

# Kaiser Permanente Member Resources

This flyer provides key information to help you access care and assistance from Kaiser so you can make the most of your medical coverage.



## Medical Plan ID Cards

New members will receive their ID cards in the mail by the end of December.

## kp.org

### Stay Connected Anytime, Anywhere

Whether you're at home or on the go, [kp.org](https://kp.org) gives you a simple, secure way to keep up with your care.

- View most lab results
- Refill most prescriptions
- Email your Kaiser Permanente care team with nonurgent questions
- Schedule most appointments
- Pay bills and estimate costs



### Create Your Online Account

Setting up your account is easy. Just register on [kp.org](https://kp.org) and follow the instructions online. You'll need your medical record number, which you can find on your member ID card.



### Video Visits

Meet face-to-face with a clinician 24/7 by video from your smartphone, tablet, or computer — no appointment needed. Learn more at [kp.org/getcare](https://kp.org/getcare).



### Apps to Support Your Emotional Wellness

Kaiser members get access to their on-demand self-care apps at no additional cost. Get help with anxiety, stress, sleep, mood, and more. Anytime you need it.

**Calm:** The number one app for sleep and meditation.

**Ginger:** Text one-on-one with an emotional support coach anytime, anywhere.

**myStrength:** Build a personalized plan to strengthen your emotional health.

Visit [kp.org/selfcareapps](https://kp.org/selfcareapps).



### Download the Kaiser Permanente app

Whether you're at home or on the go, the Kaiser Permanente app gives you a simple, secure way to manage your health — all in one place. Visit [kp.org/mobile](https://kp.org/mobile).



### For Other Benefits Questions and Assistance

Contact the Mercury Benefits Team:

- **Email:** [mybenefits@mercuryinsurance.com](mailto:mybenefits@mercuryinsurance.com)
- **Phone:** 877-716-6372, option 3

## Resources for Everyday Wellness

Kaiser members have access to classes, services, and programs that help you achieve your health and fitness goals.

- Acupuncture, massage therapy, and chiropractic care
- Reduced rates on gym memberships
- Healthy lifestyle programs
- Wellness coaching
- Online fitness with the ClassPass app.

Visit [kp.org/health-wellness](https://kp.org/health-wellness).

## Prescription Drug Coverage

Visit [kp.org/pharmacy](https://kp.org/pharmacy) for information on prescription drug coverage and costs, formularies, transferring your prescriptions, and more.

**Pharmacy locations:** Visit [kp.org/locations](https://kp.org/locations) to find your closest pharmacy.

**Drug encyclopedia:** Go to [kp.org/medications](https://kp.org/medications) to learn about thousands of prescription and over-the-counter drugs — how they work, possible side effects, and more.

**Prescription costs and coverage:** You can use their cost estimator tool at [kp.org/pharmacy](https://kp.org/pharmacy) to check the cost of your prescription.

**Covered drugs:** Visit [kp.org/formulary](https://kp.org/formulary) and follow the instructions below to see the list of covered drugs under your health plan:

- Choose your region at the top of the page
- Click “California Commercial Formulary”
- Click the California Commercial formulary for 2-Tier or 3-Tier in your preferred language

If you are unsure whether your plan has a 2-Tier or 3-Tier formulary, please refer to the “Cost Share Summary” section of the Evidence of Coverage (EOC) for your plan. Plans with a 2-Tier formulary will have the same cost share listed for brand (Tier 2) and specialty (Tier 4) items, or Tier 4 will not be listed. Plans with a 3-Tier formulary will have a higher cost share for specialty (Tier 4) items.