






Chat with us to get help at no additional cost.¹



Our secure online messaging portal lets Kaiser Permanente members chat in real time with our dedicated and skilled staff.

Chat with us on your phone, tablet, or computer. You can connect with:

-  **Care Providers**
24 hours a day, 7 days a week
-  **Member Services**
Monday through Friday, 8 a.m. to 8 p.m.
-  **Pharmacy Representatives**
Monday through Friday, 8 a.m. to 5 p.m.
-  **GI Specialist**
Monday through Friday, 8 a.m. to noon
-  **Consulting Nurse**
7 days a week, 8 a.m. to 8 p.m.

You must be 18 years old or older to access. Parents can chat for children, with standard restrictions for teens.

Start chatting at:
kp.org/wa/onlinecare

Have questions?

Call Member Services
1-888-901-4636
Monday through Friday,
8 a.m. to 5 p.m.

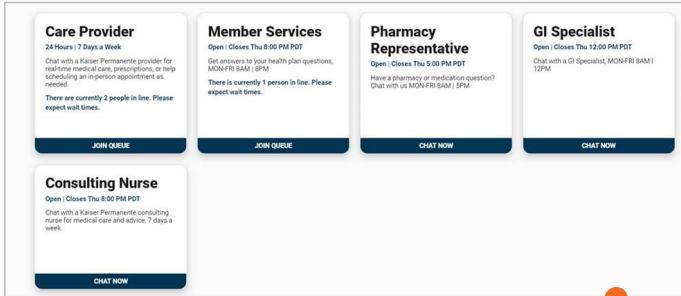
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¹ When appropriate and available. For high-deductible plan members, phone and video appointments, e-visits, and Care Chat are subject to your plan's annual deductible.

Get started with Care Chat

Care Chat connects you with medical providers in real time. You can access Care Chat on your computer or the Kaiser Permanente Washington mobile app. Here's how:

Chat on your desktop browser:

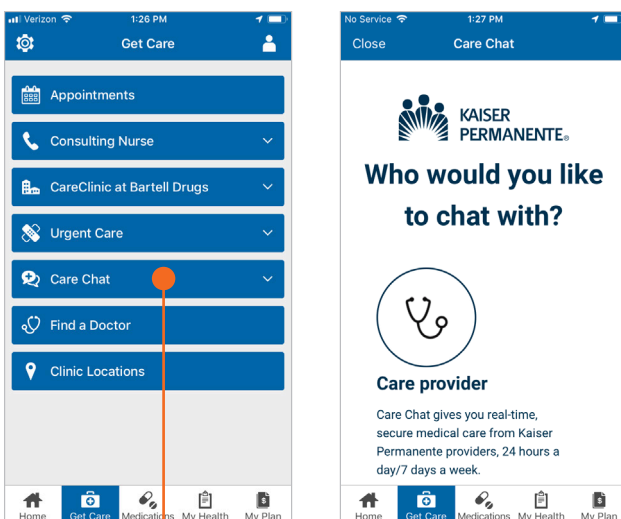


1. Visit kp.org/wa/onlinecare
- or
2. Follow these easy steps:
 - Go to kp.org/wa
 - Click on **Get Care**
 - Click on **Find Care Now**
 - Click on **Care Chat 24/7**
 - Click on **Start a chat now**
 - Click on the kind of care you want

Note: Members must create an account at kp.org/wa before accessing Care Chat.

Chat using the Kaiser Permanente Washington app:

Start accessing Care Chat right from your phone:



Tap **Care Chat**