

[head] How to transition to new coverage

[alt head] Transitioning to new coverage

[alt head] Helpful information for transitioning to new coverage

With your Kaiser Permanente group coverage coming to an end, you have several options for next steps.

[subhead] **Staying covered with Kaiser Permanente**

For information on keeping your Kaiser Permanente coverage, contact us to get started:

- Visit kp.org/exploreeoptions for personalized coverage recommendations.
- Call **1-800-270-4095 (TTY 711)** for a one-on-one consultation or to see if you qualify for financial assistance. <link to <http://www.kp.org/exploreeoptions>>
- **Watch a webinar** for answers to your coverage questions. Check the schedule at kp.org/coveragewebinar for dates and times. Each webinar includes a short, recorded presentation followed by a live chat with an advisor. <link to <http://www.kp.org/coveragewebinar>>

[subhead] **Transitioning to a different provider**

If you plan to get new coverage with a different provider, here are the steps you can take to help make your transition easier:

- **Contact your doctor.** Call or email your doctor's office for advice on any upcoming care you might need, including immunizations and prescription refills. If you'd like to make an appointment for a final checkup, consult your doctor. Be sure to confirm your coverage end date to help avoid unexpected charges for your visit.
- **Transfer your prescriptions.** Once your new coverage begins, you can transfer prescriptions to a non-Kaiser Permanente pharmacy by giving the new pharmacy your prescription number and the Kaiser Permanente pharmacy phone number.

- **Get a copy of your medical records.** This can be helpful if you have ongoing medical needs. Otherwise, your new provider can contact us to get your complete records. You can also access your health history on [kp.org](http://www.kp.org) for up to 90 days after your Kaiser Permanente group coverage ends. <link to <http://www.kp.org>>
- **Bookmark kp.org.** You can continue to take advantage of the tools and information on [kp.org](http://www.kp.org), even if you're not a member. Stay up to date on important health topics, enjoy our audio and video libraries, and access our health and drug encyclopedias. Eat healthier with delicious, easy-to-prepare recipes. And stay positive with helpful mind-body exercises and podcasts. <link to <http://www.kp.org>>

If you have any questions, call our Member Service Contact Center at **1-800-464-4000** (TTY **711**), 24 hours a day, 7 days a week (closed holidays). We're here to help.

Kaiser Permanente health plans around the country: Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305, 404-364-7000 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 2101 E. Jefferson St., Rockville, MD 20852 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232 • Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 601 Union St., Suite 3100, Seattle, WA 98101