

Information for new Kaiser Permanente members in Santa Cruz County

From finding facilities to choosing a doctor, it's easy to learn about care in Santa Cruz County.

Knowing what to expect

On or near your effective date, you will receive, by mail, the following materials to help you get started:



A Kaiser Permanente ID card—which includes a personal medical record number. With it, you can get care, manage your health online, and more.



A welcome book—full of easy steps to help you make the most of your membership.



Kaiser Permanente app

After registering online, you can download the **Kaiser Permanente app** to your smartphone to manage your health on the go.

Exploring care in Santa Cruz County

It's easy to learn more about care options in the area by going to kp.org/santacruz.

- Find our new medical offices in Santa Cruz, Scotts Valley, and Watsonville opening January 3, 2017
- See available services that we'll be providing in Santa Cruz County—and remotely like telephone appointments and video visits
- View doctor profiles to learn about specialties, certifications, languages they speak, and more

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Getting started

Once your coverage begins and you have your ID card, you can start taking advantage of your new health plan in a few simple steps.

To learn more, you can explore the welcome book or go to kp.org/newmember.



Registering on kp.org—By registering on kp.org, you can:

- Email your doctor's office with nonurgent questions
- Schedule and cancel routine appointments
- View most lab results, and more



Choosing a doctor — You can browse our doctor bios and choose one based on what's important to you. There, you'll see information related to their education, specialties and languages they speak. And you can change your doctor at any time, for any reason.



Transitioning prescriptions — You can call **877-795-2473** or go online to transition prescriptions from your current pharmacy to a Kaiser Permanente pharmacy.



Have questions before your coverage begins? Call Kaiser Permanente Member Outreach at 408-972-7321 or 1-877-327-3663 (toll free), Monday through Friday, from 9 a.m. to 5 p.m.



Additional care resources

Kaiser Permanente members have access to a full range of care and services — like 24/7 advice by phone and online appointment scheduling. To learn more, visit kp.org/getcare.

Information may have changed since publication.