

Good to Know



About our pharmacies

Welcome to Kaiser Permanente

Use this guide to walk you through getting prescriptions and refills with us.

Getting started

If you're already taking prescription medications, we'll help you transition them to Kaiser Permanente.

STEP 1 Make the call

Once you get your Kaiser Permanente ID card, call the dedicated New Member Desk number indicated on the sticker. If you don't have the sticker, no problem. You can always call **404-365-0966**. Either way, we'll help schedule your first office visit with your new Kaiser Permanente doctor. If you need medication to last until then, we can usually help with that, too. After scheduling your doctor visit, we'll also arrange for a pharmacy telephone consult (before you run out of your current medications).

STEP 2 Visit your doctor

At your visit, we'll help make sure you have the medication that's right for you and covered by your plan. And we'll put your prescription in your electronic medical record so it travels with you to any Kaiser Permanente provider you see.

STEP 3 Fill your prescription

You can get your prescription filled at any one of the pharmacies located in our many Kaiser Permanente medical offices throughout metro Atlanta.

Note: you also have the option to get your initial prescriptions filled at one of our network pharmacies like Rite Aid and Walgreens at a higher copay. Subsequent refills will be available only through Kaiser Permanente pharmacies, either at our facilities or through our mail order/home delivery option.

Remember, in order to be covered by your pharmacy benefit, your medications need to be:

- ☒ prescribed by a Kaiser Permanente physician or one of our contacted providers
- ☒ filled at a Kaiser Permanente or contracted network pharmacy, even if you used to get them filled somewhere else

About our pharmacies



Whoops, what if your previous prescription has already run out?

If you've already run out of medication, you can also visit any one of our pharmacy locations for personal assistance. We'll try to schedule a same-day appointment for you to help you get your medication re-prescribed. If a same-day appointment is unavailable, and if the drug is on our formulary, we'll fill the prescription for you one time at the appropriate copay. If the drug is not on our formulary, we will still fill it for you, but it will not be covered by your benefit and you will be charged the full price for the medication.

When you get a prescription during your visit

If your doctor gives you a prescription to help you feel better, you'll love how convenient it is. You'll know it's covered, it will be entered in your electronic health record, and it can be sent right to the pharmacy for processing. And with a pharmacy on site in almost every Kaiser Permanente office, you can usually pick up your medication on your way out the door.



Getting refills

You have three easy options for getting refills:



Order online at **kp.org/rxrefill**



Order from your mobile device by visiting **m.kp.org** or through the Kaiser Permanente app (download for free from your preferred app site)



Call our 24-hour refill line at **770-434-2008**

You can even skip the trip! Most refills can be mailed directly to your home- with no charge for shipping! You usually receive them within 3-5 business days, and can save money on a 90-day supply. (Just note on your order that you want a 90-day supply).



Member Services

If you have any questions regarding the details of your specific pharmacy benefits, you can refer to your Evidence of Coverage. If you have any questions or would like a copy of our preferred drug list, call us directly at **404-261-2590** or visit **kp.org/formulary**.



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