

Healthy together

See how our care and coverage can help you thrive



The right choice for your health

Get great care and the resources you need to live healthier – all in one convenient package. Check out everything that comes with your health plan, and see why more than 10 million people nationwide choose Kaiser Permanente.

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Once you join ...

Visit kp.org/newmember to get started. It's easy to choose your doctor, register for kp.org, and transfer your prescriptions. If you have questions or need help making your first routine appointment, just give us a call.

Already a member?

Manage your care online at kp.org. If you haven't already, register at kp.org/registernow. Once you've registered, you can email your doctor's office with nonurgent questions, request routine appointments, order most prescription refills, and more.

Welcome to Kaiser Permanente

Get started in 3 easy steps

Visit kp.org/newmember or call the New Member Help Desk at **1-888-491-1124** (Monday through Friday, 7 a.m. to 8 p.m., and Saturday, 8 a.m. to 4:30 p.m.), and we'll help you get started.



Register on kp.org

Get connected to have health at your fingertips. Sign up at kp.org/register and start enjoying many time-saving tools to:*

- Make appointments
- View most lab results
- Email your doctor
- Pay your bills securely
- And more

After you register, download the Kaiser Permanente mobile app to stay connected on the go.

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



Choose your doctor

Find a doctor who's right for you by browsing our online doctor profiles, where you'll see their education, credentials, specialties, and interests. You can choose and change your doctor at any time, for any reason. Go to kp.org/searchdoctors to see your options.

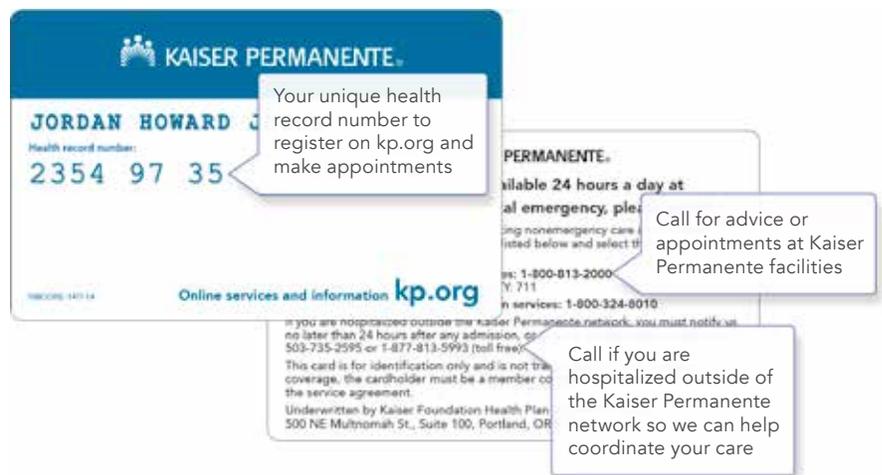


Get prescriptions

Call us at **503-261-7900** or **1-888-572-7231** (toll free) or go to kp.org/newmember, and we'll help you transition your prescriptions to Kaiser Permanente. Then fill your prescriptions at any Kaiser Permanente pharmacy near you. And get most refills mailed at no charge when you order online at kp.org/refill.

Added Choice® member?

Call the dedicated Added Choice help line at **1-866-616-0047**, Monday through Friday, 8 a.m. to 6 p.m., or visit kp.org/addedchoice.



 Find more useful tips at kp.org/getstartedvideo

Experience the Kaiser Permanente difference

	With Kaiser Permanente ¹	Without Kaiser Permanente
 Choosing your doctor	Learn about our doctors by reading their profiles and biographies on kp.org/searchdoctors , then choose the one who's right for you.	All you know is that your doctor accepts your insurance.
 Choosing how you get care	For minor concerns, you have the option to request a phone appointment or email your doctor's office with routine questions.	Even for minor concerns, you usually make an appointment, drive to the doctor's office, and sit in the waiting room.
 Making a routine appointment	You've got options: You can use your phone, computer, or mobile device – anytime, anywhere.	Calling and waiting to schedule an appointment can take forever.
 Calling for medical advice	Our specially trained nurses can help you 24/7. They have access to your health record, and can also help you make an appointment at the facility nearest you, if needed.	If medical advice is available by phone, the person you speak with won't have access to your medical history and won't be able to connect you directly to care.
 Getting the convenient care you need	In many of our facilities, you can see your doctor, get a lab test, purchase prescription glasses or contact lenses, schedule a dental appointment, and pick up prescriptions all under one roof.	Seeing your doctor, getting a lab test, and picking up medication probably means 3 separate trips.
 Viewing your medical records and test results	You and your providers have access to your electronic health record – which includes your medical history and most test results – keeping everyone connected and in the know.	You have to collect or request all your medical records on your own, and your providers are likely not connected to each other.
 Getting care in your language	We have multilingual doctors and staff, and we offer interpretation services by phone in 150+ languages.	Some health plans have few multilingual doctors.

A healthy partnership

At Kaiser Permanente, your personal physician is the biggest advocate for your health. You choose your own doctor, and that doctor coordinates your care with specialists as needed.

Choose your doctor – and change anytime

Connecting you with a doctor who suits your needs is our top priority. At kp.org/searchdoctors, you can find information on a wide range of top-notch physicians, including their education, credentials, and specialties.

You can choose your doctor from:

- Adult medicine/internal medicine
- Family medicine
- Pediatrics/family medicine (for children up to 18)

Select one doctor for your whole family or a different doctor for each family member. You can also change your doctor anytime.

Quality care starts with quality doctors

No matter which physician you choose, your health is in highly capable hands. Our doctors come from top medical schools, and many teach at world-renowned universities.

Since we hire and train our own doctors, they are all held to the same quality standards and committed to the same vision: making lives better by being your trusted partners in total health.

Culturally responsive care for diverse communities

We believe nothing should stand between you and total health. That's why we provide care that's sensitive to the various ethnicities, cultural values, and languages of our members. To do this, we:

- Focus on hiring doctors and staff who speak more than one language
- Offer telephone interpretation services in more than 150 languages
- Train our providers in how to connect with, and care for, people of all backgrounds

Through our culturally responsive care programs, we've been able to improve health outcomes among diverse populations for conditions like high blood pressure, diabetes, and colon cancer.²

Coordinated and connected care

Your primary care team includes your doctor, nurses, dentist, and other specialists like ophthalmologists and optometrists who work together, sharing information to give you the care you need. They're connected to each other, and to you, through your electronic health record. They know your medical history, test results, medications, and allergies. So you get personalized care.

Did you know?

In 2015, Kaiser Permanente led the nation in 21 quality care measures, including controlling high blood pressure, managing diabetes, breast and colon cancer screening, and nutrition and exercise counseling for children.³ To learn more, visit thrive.kp.org/quality.



Great care, great results

Get the care you need to get and stay healthy. From preventive screenings to care for serious conditions, we've got you covered. And your care is backed by cutting-edge research and advanced medical technology.

Preventive care to keep you healthy

We believe prevention plays a vital role in health care. That's why we offer so many resources to help you stay healthy and happy, and avoid getting sick. (For examples, see "Healthy resources" on page 6.)

To catch problems early, we offer preventive screenings, routine appointments, and more. Your electronic health record plays a key role in this, tracking the services you get and reminding your doctor when you're due for care.

Leading the way in prevention

- We have the highest rating for breast and colon cancer screenings.⁴
- We're in the top 10% for cervical cancer screenings.⁴
- 89% of members diagnosed with high blood pressure now have it under control, compared to 63% nationally.⁵

Comprehensive care when you need it

Along with our commitment to prevention, we're here for you if you get sick. You get great doctors, state-of-the-art facilities, and the latest technology – all combined to help you recover quickly. If you have a condition like diabetes or heart disease, we'll work with you to manage it using proven best practices and treatment guidelines. Our well-rounded approach supports you physically and emotionally to help you continue living life to the fullest.

Hear from members about their care experiences at kp.org/carestories.

Advanced research working for you

We're always looking to improve care for our members. Through our ongoing medical research, we discover new and better ways to prevent and treat illness.

To make this work possible, we have:

- More than 4,500 studies underway
- 7 regional research centers and 1 national center
- More than 1,200 research staff members

As one of the nation's largest research programs, we conduct and share our learnings from groundbreaking studies and clinical trials. Our areas of focus span a wide range of health issues, including cancer, heart disease, diabetes, childhood obesity, and autism. Learn more at share.kp.org/research.

Satisfied members, year after year

For the third year in a row, Kaiser Permanente ranked "Highest in Member Satisfaction among Commercial Health Plans in the Northwest Region," according to the J.D. Power 2016 Member Health Plan Study. We had the highest score in 3 of the areas that were measured: customer service, coverage and benefits, and information and communication.⁶



Care the way you want it

From the way you interact with your doctor to the device you use to stay on top of your care, you've got many convenient options.

Choose how you connect to care



In person

Because most of our locations offer many services under one roof, you can see your doctor, get lab services and X-rays, pick up your prescriptions, purchase prescription glasses or contact lenses, and schedule a dental appointment – all in one trip.



By phone

Where telephone appointments are available, you can save yourself a trip to our medical offices and talk with your doctor by phone. And if you're not sure what kind of care you need, you can also call our advice nurses 24/7.



By email

For nonurgent questions, you can simply email your doctor's office. You'll get a reply usually within 2 business days, if not sooner. You can also email a pharmacist for questions about medications, or Member Services for questions about your benefits.



By video

For some conditions and symptoms, you can schedule an appointment to connect with your doctor face-to-face by video – from your computer, smartphone, or tablet.

Choose how you manage your care



At home

Stay on top of your care from home or work 24/7, through My Health Manager at **kp.org**. View your medical record, refill most prescriptions, schedule and cancel routine appointments, get vaccination records, pay medical bills, and more.



On the go

Wherever you are, you can access most of the features of My Health Manager on any mobile device through the KP app.⁷ You can also find a facility near you and get directions. Learn more at **kp.org/mobile**.



Mail order Rx

Skip the pharmacy line and have your medications delivered to your home. Delivery is free, and most members save 1 copay on a 90-day supply. New and refill prescriptions qualify.



Care for a range of needs

Get the right care for any situation. Have an urgent care need?
Want health advice after hours? Support is just a call or a click away.

Quality care, when and where you need it

Emergency care

If you ever need emergency care, you're covered – anywhere, anytime.⁸ You can get care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.

Urgent care

If you have urgent care needs, we're here for you. You can walk in or get care where you are by making a same-day video or telephone appointment. You can also call our advice nurses, who will assess your situation and help you decide what to do.

Specialty care

Need to see a specialist? We have one of the largest multispecialty medical groups in the country, so you get access to the right specialist quickly. You don't need referrals for certain specialized departments, including obstetrics-gynecology, psychiatry, and drug dependency services.

24/7 nurse advice

If you're not sure what kind of care you need, you can call our advice nurses anytime. They'll help you figure out what type of care is best for your symptom or condition, help you decide where to go for care, and even schedule a routine appointment for you, if appropriate.

Travel care

If you get sick or injured while traveling, we can help you get care. We can also help you prepare for travel by checking if you need a vaccination, getting you a prescription refill before you leave, and more. Just call our 24/7 Away From Home Travel Line at **951-268-3900**⁹ or visit **[kp.org/travel](https://www.kp.org/travel)**.



Healthy resources

Good health goes beyond the doctor's office. Take a look at all the healthy tools and resources available online, by phone, and at our facilities – and choose the ones that work for you.

Get the most out of your health plan



Online wellness tools

Visit kp.org/healthyliving for helpful articles, wellness information, health calculators, fitness videos, music channels, podcasts, and recipes from world-class chefs.



Healthy lifestyle programs

Connect to better health. Our online programs can help you lose weight, quit smoking, reduce stress, sleep better, and more – all at no cost. Learn more at kp.org/healthylifestyles.



Health classes

Choose from a large variety of classes and support groups offered right at our facilities, and get help improving your health. Find classes near you at kp.org/classes. Some classes may require a fee.



Personal wellness coaching

Work one-on-one by phone with a personal wellness coach – at no cost. You can get help and inspiration for reaching a variety of health goals. Find out more at kp.org/wellnesscoach.



Reduced rates for members

Our members get special rates on a variety of health-related products and services – like gym memberships, massage therapy, and more. Check out your options at kp.org/choosehealthy.



Did you know?

We feature over 500 seasonal, doctor-recommended recipes on our Food for Health blog. Get inspired at kp.org/recipes.

Extra value discounts for members

At Kaiser Permanente, you can enjoy free and discounted online tools, classes, programs, and activities that can help keep you happy and healthy. Visit kp.org/memberdiscounts for more information.

Member discounts

- **CHP Active and Healthy.** Save money on theater, movie, and symphony tickets; sporting activities; and more. Visit chpactiveandhealthy.com for more information.
- **Alternative care and chiropractic.** Get discounts on naturopathic medicine, chiropractic care, massage, and other alternative therapies from providers belonging to The CHP Group network. Visit chpgroup.com.
- **Comfort Keepers®.** Get a 5% discount on services from Comfort Keepers, a leader in nonmedical, in-home services. Members are also eligible for a complimentary, no-obligation home safety assessment and more. In Oregon, call **503-855-4415**. In Washington, call **360-687-0025**. For TTY, call **711**. Visit comfortkeepers.com for more information.
- **LifeStation® medical alert.** Members who are permanent residents of the Northwest Region qualify for a discounted rate on round-the-clock medical alert services from LifeStation, one of the nation's largest medical alert service providers. Call **1-866-745-7575** (toll free) for more information.
- **Mom's Meals NourishCare®.** Members receive a special price of \$5.98 for a meal, plus sides, and free shipping on fresh-made, fully prepared, ready-to-eat meals delivered to your door. Meals arrive in fresh-lock packaging, stay fresh in the refrigerator for 2 weeks, and are available to meet gluten-free, low-sodium, vegetarian, and other needs. Call **1-866-224-9483** Monday through Friday, 6 a.m. to 4 p.m., Pacific time, or visit MomsMealsNC.com.
- **ChooseHealthy™.** Online resource for health information, health and fitness tools, and discounts on health products. For details, go to kp.org/choosehealthy.

These products and services are provided by entities other than Kaiser Foundation Health Plan of the Northwest (KFHPNW). Certain KFHPNW benefit plans include coverage for some of these discounted services. Check your Evidence of Coverage for details. KFHPNW disclaims any liability for these discounted products and services. Should a problem arise, you may take advantage of our grievance process by calling Member Services at **1-800-813-2000**.



Locations near you

It's easy to get the care you and your family need. There are many Kaiser Permanente facilities in your area, offering convenient hours and a wide range of care and services.



Easy access for easier care

With convenient hours and locations, it's simple to get the care you and your family need. Many of our locations offer same-day, next-day, after-hours, and weekend services, along with ob-gyn, pediatrics, and other specialty departments.

Most of our facilities offer a variety of care and services, so you can take care of several health care needs in one visit. You can see your doctor or specialist, get a lab test or an X-ray, and pick up your medications – all without leaving the building.



Getting care anywhere

With so many locations to choose from, you're sure to find one near your home or work – whatever's best for you.

You can also see different doctors at different locations, either for yourself or your family. For example, you can choose a personal doctor close to work and an optometrist close to home, and your child can see a pediatrician near school.



Finding convenient locations

Choosing the right location is as easy as hopping online or pulling out your smartphone.

- Visit kp.org/kpfacilities to search by ZIP code, keyword, or the service you want.
- To search with your smartphone or mobile device, use our location finder on the Kaiser Permanente app.⁷



See the next page for a list of our locations in your area.



Did you know?

Kaiser Permanente has nearly 700 hospitals, medical offices, and other facilities across our 7 regions. To get the latest news on facility openings and much more, visit share.kp.org.



MEDICAL FACILITIES

Portland-area medical centers

- 1 Kaiser Permanente Sunnyside Medical Center
10180 SE Sunnyside Road
Clackamas, OR 97015
- 2 Kaiser Permanente Westside Medical Center
2875 NW Stucki Ave.
Hillsboro, OR 97124
- 3 OHSU Doernbecher Children's Hospital
3181 SW Sam Jackson Park Road
Portland, OR 97239
(For children 17 and younger)

Portland-area medical offices

- U** 4 Beaverton Medical Office
4855 SW Western Ave.
Beaverton, OR 97005
- 5 Brookside Center
10180 SE Sunnyside Road
Clackamas, OR 97015
- 6 Care Essentials by Kaiser Permanente
1035 NW Northrup St.
Portland, OR 97209
- 7 Cedar Hills Medical Office
12450 SW Walker Rd.
Beaverton, OR 97005
- 8 Center for Health Research
3800 N. Interstate Ave.
Portland, OR 97227
- 9 Clackamas Eye Care
12100 SE Stevens Court, Suite 106
Portland, OR 97086
- 10 Gateway Medical Office
1700 NE 102nd Ave.
Portland, OR 97220
- 11 Hillsboro Medical Office
5373 W. Baseline Road
Hillsboro, OR 97123
- 12 Interstate Medical Office Central
3600 N. Interstate Ave.
Portland, OR 97227
- 13 Interstate Medical Office East
3550 N. Interstate Ave.
Portland, OR 97227
- U** 14 Interstate Medical Office South
3500 N. Interstate Ave.
Portland, OR 97227
- 15 Interstate Medical Office West
3325 N. Interstate Ave.
Portland, OR 97227
- 16 Interstate Radiation Oncology Center
3620 N. Interstate Ave.
Portland, OR 97227
- 17 Lake Road Nephrology Center
6902 SE Lake Road, Suite 100
Milwaukie, OR 97267

Facility information is current as of January 2017. For up-to-date information, please visit kp.org/facilities.

- U** 18 Mt. Scott Medical Office
9800 SE Sunnyside Road
Clackamas, OR 97015
- 19 Mt. Talbert Medical Office
10100 SE Sunnyside Road
Clackamas, OR 97015
- 20 Murrayhill Medical Office
11200 SW Murray Scholls Place, Suite 100
Beaverton, OR 97007
- 21 One Town Center
10163 SE Sunnyside Road, Suite 490
Clackamas, OR 97015
- 22 Rockwood Medical Office
19500 SE Stark St.
Portland, OR 97233
- 23 Sunnybrook Medical Office
9900 SE Sunnyside Road
Clackamas, OR 97015
- 24 Sunnyside Medical Office
10180 SE Sunnyside Road
Clackamas, OR 97015
- 25 Sunset Medical Office
19400 NW Evergreen Parkway
Hillsboro, OR 97124
- 26 Tualatin Medical Office
19185 SW 90th Ave.
Tualatin, OR 97062
- 27 Westside Medical Office
2875 NW Stucki Ave.
Hillsboro Oregon, 97124
(located inside Kaiser Permanente
Westside Medical Center)

The Portland Clinic facilities*

- 28 The Portland Clinic – Beaverton
15950 SW Millikan Way
Beaverton, OR 97003
- 29 The Portland Clinic – Columbia
5847 NE 122nd Ave.
Portland, OR 97230
- 30 The Portland Clinic – Downtown
800 SW 13th Ave.
Portland, OR 97205
- 31 The Portland Clinic – East
541 NE 20th Ave., Suite 210
Portland, OR 97232
- 32 The Portland Clinic – South
6640 SW Redwood Lane
Portland, OR 97224
- 33 The Portland Clinic – Tigard
9250 SW Hall Blvd.
Tigard, OR 97223

Vancouver-area medical center and offices

- 34 Legacy Salmon Creek Medical Center
2211 NE 139th St.
Vancouver, WA 98686
(24-hour, emergency, low-risk childbirth,
and selected services only)
- U** 35 Cascade Park Medical Office
12607 SE Mill Plain Blvd.
Vancouver, WA 98684
- 36 Mill Plain One Medical Office
203 SE Park Plaza Drive, Suite 140
Vancouver, WA 98684
- 37 Orchards Medical Office
7101 NE 137th Ave.
Vancouver, WA 98682
- 38 Salmon Creek Medical Office
14406 NE 20th Ave.
Vancouver, WA 98686

Salem-area medical center and offices

- 39 Salem Hospital
890 Oak St. SE
Salem, OR 97301
- 40 Keizer Station Medical Office
5940 Ulali Drive
Keizer, OR 97303
- U** 41 North Lancaster Medical Office
2400 Lancaster Drive NE
Salem, OR 97305
- 42 Skyline Medical Office
5125 Skyline Road S.
Salem, OR 97306
- 43 West Salem Medical Office
1160 Wallace Road NW
Salem, OR 97304

Longview-area medical center and office

- 44 PeaceHealth St. John Medical Center
1614 E. Kessler Blvd.
Longview, WA 98632
- U** 45 Longview-Kelso Medical Office
1230 Seventh Ave.
Longview, WA 98632

Eugene-Springfield-area medical office

- 46 Downtown Eugene Medical Office
100 W. 13th Ave.
Eugene, OR 97401

Battle Ground-area medical office

- 47 Battle Ground Medical Office
720 W. Main St., Suite 15
Battle Ground, WA 98604

DENTAL FACILITIES

Portland-area dental offices

- 48 Aloha Dental Office
17675 SW Tualatin Valley Hwy.
Beaverton, OR 97003
- 49 Beaverton Dental Office
4855 SW Western Ave.
Beaverton, OR 97005
- 50 Cedar Hills Dental Office
12450 SW Walker Rd.
Beaverton, OR 97005
- 51 Clackamas Dental Office
10209 SE Sunnyside Road
Clackamas, OR 97015
- 52 Eastmoreland Dental Office
5025 SE 28th Ave.
Portland, OR 97202
- 53 Glisan Dental Office
10102 NE Glisan St.
Portland, OR 97220
- 54 Grand Avenue Dental Office
1314 NE Grand Ave.
Portland, OR 97232
- 55 Gresham Dental Office
360 NW Burnside St.
Gresham, OR 97030
- 56 North Interstate Dental Office
7201 N. Interstate Ave.
Portland, OR 97217
- 57 Oregon City Dental Office
1900 McLoughlin Blvd., Suite 68
Oregon City, OR 97045
- 58 Rockwood Dental Office
822 NE 181st Ave.
Portland, OR 97230
- 59 Sunset Dental Office
19075 NW Tanasbourne Drive
Hillsboro, OR 97124
- 60 Tigard Dental Office
7105 SW Hampton St.
Tigard, OR 97223

Vancouver-area dental offices

- 61 Cascade Park Dental Office
12711 SE Mill Plain Blvd.
Vancouver, WA 98684
- 62 Salmon Creek Dental Office
14406 NE 20th Ave.
Vancouver, WA 98686

Salem-area dental offices

- 63 North Lancaster Dental Office
2300 Lancaster Drive NE
Salem, OR 97305
- 64 Skyline Dental Office
5135 Skyline Road S.
Salem, OR 97306

Longview-area dental office

- 65 Longview-Kelso Dental Office
1230 Seventh Ave.
Longview, WA 98632

Eugene-Springfield-area dental office

- 66 Valley River Dental Office
1011 Valley River Way
Eugene, OR 97401

*Available to all Kaiser Permanente members except those on Medicaid, receiving full financial assistance, or visiting from another Kaiser Permanente region.



Transfer your care

Our goal is to make your transition of care as easy as possible. Please complete each section so we can best serve you. Once we receive your form, we will review the information and have a transition of care representative or nurse case manager contact you within five business days. We look forward to being your partner in health.

Note: If you answer **NO** to **ALL** of the questions in sections 2 and 3, please do not submit this form. To find a physician, schedule your first appointment, get help signing up for **kp.org**, or to ask other questions, please contact the New Member Help Desk at 1-888-491-1124. If you answer **YES** to **ANY** of the questions in sections 2 and 3, please complete and submit this form.

SECTION 1

Employer name: _____ Group no. _____

Employee name: _____ Effective date of coverage: ____/____/____

Member's last name: _____ Member's first name: _____ Gender: M F

Date of birth: ____/____/____ Health record no.: _____ Added Choice® member? Yes No

Relationship to employee: Self Spouse/domestic partner Child/dependent

Address: _____

Phone number: _____ Best time to call: _____

SECTION 2

Please tell us about your health care needs by answering the following questions:

Yes No Are you pregnant? (Due date: ____/____/____ Trimester: ____ 1st ____ 2nd ____ 3rd)

If yes, is your pregnancy considered high risk (multiple births, gestational diabetes, etc.)? Yes No

Yes No Are you scheduled for surgery or hospitalization? Scheduled date: ____/____/____

Type of surgery or procedure: _____

Yes No Are you receiving chemotherapy, radiation therapy, cancer therapy, or dialysis treatment?

Type of treatment: _____

Yes No Are you receiving treatment related to a recent major surgery?

Type of surgery or procedure: _____

Yes No Are you receiving mental health treatment?

Yes No Are you receiving substance abuse treatment?

Yes No Are you currently using durable medical equipment (hospital bed, oxygen, etc.)?

Yes No Are you currently receiving regularly scheduled infusions or injections?

SECTION 3

Yes No Are you currently working with a dedicated case manager for your condition(s)?

Case manager name: _____ Phone number: _____

Specialty: _____ Condition: _____

Complete and return this form via fax or mail:

Fax: 503-735-2589

Email: newmember-helpdesk@kp.org

Address: New Member Help Desk

3175 NW Aloclek Dr.

Hillsboro, OR 97124

60481416_NW



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Transfer your prescriptions

Welcome to Kaiser Permanente

Please fill out this form for yourself and a separate form for each family member who takes prescription medication(s) two weeks before you need your medication refill(s). You can start this process even before your Kaiser Foundation Health Plan of the Northwest ("Kaiser Permanente") benefits begin, to help with a smooth transition.

Once we get this form, we will contact you and work with your pharmacy to transfer your medications, coordinate refills, and answer questions. We want to help you get the best value.

You can also call us at **503-261-7900** or **1-888-572-7231** (toll free), 8 a.m. to 6 p.m., Monday through Friday.

Kaiser Permanente has a formulary list of medications and supplies covered under your prescription benefit. If your medication is not on the formulary, one of our pharmacists will work with you and your health care team to update your medication to a formulary product. Our health care team uses the formulary to help determine the safest, most effective prescriptions for you.

Group name _____ Coverage effective date _____

Patient name _____

Preferred name _____ Gender _____

Kaiser Permanente health record number _____
(If you do not have this number, provide the last four digits of your Social Security number and your mother's maiden name.)

Address _____

City _____ State _____ ZIP code _____

Daytime phone number _____ Date of birth _____

Medication allergies and reaction _____

MEDICATION RECORD						
Prescription number	Medication/Strength	Directions on prescription label	Reason you take this medication	Pharmacy where last filled	Pharmacy phone	Date refill needed

Complete and return this form via fax or mail:

Fax: 1-866-618-6569.

Mail: New Member Pharmacy Services, 5717 NE 138th Ave., Portland, OR 97230-3409.

If you prefer to fill this form out on our secure website, go to kp.org/newmembers/transferprescription/form.

If you have questions, call us at **503-261-7900** or **1-888-572-7231** (toll free), 8 a.m. to 6 p.m., Monday through Friday. For TTY, call **711**. For language interpretation services, call **1-800-324-8010**.

For more information, visit kp.org/newmember.



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Want to learn more?

Visit kp.org/thrive or give us a call.

Member Services

1-800-813-2000 (English)

1-800-324-8010 (language interpretation services)

711 (TTY for the deaf, hard of hearing, or speech impaired)

Monday through Friday, 8 a.m. to 6 p.m.

New member help desk

1-888-491-1124

Monday through Friday, 7 a.m. to 8 p.m., and Saturday, 8 a.m. to 4:30 p.m.

New member pharmacy services

1-888-572-7231

Monday through Friday, 8 a.m. to 6 p.m.

For more information about Kaiser Permanente benefits, availability, and restrictions, go to kp.org/disclosures. (Click on “Forms” and then “Related links.”)

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

²We improved blood pressure control in our Black/African American members, raised colon cancer screening rates in our Hispanic/Latino members, and improved blood sugar control (HbA1c levels under 9%) in our Hispanic/Latino and Black/African American members with diabetes. Self-reported race and ethnicity data are captured in KP HealthConnect, and HEDIS® measures are updated quarterly in the interregional CORE Datamart.

³Kaiser Permanente 2015 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2015 and is used with the permission of NCQA. Quality Compass 2015 includes certain CAHPS® data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.

⁴Ratings based on Breast Cancer Screening, Colorectal Cancer Screening, and Controlling High Blood Pressure 2013 performance results and Cervical Cancer Screening 2012 performance results for commercial and Medicare plans from the Healthcare Effectiveness Data and Information Set (HEDIS) published by the National Committee for Quality Assurance. For more information, visit ncqa.org.

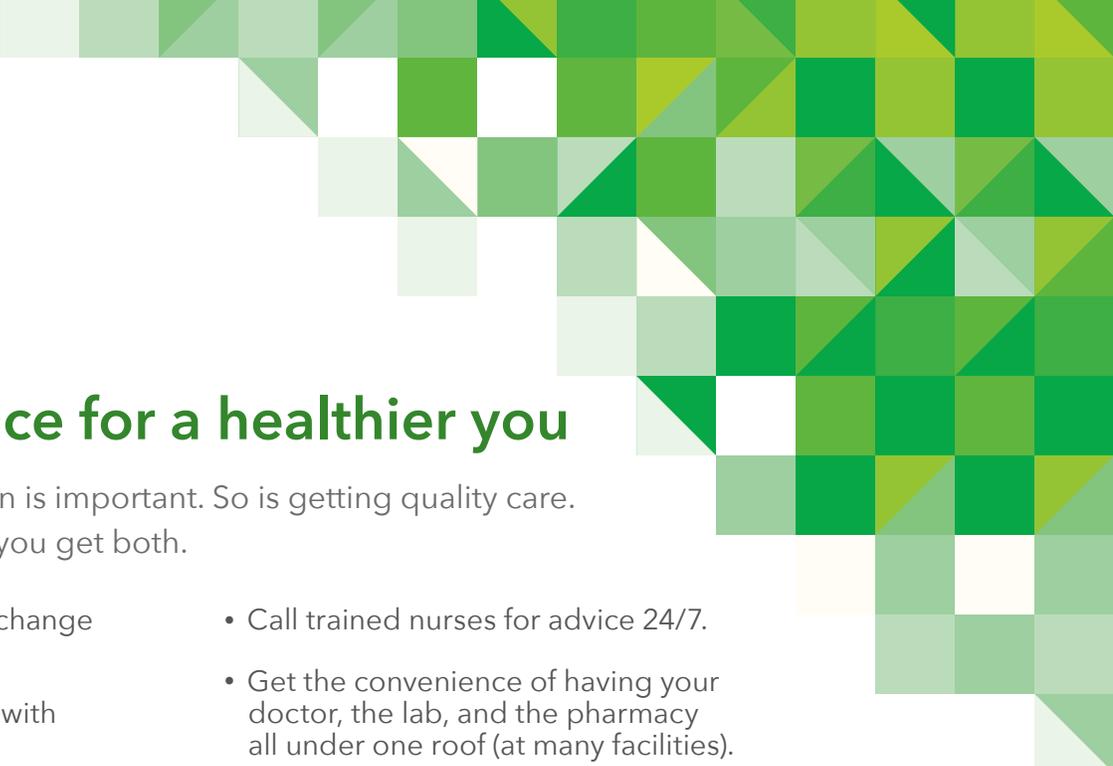
⁵Kaiser Permanente program average is the weighted average of each regional health plan's screening data and its eligible population.

⁶Kaiser Foundation Health Plans, Inc. received the highest numerical score among commercial health plans in the Northwest region in the J.D. Power 2008–2016 U.S. Member Health Plan Studies. 2016 study based on 31,867 responses from 9 plans measuring experiences and perceptions of members surveyed October–December 2015. Your experiences may vary. Visit jdpower.com.

⁷To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.

⁸If you reasonably believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, call **911** or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage*.

⁹This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code “001” for land lines 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.



The right choice for a healthier you

Having a good health plan is important. So is getting quality care. With Kaiser Permanente, you get both.

- Choose your doctor, and change at any time.
- Email your doctor's office with nonurgent questions.
- Make routine appointments by phone, computer, or mobile device.
- Call trained nurses for advice 24/7.
- Get the convenience of having your doctor, the lab, and the pharmacy all under one roof (at many facilities).
- Refill most prescriptions in person, by phone, online, or with our app.

Together we thrive.

Stay connected to good health

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