only \$25 a month⁶**

Add additional dental, hearing, and eyewear coverage for only \$25. Learn more by visiting **kp.org/advantageplus** or calling **1-877-263-3085** (TTY **711**), 7 days a week, 8 a.m. to 8 p.m.

Thank you for choosing Kaiser Permanente as your Medicare health plan. Be sure to visit **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.

¹These features apply to care you get at Kaiser Permanente facilities.

²Not all Kaiser Permanente Medicare Advantage plans include outpatient prescription drugs. Please consult your *Evidence of Coverage* for details.

³Please refer to your Evidence of Coverage for details regarding the OTC benefit. OTC benefits may change each year on January 1. Each purchase must be at least \$20. Any unused portion of the quarterly credit will not carry forward to the next quarter. Your order may not exceed your maximum benefit allowance. Limitations and restrictions may apply. Cash, checks, credit cards, or money orders are not accepted.

⁴Silver&Fit is not available with Kaiser Permanente Medicare Advantage (HMO) Value Balt, Kaiser Permanente Medicare Advantage (HMO) Value MD, or Kaiser Permanente Medicare Advantage (HMO) Value DC plans. The 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.

⁵In-person event schedule based on necessary COVID-19 response.

⁶In addition to your monthly Medicare Advantage individual premium and monthly Medicare premium(s). You must be a Kaiser Permanente Medicare Advantage individual plan member to apply.