

Member Support Accommodations

To support members affected by the wildfires, Kaiser Permanente has temporarily expanded our pharmacy network to include non-Kaiser Permanente pharmacies, and we are lifting the early refill restrictions for Southern California Commercial, Medicare, and Self-Funded members. Additionally, if members are having difficulty accessing Kaiser Permanente facilities for care appointments, they can contact the appointment call center, and we will make arrangements for them to see a non-Kaiser Permanente provider at their in-network benefit. **Note:** This care access must be coordinated through our appointment call centers.

Updates on kp.org and Contact Center Support

If your employees have other questions about:

- Kaiser Permanente facility closures
- Access to their prescriptions
- Health and safety recommendations for people with respiratory issues
- Mental health resources

Let them know kp.org has a [dedicated page](#) that is updated frequently with the latest information on these topics and more.

If your employees have further questions, they can always call our Member Services Contact Center, which is open 24 hours a day, 7 days a week (closed holidays).

- English: 1-800-464-4000
- Spanish: 1-800-788-0616
- Chinese dialects: 1-800-757-7585
- TTY: 711