

# Kaiser Permanente is here to help you thrive



With Kaiser Permanente, you get high-quality, affordable care that fits your life. Here are some of the top ways we help you live well and thrive.

## Care and coverage together

We have one mission – to keep you healthy. And because we’re both a care provider and a health plan, you can get the care and coverage you need in one convenient package.

## Top-quality care

Kaiser Permanente Washington has been recognized for high-quality care and innovation. We’ve been the top-performing medical group in Washington state for 11 years in a row.<sup>1</sup> Read more at [kp.org/wa/awards](https://kp.org/wa/awards).

## Doctors who are your personal health advocates

Our doctors put members at the center of everything they do. And the community providers who are part of our network share that same dedication. You can browse doctor profiles at [kp.org/wa/directory](https://kp.org/wa/directory), and choose – or change – your doctor at any time.

## Many ways to get the care you need

You can see your doctor in person or choose from other options:

- Email your doctor’s office<sup>2</sup>
- Call our 24/7 advice nurse
- Use an online visit<sup>3</sup> for common conditions
- Chat online with a Kaiser Permanente clinician

Stay on top of your care on our member website or with our mobile app.<sup>2</sup> Check out our website features at [kp.org/wa/member-tour](https://kp.org/wa/member-tour).

## Care and services in one convenient place

At most of our care facilities, you can see your doctor, get a lab test or X-ray, and pick up your medications – all without leaving the building.<sup>2</sup>

## Here for you when you need us

Have an urgent need come up? Some of our locations offer same-day appointments and walk-in hours. For minor issues, you can walk in to CareClinic by Kaiser Permanente at 15 Puget Sound Bartell Drugs locations. Or look for an urgent care center near you at [kp.org/wa/directory](https://kp.org/wa/directory).

# Switching plans is easy

Changing health plans doesn't need to be a lot of work. Whether you're in the middle of a treatment plan or you're taking a prescription drug, we understand that you have unique needs. We're here to help make switching plans easy.

## Call our new member welcome team.

Our dedicated team can help transition your 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**.

### Transfer your prescriptions

It's easy to transfer your prescriptions so your treatment is uninterrupted. Create an account at [kp.org/wa](https://kp.org/wa) to transfer your prescriptions yourself, or call our new member welcome team for help.

### Find the right doctor

Finding a new doctor can feel stressful. But our online doctor profiles let you browse the many excellent doctors and convenient locations in your area, even before you enroll. So you can join knowing you've found a doctor who fits your needs, and that you can change your doctor at any time, for any reason. You can choose a doctor online, or call our new member welcome team for help.

### Transition your care

Are you currently getting treatment? We can help you transition your care to Kaiser Permanente. You might want help if:

- You have a scheduled surgery.
- You're taking a prescription drug or using medical equipment.
- A baby is on the way! You're pregnant and receiving prenatal care.
- You're following an established treatment plan.
- A health provider is working with you to manage a medical condition.

<sup>1</sup>Washington Health Alliance 2017 Community Checkup. Ranking applies to Kaiser Permanente Washington's medical group, Washington Permanente Medical Group, P.C. (formerly Group Health Cooperative's medical group, Group Health Permanente, P.C.)

<sup>2</sup>Available when you receive care at Kaiser Permanente facilities.

<sup>3</sup>Prescriptions from online visits must be filled at Kaiser Permanente Washington medical offices or mail order service.