## **Kaiser Permanente NW**

## Willamette University



## Kaiser Permanente (KP) Northwest Member Resources

New Member inquiries, contact the New Member Desk at:

1-888-491-1124 (M-F 8:00 am to 6:00 pm)\*

- Choosing a KP provider & scheduling a first time appointment.
- Transition of Care, Prescription (Rx) and Medical Records Transfer.
- Connecting to PeaceHealth primary care contracted medical offices.
- Telehealth (Video and Phone visits)
- Website: kp.org/newmember

To search for a doctor or one that you would like to verify network participation, please visit:

www.kp.org/finddoctors

Search "Doctors" under your zip code

Prescription Services\*\*

1-888-491-1124 (M-F 8:00 am to 6:00 pm)\*

- Prescription drug inquiries
- Formulary inquiries and cost
   Online formulary: www.kp.org/formulary
- Mail Order Pharmacy (OR/WA) Ph: 1-800-548-9809 option 4\*
- Mail Order Benefit for 90 day fills at 2 copays vs. 3 www.kp.org/refill.

CHP Group (Complementary Health Plans) – Alternative Care

1-800-449-9479

Provider look up – www.chpgroup.com



Advice nurses are available 24 hours a day at 1-800-813-2000. In a medical emergency, please call 911.

Medical advice and information on getting nonemergency care are available by calling the number listed below and selecting the option for medical advice.

Member Services: 1-800-813-2000 TTY: 711

Language interpretation services: 1-800-324-8010

Mail-order pharmacy: 1-800-548-9809 TTY: 1-800-735-2900

If you are hospitalized outside the Kaiser Permanente network, you must notify us no later than 24 hours after any admission, or as soon as reasonably possible, at 1-877-813-5993 (bil free). For help filing a claim for reimbursement, call the Away from Home Traval Line at 951-268-3900.

This card is for identification only and is not transferable. To be entitled to coverage, the cardholder must be a member complying with all provisions of the service agreement.

Underwritten by Kaiser Foundation Health Plan of the Northwest.

SOO NE Muthromah St., Suite 100, Portland, CR 97232.

<sup>\*\*</sup>Prescriptions at Kaiser Permanente Pharmacies are restricted to formulary medications unless otherwise approved by a Kaiser Permanente Physician. Please double check the Kaiser formulary online or call the New Member Desk if you have questions.