

FREQUENTLY ASKED QUESTIONS



Welcome to Kaiser Permanente. We would like to make the transition to our health plan as smooth as possible. Below are some frequently asked questions that can help minimize disruption in your health care.

If you are in need of immediate, emergency medical services, please contact the Appointment & Advice Call Center at **(404) 365-0966** to obtain an ID number. A service associate can then schedule an appointment for you at one of our medical centers. New identification cards have been ordered and you will receive them as soon as possible.

Questions for our Appointment & Advice Call Center: (404) 365-0966

What do I do if I'm taking maintenance medications covered under my previous provider?

To help transfer any current medications, we encourage new members to complete a complimentary phone consult with one of our pharmacists before your next refill and your first appointment with your Kaiser Permanente Primary Care Physician (PCP). Call **(404) 365-0966** and have your prescription bottle(s) handy so the pharmacist may better assist you. If you would like to transfer your prescriptions to a Kaiser Permanente pharmacy, simply ask to be transferred to the medical office of your choice after your phone consult is complete. You may also schedule your first appointment with a Kaiser Permanente PCP at this time. Other helpful information:

- If possible, obtain a 30 day refill prior to your effective date to prevent a disruption in your prescription care and help in the transition of your pharmacy services.
- If you're PCP is an affiliated primary care physician, please contact that physician's office directly to schedule your initial appointment.
- Prescriptions written by a non-Kaiser Permanente contracted doctor will not be covered without being reviewed by a Kaiser Permanente physician.

IMPORTANT NUMBERS

Appointment & Advice Call Center:	(404) 365-0966
Customer Service Department:	(404) 261-2590
Long Distance:	1-888-865-5813

How do I schedule my first appointment?

To schedule your first appointment, call the Call Center at **(404) 365-0966** or toll-free at **1-800-611-1811**. Once you have had your first appointment, you can contact the Call Center to schedule or cancel non-urgent appointments, speak to an advice nurse or receive additional information 24 hours a day, seven days a week.

You may also schedule, request, view, or cancel routine Internal Medicine and Pediatric appointments online at **kp.org**. To begin using this feature, visit **kp.org/register**.

- If you're PCP is an affiliated primary care physician, please contact that physician's office directly to schedule your initial appointment.

Questions for our Customer Service Department: (404) 261-2590

How I do to access care if I don't have my ID card yet?

Your benefits administrator will provide a temporary information sheet detailing your benefits, copay, deductible and coinsurance. Please contact the Call Center at **(404) 261-2590** to obtain a Health Record Number and a service associate will schedule your appointment for you at a Kaiser Permanente medical center.

How do I transition my care?

Your benefits administrator will be able to help you begin the process of transitioning your care as a new member. For additional information, especially regarding preexisting conditions (e.g. pregnancy, scheduled surgery, chronic condition), please call our Customer Service Department at **(404) 261-2590**. Your current care may be subject to evaluation by our Quality Review Management Department on a case-by-case situation. Typically, you are brought into the plan immediately or as soon as possible.

FREQUENTLY ASKED QUESTIONS

Do I have to choose a personal physician?

Yes. Having a personal physician (also referred to as a Primary Care Physician) helps ensure you get the care you need and deserve. When you enroll in Kaiser Permanente, the first step to receiving care is the selection of your personal physician. If a personal physician isn't chosen upon enrollment, we will assist you by identifying a doctor near your home and including you in that physician's panel of patients. That doctor will be listed in our records as your personal physician until you make a selection and inform us of your decision.

With Kaiser Permanente, you may change your personal physician at any time. Simply call our Customer Service Department at **(404) 261-2590** (locally) / **1-888-865-5813** (long distance) or visit the My Health Manager portion of **kp.org** once registered.

Do I need a referral to see a specialist?

You can self-refer to select Kaiser Permanente specialists—Ob/Gyns, dermatologists, ophthalmologists, optometrists, psychiatrists, and behavioral health specialists. Other specialty care services are coordinated by your personal physician.

How much will my appointment cost?

The amount you pay for your appointments will be determined by your plan. Your benefits administrator will provide a temporary information sheet detailing your benefits, copay, deductible, and coinsurance. For more information, contact Customer Service at **(404) 261-2590** locally or **1-888- 865-5813** long distance.

Do I have access to my medical health records online?

Yes. The My Health Manager portion of **kp.org** is available to help you stay connected to your health when you receive care or refill prescriptions at any of our medical centers. Simply register at **kp.org/register** and you will have secure access to features such as

- E-mail your doctor's office
- Review past office visit information
- Schedule, request, cancel, and view appointments
- Order prescription refills and view current active medications

- Access the health records of your children
- View immunization history
- View eligibility & benefits information
- View referrals
- View claims

If you have additional questions please call Customer Service at **(404) 261-2590** locally or **1-888-865-5813** long distance.

Online tools and information resources on **kp.org**

- **kp.org/memberdiscounts***—Discount programs for health clubs, chiropractic, acupressure, acupuncture, and massage therapy services, vision care, and many more!
- **kp.org/myhealth****—Access to your personal health record, e-mail your doctor's office, refill prescriptions, view your lab results, and much more.***
- **kp.org/facilities**—Medical facility directory with locations and services available at each of our medical centers
- **kp.org/medicalstaff**—Medical staff directory
- **kp.org/healthysolutions**—Free personal health coach
- **kp.org/partners**—Go green! Receive the quarterly member newsletter by e-mail.
- **kp.org/experience**—Discover more about how My Health Manager puts your health at your fingertips.

** The discounts and services listed in this directory do not replace and cannot be combined with any existing benefit and are not covered benefits. They are neither offered nor guaranteed under the contract with the FEHB Program. This discount program is made available to all enrollees and family members who are members of Kaiser Permanente. It has been created solely to provide discounted services on a fee-for-service basis. All listed discounts are based on the regular price unless otherwise noted. Kaiser Permanente assumes no responsibility for the nature, quality or outcome of the services. The arrangement of service/care is the sole responsibility of the consumer, and is between the practitioner and consumer only, not Kaiser Permanente.*

*** To access secure features on our Web site, members need to register online at **kp.org/register**.*

****Available to members receiving care/filling prescriptions at a Kaiser Permanente medical center.*

