

How to transition your medical care



Changing to a new health plan doesn't have to be hard. That's why we're here to help make your transition to Kaiser Permanente as smooth and convenient as possible. Whether you have specialty care needs or a chronic condition, we're here for you.

Our New Member Entry Department can help you:



Choose your doctor

Finding the right primary care doctor for your needs is an important part of taking care of your health. We'll help you choose a doctor based on what's important to you – like location, languages spoken, or gender.



Transition your prescriptions

Have your current prescription information handy when you call to transition your care (it can be found on the labels of your pill bottles). You may be asked about the prescription numbers, and the previous pharmacy's name and phone number.



Schedule your first appointment

Book your first primary care doctor appointment or schedule a visit with a specialist based on your existing medical needs.

Continuity of Care

Certain conditions and chronic illnesses may be eligible for our Continuity of Care program. These conditions could include (but are not limited to):

- Pending surgery
- Pregnancy
- Terminal illness

To learn more, call our New Member Entry Department and let them know your condition and current care needs.

Call our New Member Entry Department at **1-888-956-1616**, Monday through Friday, 7 a.m. to 7 p.m.