

WANT TO  
**CHOOSE**  
**HOW-WHEN-WHERE**  
TO GET YOUR CARE?



**YOU CAN**

Kaiser Permanente offers flexible care delivery options—**online, by phone, or in person**—so you can conveniently access treatment in the way that best fits your personal schedule, from wherever you are.

Members can register at [kp.org](https://kp.org) to start taking advantage of our suite of convenient digital tools and mobile apps, so you're always in control of your care.

# WAYS TO MANAGE YOUR HEALTH ON THE GO



## Online

- **Video visits** – Schedule video visits with physicians and providers for nonurgent and urgent symptoms.<sup>1</sup>
- **Get Care Now with a Clinician** – Get 24/7, on-demand, and virtual service for care from the next-available Permanente physician. No appointment needed.
- **E-visits** – Answer a quick self-service questionnaire and get a physician’s response in 2 hours. Or self-schedule a COVID-19 test, COVID-19 vaccine, or flu shot appointment.
- **Chat with KP** – Use our new click-to-chat service to connect with an advice nurse, get help for new members, and more. Available to members at no extra cost.
- **Email** – Message your doctor’s office with nonurgent questions anytime.
- **Wellness coaching** – Visit [kp.org/wellnesscoach](https://kp.org/wellnesscoach) to learn how you can work one-on-one by phone with a personal wellness coach at no extra cost.
- **Virtual behavioral health options** – Get support for stress, anxiety, and more:<sup>2</sup>
  - » myStrength Complete: Get this flexible, comprehensive digital program with proven tools and dedicated support for stress, depression, sleep, and more. myStrength Complete offers teletherapy and telecoaching options to our members.
  - » Headspace Care: Use this app to access immediate one-on-one support for coping with many common challenges, including stress, low mood, issues with work or relationships, and more.
  - » Calm: Get the number one app for sleep and meditation—designed to help lower stress, anxiety and more.
- **Pharmacy tools** – Make the most out of our prescription service with these pharmacy tools:
  - » Mail Order Pharmacy: Get your medications delivered by mail, usually in 3 to 5 days.<sup>3</sup>
  - » Smart notifications: Get prescription status updates for medications being delivered, mailed, or picked up.
  - » Refill reminders: Automate your refill reminders and enable refills via two-way text message.
  - » My KP Meds app: Set reminders and order prescriptions.



## Phone

- **Phone appointments** – Make telephone appointments with your doctors and emergency physicians. Call **800-777-7904** (TTY **711**).
- **24/7 advice line** – Talk to our clinicians to get medical advice, schedule appointments, and more.<sup>4</sup> Call 24/7 at **800-777-7904** (TTY **711**).
- **Care Away from Home** – Call **951-268-3900** (not toll-free for international calls) with questions about getting care outside your service area.



## In person

- **Doctor office visits** – See your doctor in person for many routine care services.
- **Request an earlier appointment** – When making an in-person appointment on [kp.org](https://kp.org) or the Kaiser Permanente app,<sup>5</sup> select “Join for sooner appointment and be notified if earlier appointments open up.” If an earlier slot becomes available, you’ll get a text allowing you to book the new appointment time.
- **Advanced Urgent Care, Urgent Care, and After Hours Care** – Save time and money with our urgent care—ideal for medical conditions that aren’t an emergency but can’t wait for you to see your personal doctor. Visit [kp.org/urgentcare/mas](https://kp.org/urgentcare/mas).
- **Prescription seamless payment** – Use a QR code for touchless payment when picking up prescriptions.
- **Priority prescription pickup** – Order a prescription while you’re at a facility through priority pickup and you’ll get a text when it’s ready. This service can be used for new and urgent prescriptions.

<sup>1</sup> When appropriate and available. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors and health care providers from providing care across state lines. Laws differ by state.

<sup>2</sup> App services may not be covered under your health plan benefits and may not be subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. Psychiatry is not included in the myStrength Complete membership. Telecoaching is not available to members age 13 to 17. myStrength® is a wholly owned subsidiary of Livongo Health, Inc.

<sup>3</sup> Some medications are not eligible for Mail Order Pharmacy. Mail Order Pharmacy can deliver to addresses in MD, VA, DC, and certain locations outside the service area.

<sup>4</sup> Symptoms or conditions will be triaged for urgency.

<sup>5</sup> To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on [kp.org](https://kp.org).



Visit [kp.org/getcare](https://kp.org/getcare).

Download our apps today.



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Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. 2101 E. Jefferson St., Rockville, MD 20852 2024ML0769 MAS 7/31/24-12/31/25