

Kaiser Permanente BROKER blast

March 8, 2017

Available resources to help manage members' health care needs

To ensure our members experience the quality care and convenience they expect from Kaiser Permanente, we have several resources available to make managing their health care easier. Below are just a few of the resources our members can now access.

Encourage your clients who are Kaiser Permanente members to take advantage of these resources today!

New! Text Message Appointment Reminders

When life gets busy, it can be all too easy to lose track of upcoming appointments. To make it easier to stay on top of their health, members can now opt in for text message reminders.¹

With text reminders, members will enjoy:

- An easy way to remember upcoming appointments, even when life gets busy
- Fewer missed appointments, meaning less time spent rescheduling
- The ability to cancel appointments by sending a text

There are 2 ways members can opt in for these reminders:

- In-person when visiting a Kaiser Permanente medical center and speaking to a receptionist.
- By phone when calling the Medical Advice & Appointment Center at **800-777-7904**.

Members can opt-out at any time, by calling **800-777-7904** or replying to the most recent text appointment reminder with the word "STOP."²

For more information about the text reminder program, go to kp.org/doctor/textmessaging.

My KP Meds App

Now members can keep track of their medications right in the palm of their hands from home or on the go. With the My KP Meds app, members can:

- View current medications and track doses
- Review dose history and easily edit alerts
- Click to call for questions or advice related to symptoms or to contact a doctor
- Add a photo of the prescription bottle or pill to more easily identify each medication
- Share medication list and summary of how much has been taken with others, such as caregivers or family members

For more information about the My KP Meds app, visit kp.org/doctor/mykpmeds.

Kaiser Permanente mobile app and Digital Membership Card

Membership information is available to members anytime, anywhere with the latest version of the Kaiser Permanente mobile app, which also includes an electronic version of their ID card.³ To access their card, members can simply tap the card icon at the bottom of the Kaiser Permanente app dashboard. With their digital membership card, members can:

- Check in for appointments with their doctor, lab, and radiology.
- Pick up prescriptions.
- Access family's membership information.

Encourage members to download our app today if they don't already have it! In addition to the digital membership card, our mobile app gives members tools to:⁴

- Schedule and cancel routine appointments
- Email doctors with nonemergency questions
- Manage most prescriptions
- View most lab results
- And much more

Download it today from the [App Store](#)SM or on [Google Play](#)TM.⁵

Caregiver access

Caregivers can have access to certain features of kp.org for their loved ones who are Kaiser Permanente members. Non-members can be caregivers on kp.org as long as they are at least 18 years old and have either:

1. Permission from the Kaiser Permanente member, or
2. Legal rights to make decisions on the member's behalf, or legal rights to access their health care information.

To set up an account, caregivers can go to kp.org/register and follow the prompts for caregiver access.

¹ Text messaging appointment reminders are not currently available for all departments. At this time, reminders are only available for adult primary care and physical therapy appointments. Additional departments will be added throughout the year.

² If a member already gets text messages about their prescriptions, they will keep receiving them. They're part of a separate program and unrelated to appointment reminders.

³ The digital membership card is currently not available to members in certain plans, including Medicare, Medicaid, out-of-area, and Flexible Choice Three Tier Point-of-Service.

⁴ These features are available when care is received at Kaiser Permanente facilities.

⁵ App Store is a service mark of Apple, Inc. Google Play is a trademark of Google, Inc.