



## **Kaiser Permanente's Prescription Mail Order Shipping Policy**

Due to differing requirements across the country for out-of-state pharmacy shipments, Kaiser Permanente can no longer mail prescriptions to many states from our California and Mid-Atlantic states mail order facilities. We will continue to mail prescriptions to members within their home state, or by request to any address within these states: California, Colorado, Hawaii, the District of Columbia, Georgia, Maryland, New York, Oregon, Washington, Wisconsin, or Virginia.

### **Options for Members: Five Solutions for Refilling Prescriptions**

Whether in school, traveling, or migrating for the winter/summer, Kaiser Permanente has options to support members when they are seeking care while away from home. While we can't mail medications to certain states, we can provide the following options to support members who are traveling or residing outside of the markets we serve:

1. Place mail order requests prior to travel dates for home delivery before departure.
2. Visit local Kaiser Permanente pharmacy prior to travel for early or extra refills on eligible prescriptions.
3. Forward mail via United States Postal Service (USPS) to the out of state address.
4. Fill prescriptions at a [Kaiser Permanente or affiliated network pharmacy](#) in markets where we operate.