

Kaiser Permanente





Simple steps for registering on kp.org

Manage your care online



Register on kp.org

Manage Your Health

- Check your medical records
- email your doctor
- Refill your prescription
- Change doctor's
- Access to healthy resources and more

Get Care

- Find locations
- Start an E-visit
- Call our 24/7 Nurse Advice Line

Access to kp Mobile app

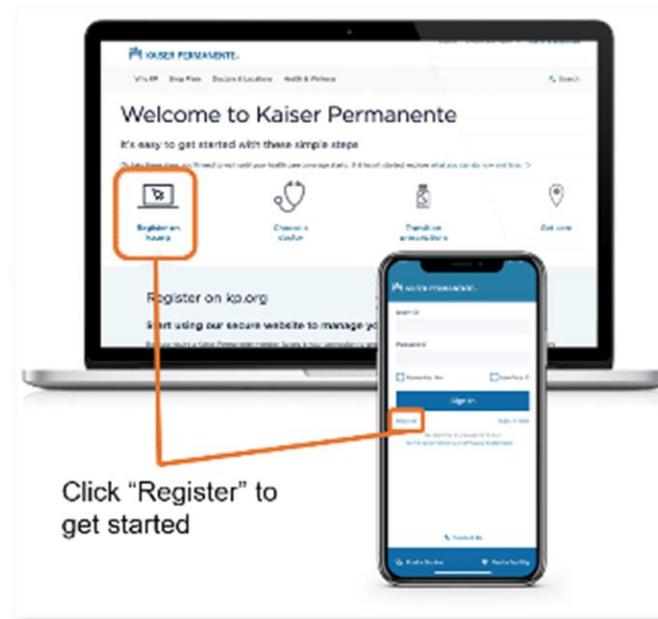
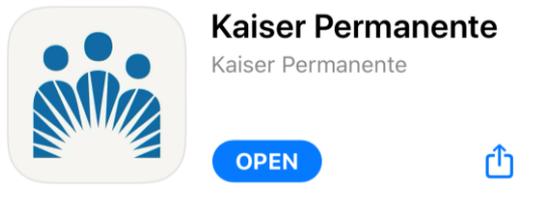
- Pay bill
- View Lab results
- Order prescription





Simple Steps to Register for kp.org

- Registering is very easy
- Go to kp.org/registernow from a computer or download our mobile app on your mobile device and click on register.
- You will need your medical record number, which you can find on your Kaiser Permanente ID card





Steps to Register on kp.org

Step 1:

- ❑ Go to kp.org/register now
- Select English or Spanish to register

In which language would you like to register? X

English

Spanish

Continue

Step 2:

- ❑ Enter your plan information Along with your name and birth date, you'll need to enter the medical/health record number printed on your ID card.

Register and live healthier
Tell us about yourself

1 Set up account 2 Security 3 Finish

ⓘ Don't use your browser's back button. It will cancel your registration.

Enter your member information

First name Last name

Birth date:
Month Day (dd) Year (yyyy)

Preferred language for kp.org
[Click here for more information](#)
English

Area
Select an area

Health/Medical Record number
[Click here for more information](#)

Next



Steps to register for kp.org

Step 3:

- Accept the terms and conditions

By checking this box and clicking the "Submit" button, I indicate that I have read and agree to the summary and the [entire Terms and Conditions](#) for use of this website, and I have reviewed the [Privacy Statement](#) for this website.

Step 4:

- Create your user ID Choose a user ID and enter your email address. After you're registered, you'll use this ID to sign on to kp.org.

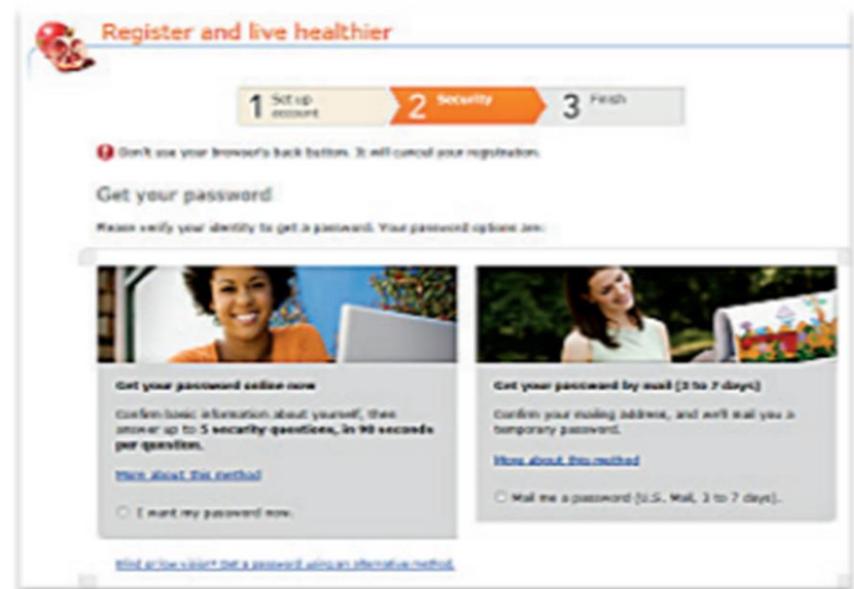
The screenshot shows a registration form titled "Register and live healthier". It has three steps: 1. Set up account, 2. Security, and 3. Finish. Step 2 is currently active. Below the steps, there is a warning: "Don't use your browser's back button. It will cancel your registration." The main heading is "Choose a user ID." followed by instructions: "When you sign on to kp.org, you'll use a user ID (a name you choose to help identify you on a website) and a password." The instructions list two bullet points: "Choose a user ID between 6 to 50 characters long. (An email address is fine.)" and "Don't use spaces or punctuation marks, except for @ - _ .". Examples provided are "jmh123" and "mk123mg54@kpaaddress.com". There are three input fields: "User ID", "E-mail address", and "Repeat e-mail address". A green "Submit" button is at the bottom.



Steps to register for kp.org

Step 5:

- ❑ Secure your account Complete the security steps online. After answering a few questions to confirm your identity, you'll create a password and pick 3 secret questions to help keep your account secure.





Congratulations!

That's it! As soon as you have your password, you can sign on and start using all the great members-only features of kp.org.

- View most lab results
- Refill most prescriptions
- Email your doctor's office with nonurgent questions
- Schedule and cancel routine appointments
- Print vaccination records for school, sports, and camp needs
- Check your plan's benefits, view claims, estimate costs
- Manage a family member's health care

mobile app and kp.org

Two easy ways to connect with care, track health history, and access health information.

1. Register or download

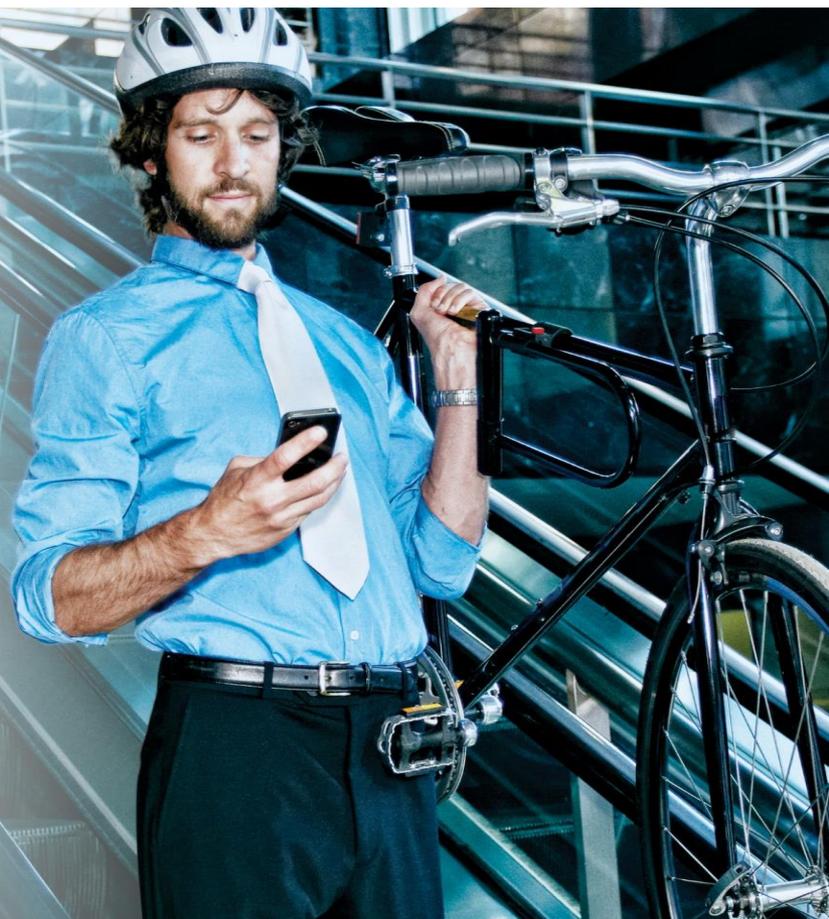
To manage your health online, you can register on kp.org or download the [Kaiser Permanente app](#).

2. Connect with health online

Schedule appointments. Refill prescriptions. [Find doctors and locations](#). Available every day to every member.

3. Stay organized

Every encounter is saved online, making it easy to track lab results, doctor messages, past and upcoming appointments, and more.



no cost to members



all devices



health care tools



KAISER PERMANENTE®

Kaiser Permanente See how our care and coverage can help you thrive

Choosing your Doctor

Our physician-led care teams work together to keep you healthy by delivering high-quality, personalized care. Browse our doctor profiles at kp.org/searchdoctors and choose one that's right for you. You can expect:



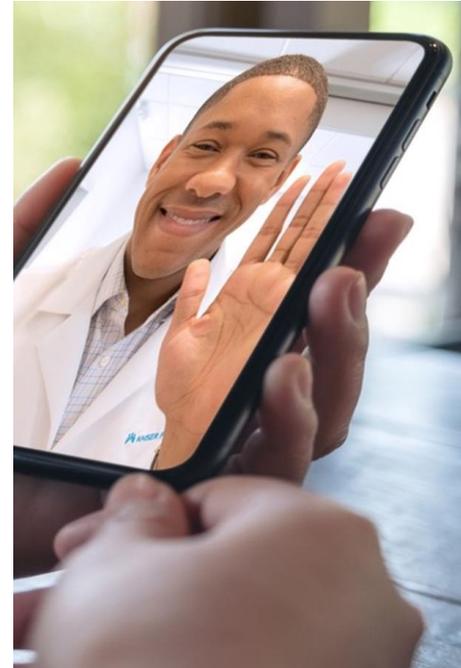
Great care from great doctors



Better care with a connected team

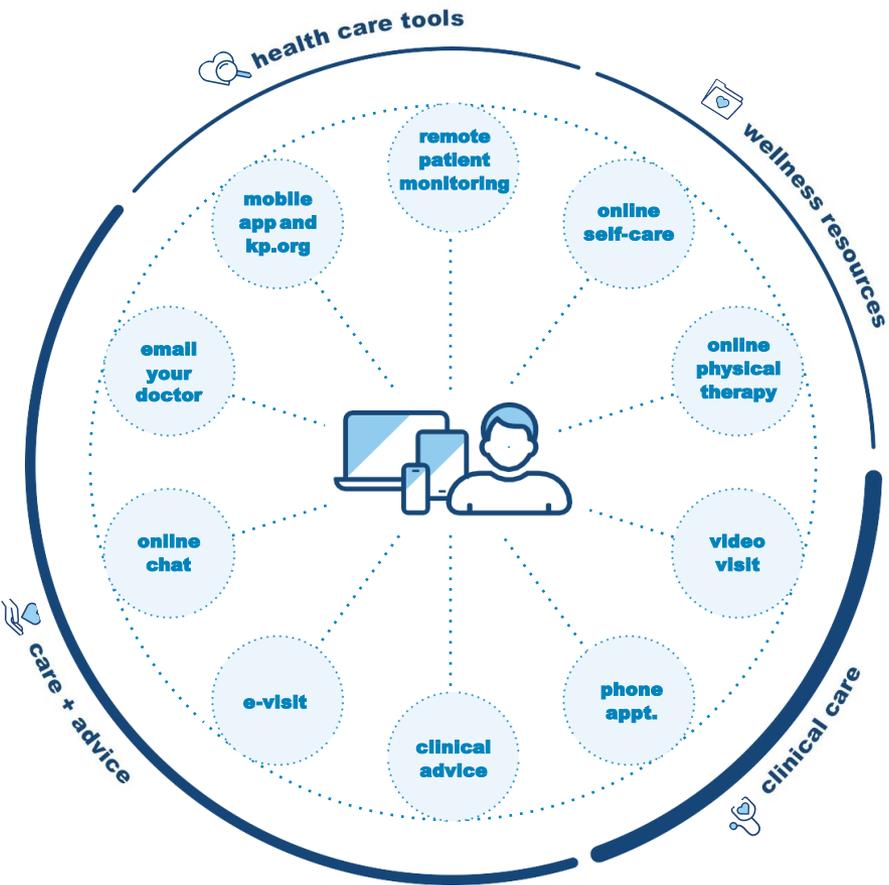


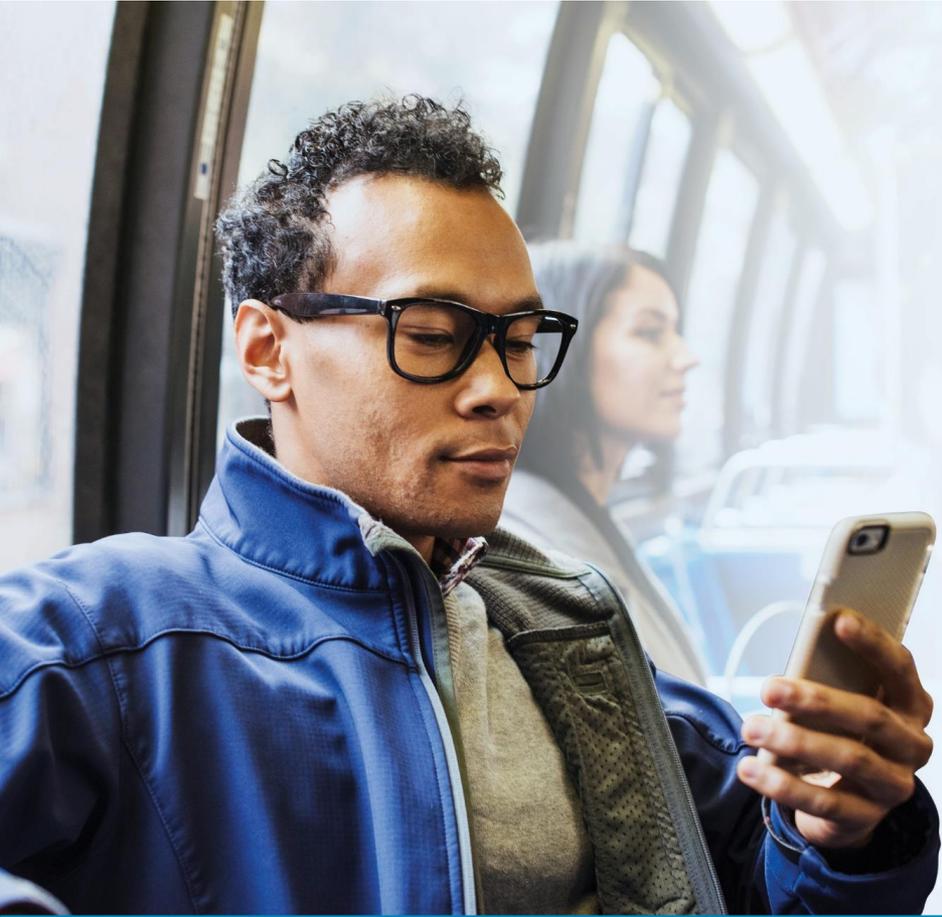
You can also change your doctor at any time, for any reason.



telehealth options for our members

Members have many ways to get care — when and where it works for them. Primary care and specialty care are available through e-visits, phone or video visits, and more.





clinical advice

A 24/7 clinical concierge service that can help connect you with a doctor, schedule appointments, and offer personalized care guidance based on your needs.

1. Call 24/7

You have only one phone number to call, 24 hours a day, 7 days a week.

2. Get answers to common care questions

Learning how and where to get care, can help you save time and money.

3. If needed, make an appointment

You can get appointment recommendations based on condition.



no cost to members



by phone



care + advice



KAISER PERMANENTE®



e-visit

A personalized care plan — straight from a health care professional, entirely online. Great for minor health conditions and prescriptions.

1. Answer some health questions

You fill out a short questionnaire to help us learn more about your symptoms.

2. Get immediate next steps

Right after finishing, you receive online self-care resource and appointment recommendations.

3. Hear from a health care professional

Within about 2 hours, a clinician will provide a tailored treatment plan and prescriptions straight to your inbox on kp.org.



no cost to members



all devices



care + advice



KAISER PERMANENTE®

video visit

1. Make an appointment

You can schedule video visits on kp.org and the Kaiser Permanente app or call the 24/7 advice line. Appointments are often on the same or next day.

2. Ready with the right equipment

You need an Internet connection and a device with a camera and microphone.

3. Start the visit

Download the Kaiser Permanente mobile app or sign in to kp.org during the appointment window to get started.



no cost to members
on most plans



all devices



clinical care



KAISER PERMANENTE®

phone appointment

High-quality care over the phone — just like an in-person visit.
Great for minor health conditions, prescriptions, and referrals.

1. Make an appointment

You can schedule phone appointments on kp.org and the Kaiser Permanente app or call the 24/7 advice line. Appointments are often on the same or next day.

2. Pick up the phone

We'll call you within a few minutes of your appointment time at the phone number provided.

3. Talk with a health care professional

You can explain your symptoms or health concerns to health care clinicians who know your medical history.



no cost to members
on most plans



all devices



clinical care

 KAISER PERMANENTE®

Wellness apps

Digital mental health support — praised by professionals and users alike

Calm

Build mental resilience, reduce stress, and experience better sleep alongside 70 million other active users.

*my*Strength

Evidence-based programs to help members set mental health goals, track progress, and get support managing depression, anxiety, and more.

kp.org/selfcareapps



no cost to members



all devices



self-care and wellness resources



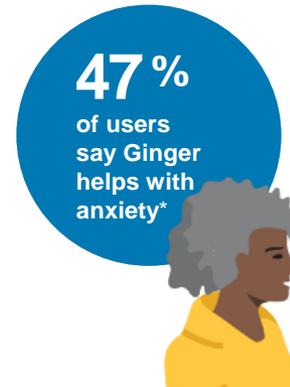
KAISER PERMANENTE®

24/7 emotional support coaching app

The Ginger app offers 1-on-1 support for many common challenges — like anxiety, stress, low mood, relationship issues, and more. Adult members can use the app for 90 days a year at no additional cost.

What can you do with Ginger?

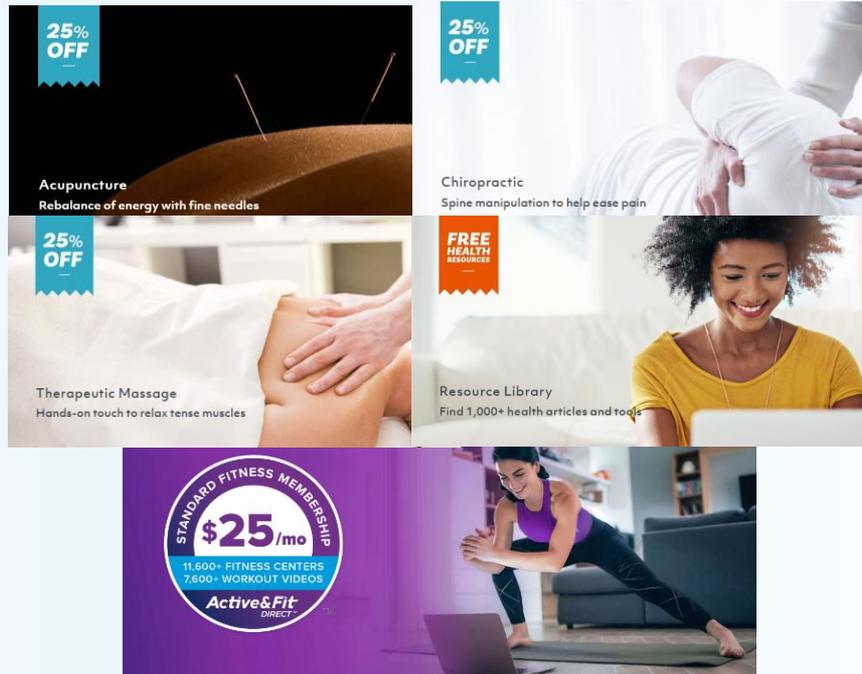
- Text with a coach anytime, anywhere, 24/7 for 90 days.
- Discuss goals, share challenges, and create an action plan with your coach.
- Get personalized, interactive skill-building tools from a library of more than 200 activities.
- View recaps from each texting session, track progress, and work with your coach to adjust your action plan as needed.



*Sarah Kunkle et al., "Association Between Care Utilization and Anxiety Outcomes in an On-Demand Mental Health System: Retrospective Observational Study," *Journal of Medical Internet Research*, January 2021. This service isn't covered under your health plan benefits and isn't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. It may be discontinued at any time without notice. Coaching services aren't available to members under 18 or members enrolled in Medicare or Medicaid/Medi-Cal.

ChooseHealthy program

Access a variety of complementary and alternative care resources to help you get active and stay healthy



Reduced rates

Get reduced rates on a variety of health-related products and services through The ChooseHealthy® program.⁴ These include:

- Active&Fit Direct – members pay \$25 per month (plus a one-time \$25 enrollment fee) for access to a national network of more than 10,000 fitness centers
- Up to 25% off a contracted provider's regular rates for:
 - Acupuncture
 - Chiropractic care
 - Massage therapy

kp.org/choosehealthy

Healthy lifestyle programs

Online health guidance and action items to help build and reach health goals

Health assessment

- A quick, 10-minute survey will help us assess your health and medical history.

Goal setting

- Based on your answers, we'll help them choose some goals to focus on, like improving your mood, keeping stress in check, and sleeping better.

Activity recommendations

- We'll help you form better habits by suggesting a handful of activities they can fit into your daily or weekly routines.

kp.org/tha



no cost to members



all devices



self-care and wellness resources



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Thank you

