

Kaiser Permanente Added Choice*

You have a new health plan.

Getting started

Thank you for choosing Kaiser Permanente. Here's what you can expect as you get started.

Outreach effort	Key information you will receive	Timing
Live welcome call and follow-up email from our customer service team	How to transition care, get prescriptions, make an appointment, and what additional materials to expect	Before your effective date
ID card	ID card that helps you access care for all providers and pharmacies	Near your effective date
Getting Started insert	Insert that provides an overview of provider options, pharmacy services, getting assistance, and how to register for kp.org	Mailed with your ID card
Member welcome book	Guide to help you get started with your Flexible Choice plan	Near your effective date

Getting care

- During the live welcome call, our customer service team will help you understand how your plan works and how to make an appointment with the provider of your choice.
- You can go to **kp.org/addedchoice-hawaii** and click [Finding Doctors and Facilities](#) in the [For Members](#) section to view providers, pharmacies, and contact or location information.
- Your Welcome Book and Getting Started insert will contain details on how to schedule appointments with different providers.

Transitioning care

If you are currently undergoing complex care or have a procedure scheduled/approved with your prior provider, our customer service representative will discuss options during the welcome call. Alternatively, you may call customer service at **800-238-5742 (TTY 711)** any time after your effective date to discuss your options.

Pharmacy

You can bring most prescriptions to Kaiser Permanente and participating MedImpact network pharmacies. Where you go will affect your out-of-pocket costs—for generally the lowest costs, you can bring your prescription to Kaiser Permanente. Call us at **800-238-5742 (TTY 711)** with any other questions, including how to schedule a pharmacy consult to have your medications transitioned to Kaiser Permanente.

Post-visit communication

After your first visit with a Kaiser Permanente provider, you will get an email with information on how to sign up for kp.org, where you can see lab results, email your Kaiser Permanente physician, and navigate your health online. The email will also include best practices for getting care at Kaiser Permanente.

Kaiser Foundation Health Plan, Inc. underwrites the Kaiser Permanente provider option of this plan. The contracted and non-contracted provider options of this plan are underwritten by Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan, Inc. (KFHP).

