

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 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 non-urgent and urgent symptoms.¹ You may also use Get Care Now with a Clinician, our 24/7, on-demand, and virtual service for care from the next-available Permanente physician.
- **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 chat 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 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:
 - » myStrength²: myStrength Complete by Teladoc Health is a flexible and 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.
 - » Ginger: The Ginger app offers immediate one-on-one support for coping with many common challenges, including stress, low mood, issues with work or relationships, and more. Ginger’s highly trained emotional support coaches are ready to help 24/7.
 - » Calm: The Calm app is 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.³
 - » 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 appointment** – Make telephone appointments with your doctors and emergency physicians. Call **800-777-7904 (TTY 711)**.
- **24/7 advice line** – For medical advice or if you’re unsure if you need urgent care, call 24/7 at **800-777-7904 (TTY 711)**. Our clinicians can make recommendations, schedule appointments, and/or provide other guidance.⁴
- **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** – Many in-person appointments are available through our automated wait list. Sign-up is easy: When making your appointment on **kp.org** or the Kaiser Permanente app,⁵ 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 and Urgent 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.
- **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.

¹ 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.

² myStrength Complete by Teladoc Health is available to members 18 and older who do not have a Maryland Medicaid health plan.

³ 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.

⁴ Symptoms or conditions will be triaged for urgency.

⁵ To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on **kp.org**.



Visit kp.org/getcare.

Download our apps today



App Store is a service mark of Apple, Inc., and Google Play is a trademark of Google, Inc.

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. 2101 E. Jefferson St., Rockville, MD 20852 2023ML0592 MAS 8/18/23-12/31/24