

Dear Colleagues,

If you have ongoing pharmacy prescription needs, and you are changing insurance carriers to the Kaiser Permanente HMO plan in 2024, you will need to transition your prescriptions. To do this, members should gather their prescription drug information which may include prescription numbers, dose, and the previous pharmacy name and phone number. This information is conveniently located on the labels of your current prescription container.

Once you have this information readily available, call the Kaiser Permanente Entry Department at (888) 956-1616 between 7AM and 7PM (Pacific), Monday-Friday. This centralized department will assist you in transitioning your prescriptions from your prior insurance to your new Kaiser insurance.

The Kaiser Permanente Entry Department phone line may be utilized by new Kaiser Permanente members as early as December 20, 2023.

### **Covered Medications (Formulary) Search**

Please review [Kaiser's 2023 Formulary](#) drug list to see if your prescription(s) are covered by Kaiser's plan, and if so, what cost tier they reside in. A convenient [key](#) is available to aid in review of the formulary drug listing.

### **Exception Practices**

Drugs that aren't listed on the formulary (known as nonformulary drugs) aren't covered by your plan. If your doctor decides that a nonformulary drug is necessary for your care, your doctor can request an exception for that drug. With an exception, the drug will be covered under your prescription drug benefit. Without an approved exception, you'll be charged the full retail price for the drug.

Exceptions to the formulary may be obtained through consultation with your doctor. You and your doctor are best able to determine your medication needs. You may message your doctor via the member portal on [kp.org](http://kp.org) or call Member Services at (800) 464-4000. Member Services is available 24 hours a day, 7 days a week except on federal- and state-observed holidays.