

Frequently Asked Questions Kaiser Permanente Transition Information

Transferring Prescriptions:

The process for transferring pre-existing medication will be emphasized to Group Contacts and Employees during Open Enrollment to eliminate any later medication requests. Here is the information about Transferring Prescriptions found in Your Guide Book to Kaiser Permanente Services.

Transferring Prescriptions - From a non-Kaiser Permanente pharmacy to a Kaiser Permanente pharmacy.

You may transfer a prescription from a non-Kaiser Permanente pharmacy to any of our pharmacies. Simply give your Kaiser Permanente pharmacist your prescription number and the pharmacy's name and phone number. Your Kaiser Permanente Pharmacist will handle the rest. Please allow approximately two or more working days to process the transfer.

Medical Transition Assistance

Southern CA

New Members can contact the **New Member Entry Department toll free at 888-956-1616 Monday-Friday 7am-7pm.** The New Member Entry departments are located within each of the SCAL Appointment Call Centers and are the "best resource" for New Members to obtain **immediate** assistance for medical care within the Southern California Permanente Medical Group (SCPMG). The New Member Entry department can assist the Member with selection of a Primary Care Physician, scheduling of appointments, general health appraisal and where possible even Fast-Track the scheduling of Appointments to see Specialists. **Note:** The Fast-Track option is **not available** in all Medical Center areas.

Northern CA

The member must have the facility in mind where they would like to seek services. The member should contact the **Member Services Call Center at 800 464 4000** to obtain the phone number for the New Member Outreach department in their chosen Kaiser Permanente facility. New Member Outreach Department can assist with selection of a Primary Care Physician, scheduling of appointments, general health appraisal and an explanation of the facilities, services and integrated health care delivery model.

****Please note that members should be enrolled in Kaiser Permanente's membership system before contacting New Member Entry or New Member Outreach**