

TOP 10

things to know about Kaiser Permanente



1 Our doctors rock. We hire physicians from the top medical schools. Doctors come here because they can practice what they love, medicine, and they can be part of an integrated team of clinicians using leading technology. Get to know Permanente physicians and all they have to offer you online, at kp.org/doctor.

2 You have access to us 24 hours a day, 7 days a week. You can manage your health care anytime online, by email, by phone, and even on your mobile device. You can contact Member Services through our website kp.org/memberservices and they'll respond in less than 48 hours. We are always there for you!

3 Our quality is top notch. Kaiser Permanente has been nationally recognized for our high-quality care and member satisfaction scores from outside agencies. Read more at kp.org/quality.

4 We've stood for broccoli for 67 years and counting. Kaiser Permanente has touted prevention, good nutrition, and exercise since its founding in 1945.

5 We speak baby. For the tens of thousands of new babies born each year with our doctors, we provide proud parents with everything they need to relax and enjoy every moment. From ultrasounds to classes to delivery nurses, we're here to help families experience a lifetime of good health. Learn more at kp.org/pregnancy.

6 We "heart" you. Because of our high-quality cardiac care, we lowered fatal heart disease by 30 percent (according to one study of our Northern California members).¹ Check out kp.org/heart.

7 We have tools to help you thrive. For example, 53 percent of people who took the online weight-loss program HealthMedia® Balance® at kp.org/healthylifestyles reported they shed pounds.² And it's free for members!

8 We catch problems early. We put preventive measures in place to make sure our members are being screened for disease. In fact, Kaiser Permanente of the Mid-Atlantic

States, Inc., ranked above the NCQA National 90th percentile for breast cancer screening, a key HEDIS® clinical measure.³ Find out which screenings you need at kp.org/prevention.

9 We are geeks (the good kind). We are one of the nation's largest research organizations, thanks to you. One project alone plans to study 500,000 members to help us gain a deeper understanding of how genes and the environment affect health.

10 Your time is precious to us. How many other health plans let you see your doctor, get an X-ray, have a blood test, and fill a prescription under one roof in one visit? So you only need to park once.

kp.org/midatlantic

¹ NCQA Annual Report, adjusted for age and gender

² Data is based on the Kaiser Permanente program outcome issued by HealthMedia®, December 2010. All outcomes are self-reported by the study participants.

³ HEDIS® (Healthcare Effectiveness Data and Information Set) is a registered trademark of the National Committee for Quality Assurance (NCQA), *Quality Compass 2010*, NCQA

Getting started is easy

It's easy for new members to find a location, choose a doctor, transfer prescriptions, and more. Learn more below with answers to frequently asked questions or visit kp.org/newmember.

Answers to frequently asked questions

Can I choose my own doctor?

Yes, you can choose your own personal physician from one of our primary care departments. Learn more about the doctors in your area—including which medical schools they attended and where they trained—at kp.org/finddoctors. You can search our doctors by specialty, gender, ZIP code or city, keyword, and language spoken.

Where can I get care?

Simply pick a medical office or center that's convenient to where you live or work. Go to kp.org/locations to find facilities near you. You can search by ZIP code or city, keyword, and services offered.

How do I transfer my medical records to Kaiser Permanente?

To transfer your records to your Kaiser Permanente doctor, download an authorization to disclose health information from our forms and publications center at kp.org/formsandpubs. (Choose "Forms," then select "Authorization and claims forms.") Bring your completed form with you to your first appointment, or contact Member Services for the fax number of your local medical records office.

Can I transfer my prescriptions from my current pharmacy to a Kaiser Permanente pharmacy?

Yes, as a new member who wants to transfer a prescription from a non-Kaiser Permanente pharmacy to a Kaiser Permanente pharmacy, call the Kaiser Permanente pharmacy most convenient for you. Simply give us the prescription number(s) and the other pharmacy's name and phone number. We will handle the rest.

How can I find out more about my transition of care?

Our Member Services representatives can help you determine how to make your transition of care as smooth as possible.

Call Member Services

To learn more about Kaiser Permanente, call us Monday–Friday, 7:30 a.m.–5:30 p.m., except holidays, at:

- 301-468-6000
- 800-777-7902
- 301-879-6380 TTY