



READY. SET. THRIVE.

Online tools to help you live a healthy life

Our Locations

With many locations to choose from, it's easier to build a foundation for your good health. For information about Kaiser Permanente facilities in your area, visit kp.org/facilities.

Member Services

We're here to help you make the most of your membership. Find us online at kp.org/memberservices, or call one of the numbers below.

California

Monday–Friday, 7 a.m.–7 p.m.;
Weekends, 7 a.m.–3 p.m.
1-800-464-4000 English
1-800-788-0616 Spanish
1-800-757-7585 Chinese dialects
1-800-777-1370 (TTY for the hearing/
speech impaired)

Colorado (Denver/Boulder area)

Monday–Friday, 8 a.m.–5 p.m.
303-338-3800 Denver metro area
1-800-632-9700 Other areas
303-338-3820 (TTY)

Colorado (Southern Colorado area)

Monday–Friday, 8 a.m.–5 p.m.
1-888-681-7878
1-800-521-4874 (TTY)

Georgia

Monday–Friday, 7 a.m.–9 p.m.;
Weekends, 8 a.m.–2 p.m.
404-261-2590 Metro-Atlanta area
1-888-865-5813 Other areas
1-800-255-0056 (TTY)

Hawaii

Monday–Friday, 8 a.m.–5 p.m.;
Saturday, 8 a.m.–noon
808-432-5955 Oahu
1-800-966-5955 Neighboring islands
1-877-447-5990 (TTY)

Maryland, Virginia, and Washington, D.C.

Monday–Friday, 7:30 a.m.–5:30 p.m.
301-468-6000 D.C. metro area
1-800-777-7902 Other areas
301-879-6380 (TTY)

Ohio

Monday–Thursday, 8:15 a.m.–5 p.m.;
Friday, 9 a.m.–5 p.m.
1-800-686-7100
1-877-676-6677 (TTY)

Oregon and Washington

Monday–Friday, 8 a.m.–6 p.m.
503-813-2000 Portland area
1-800-813-2000 Other areas
1-800-324-8010 Language
interpretation
1-800-735-2900 (TTY) Oregon
1-800-833-6388 (TTY) Washington

kp.org

¹To use the secure features of My Health Manager or to participate in a healthy lifestyle program, you'll need to register on our website. To get started, go to kp.org/registernow, then sign on with your user ID and password. Some services are not available in all areas.

²The "act for a family member" function allows parents and/or legal guardians to access their child's online electronic health record and exchange secure messages with their child's health care team. Access to a child's record is subject to state law. To help ensure the privacy of a child's personal health information, parents must sign on with their own user IDs and personal passwords each time they use the feature. A parent must be a Kaiser Permanente member registered on kp.org to act on behalf of a child member.

³The products and services described are provided by entities other than Kaiser Permanente and are neither offered nor guaranteed under your Kaiser Foundation Health Plan contract. Kaiser Permanente does not endorse or make any representations regarding the quality or medical efficacy of such products and services, nor the financial integrity of these entities. Kaiser Permanente disclaims any liability for these products and services. Any disputes may be subject to Kaiser Foundation Health Plan's grievance process. Should a problem arise with any of these products or services, you may call the Member Service Call Center, and we will direct you as appropriate. Some Kaiser Permanente members may have coverage through their health plan for some of the same services available through American Specialty Health Networks (ASHN). Members should check their Evidence of Coverage or call our Member Service Call Center at toll-free **1-800-464-4000** prior to utilizing the discounts offered by ASHN.

Kaiser Permanente operates in the following areas: California – Kaiser Foundation Health Plan, Inc.: Northern California – 1950 Franklin St., Oakland, CA 94612; Southern California – 393 E. Walnut St., Pasadena, CA 91188 • Colorado – Kaiser Foundation Health Plan of Colorado: Denver/Boulder area – 10350 E. Dakota Ave., Denver, CO 80247; Southern Colorado area – 1975 Research Parkway, Suite 250, Colorado Springs, CO 80920 • Georgia – Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305; 404-364-7000 • Hawaii – Kaiser Foundation Health Plan, Inc., 711 Kapiolani Blvd., Honolulu, HI 96813 • Maryland, Virginia, and Washington, D.C. – Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., 2101 E. Jefferson St., Rockville, MD 20852 • Ohio – Kaiser Foundation Health Plan of Ohio, North Point Tower, 1001 Lakeside Ave., Suite 1200, Cleveland, OH 44114 • Oregon and Washington – Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232

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With Kaiser Permanente you get what you need to take an active role in your health. Our online tools and resources are right at your fingertips, day or night—ready to help you be the best you can be.

My Health Manager

When you are a registered member on kp.org and receive care at Kaiser Permanente facilities, you get a one-stop resource for managing your health online.¹ It offers time-saving features 24 hours a day, seven days a week. With My Health Manager, you can:

- Email your doctor's office.
- View most lab test results.
- Order prescription refills.
- Request routine appointments.
- View recent immunization records.
- Use many of these same features on behalf of your child.²
- Take a total health assessment and place a summary of your results in your electronic health record

Your time and your health are important. Make them both a priority with My Health Manager. Learn more at kp.org/experience.

Classes and programs near you

Looking for new ways to meet familiar health challenges? Go to kp.org/classes to find health classes, support groups, and other programs available at your local medical facility. Class offerings vary by location, and some classes may require a fee. [En español.](#)

Other programs and resources

Complementary health

As a Kaiser Permanente member, you can take care of the whole you—mind, body, and spirit—with complementary health services like massage therapy and acupuncture.³ Visit kp.org/choosehealthy for more information.

Healthy lifestyle programs

Together with HealthMedia®, we offer a personalized approach to improving your well-being with our healthy lifestyle programs.¹ Choose the program that's right for you and get a customized action plan that can help get your life headed in a healthier direction.

- Take a total health assessment with Succeed™.
- Manage your chronic condition with Care™ for Your Health.
- Lose weight with Balance™.
- Eat healthy with Nourish™.
- Manage diabetes with Care™ for Diabetes.
- Quit smoking with Breathe™.
- Reduce stress with Relax™.
- Manage pain with Care™ for Pain.
- Get a good night's sleep with Overcoming™ Insomnia.
- Manage depression with Overcoming™ Depression.
- Manage your back pain with Care™ for Your Back.

Start making positive changes today. Visit kp.org/healthylifestyles for more information. [En español.](#) Visit kp.org/vidasana.

10,000 Steps®

10,000 Steps is an easy-to-use walking program that can help get you on the path to better health. Take your first step by going to kp.org/10000steps. (10,000 Steps is a registered trademark of HealthPartners, Inc.)

Health guides A to Z

Health encyclopedia

We've got lots of pages (actually more than 40,000) with in-depth information on health conditions, related symptoms, and treatment options at kp.org/health. [En español.](#)

Symptom checker

Use our interactive visual aid at kp.org/symptoms to assess your symptoms. Click on the part of the body that's troubling you and learn what to do next.

Drug encyclopedia

Look up detailed descriptions of thousands of drugs at kp.org/medications. Find out how to use a medication, its possible side effects, and any precautions you should take. You can search by drug name or medical condition. [En español.](#)

Natural Medicines Comprehensive Database

Visit kp.org/naturalmedicines to find answers to your questions about dietary supplements, vitamins, minerals, and other natural products.

Look, listen, and learn

Get your health information to go. Download guided imagery audio programs and other wellness recordings at kp.org/audio. Or take in one of our health videos at kp.org/video. [En español.](#)

Interactive tools and calculators

Take a quiz or enter your information into one of our calculators to learn more about your health. Go to kp.org/calculators to find these interactive tools.

Getting started

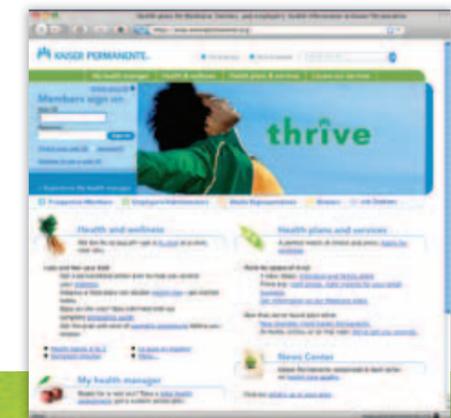
If you're a new member, visit kp.org/newmember to learn how to select a physician, transfer your records, make appointments, and more.³

Featured health topics

Get timely health information in one convenient place at kp.org/featuredtopics. You'll find a variety of resources on popular subjects, including:

- allergies
- diabetes
- pain management
- arthritis
- fitness
- pregnancy/new baby
- asthma
- healthy aging
- preventive care
- child and teen health
- heart health
- quitting smoking
- colds and flu
- making health decisions
- surgery
- complementary and alternative care
- men's health
- weight management
- depression
- mind and body health
- women's health
- nutrition

[En español.](#) Visit kp.org/tema.



Throughout our website, look for the [En español](#) icon on pages in English and click it to view information in Spanish.

[En español](#) La guía en español

Visit the Spanish guide to health resources on our website at kp.org/espanol.