

Quick Reference Guide

Action	Contact	What you can do
Change your doctor	Call Member Services, Monday through Friday, 7:30 a.m. to 5:30 p.m., except holidays, at: 855-249-5019 866-513-0008 TTY/TDD*	This doctor will coordinate all of your health care needs, including making referrals. You can change your PCP or Ob/Gyn at any time, for any reason.
Make an appointment	For MAPMG doctors, call Monday through Friday, 7 a.m. to 8 p.m., at: 800-777-7904 For Hearing and Speech Impaired, first call the Relay Service 711 and ask to connect to Appointments and Advice at : 855-632-8278	If your doctor does not practice in a Kaiser Permanente medical center, call your doctor's office directly to make an appointment. We can help you make, cancel, and change appointments with a MAPMG doctor. You can also make, cancel, and change appointments with a MAPMG doctor online at kp.org through My Health Manager.
Update your address or telephone	Call Member Services, Monday through Friday, 7:30 a.m. to 5:30 p.m., except holidays, at: 855-249-5019 866-513-0008 TTY/TDD*	It is important that you keep us up-to-date on the best place to reach you.
24-hour medical advice	Medical advice is available 24 hours a day, seven days a week at: 800-777-7904 For Hearing and Speech Impaired, first call the Relay Service 711 and ask to connect to Appointments and Advice at: 855-632-8278	You can get advice and/or make an appointment. In addition, if you would like to leave a non-urgent message for a medical advice nurse, you can do so at kp.org if you are registered on My Health Manager. You will receive an answer within one business day.
Fill a prescription	EZ refill: 800-700-1479, 24 hours a day, seven days a week, to refill prescriptions filled at Kaiser Permanente medical center pharmacies. Mail delivery services: Select the EZ Refill mail option to have your refillable prescription mailed anywhere in the U.S. Order online: Order your prescription refills at kp.org using My Health Manager for medications filled at Kaiser Permanente medical center pharmacies. MedImpact: Call 800-788-2949	You can also use Kaiser Permanente pharmacies to fill or refill a prescription from a doctor that does not practice in a Kaiser Permanente medical center. Bring in the prescription the same way you would at any other pharmacy. To find other participating pharmacies near you, call MedImpact.

Action	Contact	What you can do
Emergency care	<p>If you think you are experiencing a medical emergency, immediately call 911 or go to the nearest emergency facility.</p> <p>If you are unsure about your medical problem and want medical advice, call 800-677-1112.</p> <p>For Hearing and Speech Impaired, first call the Relay Service 711 and ask to connect to Appointments and Advice at: 855-632-8278</p>	<p>Report your emergency room visit to us as soon as possible by calling the Advice and Appointment Contact Center at: 800-777-7904 855-632-8278 TTY/TTD*</p>
Urgent care	<p>Call our 24-hour medical advice line at: 800-777-7904</p> <p>For Hearing and Speech Impaired, first call the Relay Service 711 and ask to connect to Appointments and Advice at: 855-632-8278</p>	<p>If you think you might need urgent care services, call our advice nurses. Examples of times when you might need urgent care are a sudden rash, high fever, severe vomiting, ear infection, or a sprained ankle.</p>
Behavioral Health <small>(Primary Mental Health Services & Substance Use Disorder Services)</small>	<p>Talk to your PCP if you are having emotional issues or call: 800-888-1965</p>	<p>You can ask for outpatient treatment for substance use disorder and alcohol use disorder from a MAPMG or non-participating provider without a referral from your PCP (if we can't provide the services, refer to page 17).</p>
Member Services	<p>Call Member Services representatives, Monday through Friday, 7:30 a.m. to 5:30 p.m., except holidays, at: 855-249-5019 866-513-0008 TTY/TDD*</p>	<p>Contact Member Services if you need help with your health plan or have any other questions.</p>
CareConnect Program <small>(Complex Case Management)</small>	<p>If you would like more information on Complex Case Management, call: 866-223-2347</p>	<p>If you are experiencing severe health problems or have a newly diagnosed illness that might require extensive services over time, your doctor may suggest that you enroll in our CareConnect Program.</p>

*The Kaiser Permanente TTY/TDD line is available for people who are speech/hearing impaired.