

Making health[y] easier

As the first contact a new member has with Kaiser Permanente, the **New Member Connect concierge team** will play a critical role in facilitating an easy transition for your employees and their families.

This specially designated team is trained to **connect our new members with everything they need**—from selecting a personal doctor and understanding where the nearest plan pharmacy is located, to transitioning the most complex care situations, as well as clarifying benefits and copay questions.

The New Member Connect concierge services team will:

- Make your employees feel welcomed
- Ensure an easy, personalized onboarding experience
- Create an enjoyable journey for new members
- Assist with a wide range of care transition needs

New Member Connect assists with:



Common Needs

- Choose a doctor
- Transfer prescriptions
- Transfer records and health history
- Schedule office visits



Family Needs

- Choose a pediatrician or a family practice doctor
- Transfer prescriptions
- Transfer records and health history
- Schedule office visits and vaccinations
- Manage the health of a family member on **kp.org**



Specialty Care Needs

- Connect with specialists, such as neurologists, dermatologists
- Coordinate durable medical equipment needs
- Connect with pharmacy for specialty prescriptions



Complex Medical Needs

- Connect with specialty care for conditions, such as cancer, renal disease, pre-/post-surgery, and transplants
- Assist with prenatal and postnatal care and coordination

Proactive outreach to members

- Our concierge team will make outbound phone calls and send email outreach to all employees and their family members participating in the plan. This can all be done prior to the effective date of the plan to assist with all plan and care transitions.
- Our concierge team will offer flexible scheduling to accommodate employees, including early mornings, evenings, and Saturday availability to assist members with:
 - Finding the nearest doctors and locations
 - Setting up their **kp.org** online access
 - Guiding them through online features like Online Chat & 24/7 On-Demand Video
 - Providing information on emergency and urgent care locations/services
- Our concierge team will conduct follow-up outreach after the first 90 days from onboarding to answer additional questions members may have.

Members can reach the team throughout the plan year by calling **1-844-639-8657 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m.