

# Kaiser Permanente

## Frequently Asked Insurance & Benefits Questions

### How do I contact Kaiser Permanente's Member Services?

The Member Services Contact Center is open 24 hours a day, 7 days a week (closed holidays)

- English (800) 464-4000
- Spanish (800) 788-0616
- Chinese dialects (800) 757-7585
- TTY 711

You can also go online at [www.kp.org](http://www.kp.org).

### When should I contact Member Services?

Contact Kaiser Permanente's Member Services for information on enrollment and eligibility, benefits and coverage, new ID cards, name or address changes, claims questions, and their dispute resolution process.

### How do I select a Primary Care Physician (PCP)?

Kaiser Permanente knows how important it is to find a doctor who matches your specific needs. To find a personal doctor who's right for you, call or browse online doctor profiles, where you can find information related to education, credentials, specialties, and whether they are accepting new patients. You can change your personal doctor at any time.

- Personal Physician Selection: (888) 956-1616
- Website (Physician Profiles): [www.kp.org/finddoctors](http://www.kp.org/finddoctors)

### How do I make an appointment with my doctor?

You can schedule appointments by calling your doctor's office, going online at [www.kp.org/appointments](http://www.kp.org/appointments), or via the free Kaiser Permanente mobile app (available for the iPhone® or Android™ from the App Store<sup>SM</sup> or Google Play®)

### I am not feeling well, it is after hours and I don't know if I should go to urgent care or an emergency room. Is there someone I can call and get advice?

If you're not sure what kind of care you need, Kaiser Permanente advice nurses are available 24/7 to help you figure out what type of care is best for your symptom or condition. Just call the appointment advice line for the facility that's convenient for you. For after-hours advice, call **888-KPONCALL (888-576-6225)**.

### I take prescription medications, what options do I have for refills or in transferring a prescription?

To refill an existing prescription with Kaiser Permanente you can choose one of the following options:

1. In person: Visit a Kaiser Permanente pharmacy near you.
2. Go online: Visit [www.kp.org/rxrefill](http://www.kp.org/rxrefill).
3. By phone: Call the pharmacy refill number on your prescription label. Have your medical record number, home phone number, and credit or debit card information ready when you call.
4. By mail: Fill out an order form, available at any Kaiser Permanente pharmacy, and drop it in the mail. You should receive your prescription(s) within two weeks.

To Transfer your prescriptions call **(888) 956-1616**. Kaiser Permanente will ask you for your prescription number(s) and the name and phone number of your current pharmacy (you should be able to find this information on your current prescription containers).

### What do I do if I need medical attention but don't have my Kaiser Permanente card?

You can use your Social Security number if you don't have your Kaiser Permanente card with you.

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### How do I contact Kaiser Permanente if I travel out of the area and need medical attention?

Plan ahead, travel well, and come home healthy. Visit [www.kp.org/travel](http://www.kp.org/travel) or call the Away from Home Travel Line at **(951) 268-3900** for 24/7 travel support anytime, anywhere.

### How do I access my Mental Health Services?

The following are the mental health locations:

<p><b>Canyon Crest Mental Health Offices</b> 5225 Canyon Crest Dr., Building 100, Suite 103 Riverside, CA 92507</p> <p>Appointments &amp; Information: (951) 248-4000 Hours: Mon, Tues &amp; Thurs: 7 a.m. - 9 p.m. Wednesday: 7 a.m. - 7 p.m. Friday: 7 a.m. - 5 p.m.</p>	<p><b>Chino Grand Mental Health Office</b> 3750 Grand Ave. Chino, CA 91710</p> <p>Appointments &amp; Information: (866) 205-3595 Hours: Mon - Thurs: 7 a.m. - 7 p.m. Friday: 7 a.m. - 5:30 p.m.</p>
<p><b>Fontana Mental Health Offices</b> 9310 Sierra Ave. Fontana, CA 92335</p> <p>Appointments &amp; Information: (866) 205-3595 Hours: Mon - Thurs: 7 a.m. - 7 p.m. Friday: 7 a.m. - 5:30 p.m.</p>	<p><b>Hesperia Mental Health Office</b> 14135 Main Street. Suite 301 Hesperia, CA 92345</p> <p>Appointments &amp; Information: (866) 205-3595 Hours: Mon - Thurs: 7 a.m. - 7 p.m. Friday: 7 a.m. - 5:30 p.m.</p>
<p><b>Montclair Mental Health Offices</b> 5330 San Bernardino St. Montclair, CA 91763</p> <p>Appointments &amp; Information: (866) 205-3595 Hours: Mon - Thurs: 7 a.m. - 7 p.m. Friday: 7 a.m. - 5:30 p.m.</p>	<p><b>Ontario Mental Health Offices</b> 3330 Centre lake Dr. Ontario, CA 91761</p> <p>Appointments &amp; Information: (866) 205-3595 Hours: Mon - Thurs: 7 a.m. - 7 p.m. Friday: 7 a.m. - 5:30 p.m.</p>
<p><b>Redlands Mental Health Office</b> 1301 California Street. Redlands, CA 92374</p> <p>Appointments &amp; Information: (866) 205-3595 Hours: Mon - Thurs: 7 a.m. - 7 p.m. Friday: 7 a.m. - 5:30 p.m.</p>	<p><b>San Bernardino Mental Health Offices</b> 325 W. Hospitality Lane., Suite 312 San Bernardino, CA 92408</p> <p>Appointments &amp; Information: (866) 205-3595 Hours: Mon - Thurs: 7 a.m. - 7 p.m. Friday: 7 a.m. - 5:30 p.m.</p>

### How do I get assistance for substance addiction?

Contact the following location for substance addiction:

<p><b>Heacock Medical Offices</b> 12815 Heacock St. Moreno Valley, CA 92553</p> <p>Appointments &amp; Information: (951) 601-6174 Hours: Mon - Thurs: 8:30 a.m. - 8 p.m. Friday: 8:30 a.m. - 5 p.m. Sat: 9 a.m. - 2 p.m.</p>	<p><b>Fontana Addiction Medicine Department</b> 17046 Marygold Ave. Building 5 Fontana CA , 92335</p> <p>Contact: (909) 427-5128 Mon – Thurs: 8 a.m. – 8 p.m. Friday 8 a.m. – 7 p.m.</p>
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### Is there an after-hours, weekend, or holiday phone number for behavioral health care and/or substance addiction assistance?

Yes, call **(800) 900-3277**

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### **How do I add a new spouse or dependent(s)?**

Contact your employer's Human Resources Department no later than 31 days from the date of the event to enroll a newborn, legally adopted child, or newly married spouse or domestic partner. Dependents not added within this period may not be eligible until the next open enrollment period.