

Welcome to Kaiser Permanente, your partner for a healthy life

Your Kaiser Permanente New Member Welcome Team is ready to help you make the most of your coverage and care. To get started, complete these 3 steps:

1 Register online

 kp.org/wa/getstarted

Register to create an account as soon as you have your member ID number. Then you can sign in anytime to refill prescriptions or check your account, access virtual care, use health and wellness resources, and much more.

2 Choose your doctor

 kp.org/wa/find-a-doctor

Use the provider directory to find Kaiser Permanente doctors as well as 16,000 other high-quality providers in our network. You can pick a doctor you like, and change at any time.


3 Transfer your prescriptions

 kp.org/wa

It's easy. Call our New Member Welcome Team at the number below, and they'll help you transfer your prescriptions to your Kaiser Permanente coverage. After your prescriptions are transferred, sign up for our mail-order pharmacy. Most prescriptions arrive in 1-2 days and delivery is free of charge.

Questions? Call our New Member Welcome Team

Our dedicated team can help transition any ongoing care and prescriptions to Kaiser Permanente. We can also help you find a doctor, answer plan questions, and more.

 Call **206-630-0029** or **1-888-844-4607 (TTY 711)**.

Find the care that fits your life.

As a Kaiser Permanente member, you have many ways to get high-quality care when you want it:

Come In

Doctor appointment

Your doctor is your partner in health, and sometimes coming in for a visit is exactly what you need. And Kaiser Permanente medical facilities have many services under one roof. So you can get more of what you need in just one trip.



One-stop shop



Personal connection

Urgent care

For issues that require prompt attention, you can walk in to any Kaiser Permanente urgent care center – some open 24/7.*



One-stop shop



Personal connection



No appt. needed

Click

Care Chat

Care Chat is an online messaging feature that lets you get real-time medical care from a Kaiser Permanente care provider. It's available 7 days a week, 24/7.



No appt. needed



Care on the go



Extended hours

E-visit

Get a personalized care plan and prescription, if needed, for common health conditions. If your symptoms can't be diagnosed online, we'll quickly connect you to the appropriate care.



No appt. needed



Care on the go

Email your care team

You can email your Kaiser Permanente care team nonurgent questions whenever it's convenient for you. You'll get an answer within 2 business days and often that same day.



No appt. needed



Care on the go

If you have a life-threatening emergency, call 911 or go to the nearest hospital.

Call

Consulting nurse

When you need advice or help figuring out where to get care, our 24/7 consulting nurse helpline is here for you.



No appt. needed



Care on the go



Extended hours



Personal connection

For more information about these care options, visit kp.org/wa/getcare.

Telehealth is not available for Medicare Fee-For-Service patients. Virtual care is offered when appropriate and available. If you travel out of state, virtual care could be limited due to state laws that may prevent doctors from providing care across state lines. Laws differ by state.

*Visit kp.org/wa/directory for all care locations available on your plan.