

Kaiser Permanente (KP) Northwest Member Resources

New Member inquiries, contact the New Member Desk at:

- 1-888-491-1124 (M-F 8:00 am to 6:00 pm)*
 - Choosing a KP provider & scheduling a first time appointment.
 - Transition of Care, Prescription (Rx) and Medical Records Transfer.
 - Connecting to PeaceHealth primary care contracted medical offices.
 - Telehealth (Video and Phone visits)
 - Website: kp.org/newmember

To search for a doctor or one that you would like to verify network participation, please visit:

- www.kp.org/finddoctors
- Search “Doctors” under your zip code

Prescription Services**

- 1-888-491-1124 (M-F 8:00 am to 6:00 pm)*
 - Prescription drug inquiries
 - Formulary inquiries and cost
 - Online formulary: www.kp.org/formulary
 - Mail Order Pharmacy (OR/WA) Ph: 1-800-548-9809 option 4*
 - Mail Order Benefit for 90 day fills at 2 copays vs. 3
 - www.kp.org/refill.

CHP Group (Complementary Health Plans) – Alternative Care

- [1-800-449-9479](tel:1-800-449-9479)
- Provider look up – www.chpgroup.com

Deductible and out of pocket credit (Between January 2019-March 2019)

- Credit will be applied to your KP account following enrollment.
- Credit reports are usually received between 30-45 days post effective date
- Time sensitive credit application – please provide a copy of your latest EOB.
- Send your last EOB to the POS Concierge team. kpconcierge-nw@kp.org



****Prescriptions at Kaiser Permanente Pharmacies are restricted to formulary medications unless otherwise approved by a Kaiser Permanente Physician. Please double check the Kaiser formulary online or call the New Member Desk if you have questions.**

***Services limited to general inquiries prior to member enrollment.**