

## Kaiser Permanente Built-in Services and Programs

With Kaiser Permanente, you get a comprehensive approach to care supported resources and online tools that are ready, day and night, to help you be the best you can be — mind, body, spirit.

### Virtual Care

Kaiser Permanente offers flexible care options – online by phone, or in person – so you can conveniently access treatment in the way that best fits your personal schedule, from anywhere you are. This makes it even easier to get high-quality care without an appointment – at no cost to members on most plans. Phone – Scheduled and unscheduled phone appointments for routine care, coaching, and more; eVisit – Connect to care without an appointment. Answer a few questions on [kp.org](http://kp.org) or in the KP mobile app and get help from a clinician 7 days a week. Plus get an immediate response with self-care advice and appointment recommendations 24/7; Video (computer, smartphone, or tablet) – No appointment needed (scheduled visits available).

### Advice Nurse, 24/7

If you or a family member has a minor injury or a cold, you may not need to go to the Emergency Department. Our advice nurses can help you make the right choice on where to receive care. Our registered nurses are available 24 hours a day, seven days a week. For advice, find the number for the facility where you receive care at [kp.org/facilities](http://kp.org/facilities).

### Wellness Coaching

As a Kaiser Permanente member, you can get the extra support you need to make healthy changes and stick with them—just by making a phone call. Get personal, step-by-step support by calling **1-866-862-4295** (toll free), Monday through Friday, from 6 a.m. to 7 p.m. Pacific time, to make an appointment.

### Your online Personal Health Record

Get a one-stop resource for managing your health with your online personal health record — My Health Manager. Use these timesaving features 24 hours a day, seven days a week, to:

- Email you doctor's office
- View most lab test results
- Request routine appointments
- View recent immunization records
- View your benefits and eligibility

You can even use My Health Manager on the go. Download the free Kaiser Permanente app for Apple products from the App Store<sup>SM</sup> or for Android<sup>TM</sup> from Google Play. Or, bookmark [kp.org](http://kp.org) on your Web-enabled mobile device. To learn more about how My Health Manager works, go to [kp.org/myhealthmanager](http://kp.org/myhealthmanager).

### Online Healthy Lifestyle Programs

Get a personalized approach to improving your well-being with our healthy lifestyle programs. The online programs emulate a coaching session and provide you with a customized action plan. Assess your total health, or get help with a specific issue like weight management, nutrition, stress, chronic conditions, and more. We recommend starting with our online total health assessment, HealthMedia® Succeed®. This assessment will help you prevent disease and improve your health by examining what's affecting your overall wellness — from how often you exercise to what you eat in the morning. After answering some questions about your health and day-to-day activities, you will receive a customized action plan to help you succeed in making healthier lifestyle choices.

Visit [kp.org/healthylifestyles](http://kp.org/healthylifestyles) for more information. Healthy Lifestyle Programs are also available in Spanish at [kp.org/vidasana](http://kp.org/vidasana).

### Every Body Walk!

The Every Body Walk! app enables you to personalize your walking plan, connect with walking communities, learn about the latest fitness trends and tips, and more. Find resources to motivate you to get moving at [everybodywalk.org](http://everybodywalk.org)

### Other Online Tools and Resources

In addition to some of the already mentioned wellness resources, you also have access to a wealth of information online, like health guides, nutritional resources and tools, interactive symptom checkers, health encyclopedias and complementary care services such as massage therapy and acupuncture. You can also use our decision making tools to learn more about medications, medical tests, surgeries and treatments. Go to [kp.org/healthyliving](http://kp.org/healthyliving) learn more.

### Chronic Conditions Management

If you are managing an ongoing condition, such as diabetes, asthma, and cardiovascular disease, you're automatically enrolled in our Complete Care disease management programs. You receive personalized and targeted care and services to ensure you get the screenings and tests needed to prevent complications and improve your health. Your primary care physician oversees and coordinates your total care and should be contacted with any questions. Depending on your individual medical needs, a case manager may provide further support coordinating various aspects of care, including inpatient care, home care, transitional care, skilled care, pharmaceutical use, and outpatient care.

### Classes and Programs near You

Looking for new ways to meet familiar health challenges? Go to [kp.org/classes](http://kp.org/classes) to find health classes, support groups, and other resources such as on-demand fitness videos, online classes, Wellness Coaching by phone and more. (Class offerings vary by location, and some classes may require a fee).

### Farmer's Markets

Eating well is easier when you bring home fresh food from our farmers markets. They're conveniently located at many of our facilities, so you can pick up some healthy fruits and veggies after your visit. Go to [kp.org/farmersmarket](http://kp.org/farmersmarket) to find one at a facility near you.

### Questions? Call one of our dedicated Member Services Representatives

Health Plan Member Services Address	Member Services Phone Number	Hours
<b>California</b>  Member Service Contact Center P.O. Box 1840 Corona, CA 91718-1840	(800) 464-4000 (English) (800) 788-0616 (Spanish) (800) 757-7585 (Chinese dialects) (800) 443-0815 (Medicare) (800) 777-1370 (TTY)  Fax: (909) 549-3110	7 days, 24 hours  7 a.m.–8 p.m. daily (Medicare)
<b>Mid-Atlantic States</b>  Member Service Contact Center 11900-A Bournefield Way Silver Spring, MD 20904	(301) 468-6000 (from DC metro area) (800) 777-7902 (from other areas) (301) 879-6380 (TTY)  Fax: (301) 879-6360 or 6452	M–F: 7:30 a.m.–5:30 p.m. Medicare 8 a.m.–8 p.m. daily
<b>Colorado</b>  Member Service Contact Center P.O. Box 203004 Denver, CO 80220-9004	(303) 338-3800 (from Denver metro area) (800) 632-9700 (from other) (303) 338-3820 (TTY)  Fax: (303) 338-3444	M–F: 8 a.m.–5 p.m. Medicare 8 a.m.–8 p.m. daily
<b>Hawaii</b>  Customer Service Center 711 Kapiolani Boulevard Honolulu, HI 96813	(808) 432-5955 (from Oahu) (800) 966-5955 (from outside Oahu) (877) 447-5990 (TTY)  Fax: (808) 432-5300	M–F: 8 a.m.–5 p.m. Sa: 8 a.m.–noon Medicare 8 a.m.–8 p.m. daily