



Transitioning to Kaiser Permanente Added Choice Point-of-Service Plan

Your journey to Kaiser Permanente

Enroll in a Kaiser Permanente health plan
(Be sure to include your phone number so we can reach out to help you get started)



Receive a welcome text with your coverage effective date and a link to schedule a personalized welcome call with our team



Receive your welcome call from a Kaiser Permanente Expert Advisor



Set up your account at **kp.org** and download your digital ID card available through our mobile app



Choose your Primary Care Physician (PCP) and transfer prescriptions



Receive physical ID card in mail
(about 15-20 days after enrollment is processed)

You can take care of everything above before your plan effective date, as long as you are enrolled.



Before your transition to Kaiser Permanente

- Make sure you know your former Primary Care Physician (PCP)'s office phone number. Kaiser Permanente will need this to obtain your medical records (as needed).
- Refill your prescriptions one more time just before transitioning to Kaiser Permanente. When possible, make sure you have at least one refill left on your prescriptions. You'll be able to get a one-time, 30-day supply for most prescriptions without needing to see a Kaiser Permanente provider within 90 days of your effective date (as applicable with state laws).
- Retrieve a copy of your immunization records.



What to expect during your personalized welcome call

Our Expert Advisor team will call you before your effective date to help you understand how to access care and to answer any questions. If we can't reach you, we'll text you to schedule some time to chat.

Your Expert Advisor will:

- Provide an overview of your plan
- Help you choose a provider and pharmacy
- Support you in making your first appointment
- Walk you through how to transfer your prescriptions
- Share information on how to continue seeing your current non-Kaiser Permanente providers and pharmacy using your Tier 2 and Tier 3 benefits
- Provide your estimated out-of-pocket costs

Additional support transitioning your care to Kaiser Permanente providers

If we are not able to reach you for a welcome call or if you have more questions about getting care from Kaiser Permanente providers (Tier 1), call our Transition of Care team at **808-643-5744**, (TTY **711**), Monday through Friday, 8 a.m. to 5 p.m.¹



You may also scan this QR code to submit a Transition of Care Form online. A team member will reach out to you within 30 days to walk you through the transition.



Continue seeing non-Kaiser Permanente providers

You may get care from non-Kaiser Permanente providers and pharmacies using your Tier 2 and Tier 3 benefits of the Added Choice Point-of-Service Plan.

To see if your provider is contracted with Kaiser Permanente's Added Choice network, go to kp.org/addedchoice-hawaii. If your doctor is not listed in the online provider directory, then they are non-contracted (Tier 3).

You can still continue seeing your non-contracted provider under your Tier 3 benefits for higher out-of-pocket costs. You can also contact Customer Service to have our team reach out to your provider and see if they would be interested in joining Kaiser Permanente's Contracted Provider (Tier 2) network.

For questions on accessing care outside of the Kaiser Permanente network, contact the Added Choice Customer Service at **1-800-238-5742 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m., Saturday, 8 a.m. to 12 p.m.

FAQs:

- **Do I need to do anything to transfer my medical records to Kaiser Permanente?**

No, your Kaiser Permanente primary care physician will be able to reach out to your previous doctors to transition your medical records to Kaiser Permanente at no additional cost.

- **How do I know what a service will cost me?**

For services within Kaiser Permanente, scan this QR code to go to our Benefits Cost Estimator (you must log into kp.org). For services outside of Kaiser Permanente, please contact Customer Service.



- **My doctor billed me directly for my visit. How do I get reimbursed?**

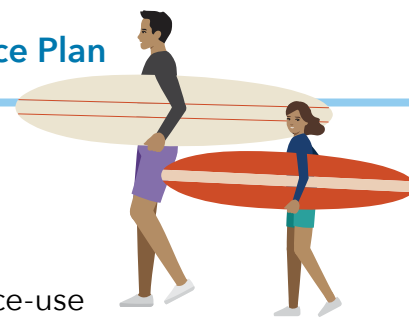
Please submit your claim directly to our Claims Reimbursement team. You'll need to provide an itemized invoice and proof of payment. Kaiser Permanente will reimburse you according to your benefit schedule. Within 30 days, you will receive an Explanation of Benefits (EOB) that will detail what the health plan will pay.

- **If medical precertification is needed, who is responsible?**

Inpatient and certain outpatient services are subject to precertification. If using the PHCS Network of contracted providers in Hawaii, California, Colorado, Georgia, Maryland, Oregon, Virginia, Washington, or Washington D.C., you are responsible for obtaining precertification.²

You must call **1-888-529-1553 (TTY 711)**, Monday through Friday 6 a.m. to 4:30 p.m. for precertification. For a complete list of services that require precertification, refer to the **Coverage Documents** at kp.org/addedchoice-hawaii. If using Kaiser Permanente providers, or if using the Cigna HealthcareSM PPO Network of providers in non-Kaiser Permanente states, the providers will obtain precertification on your behalf.³

To find out more about what is covered under your Kaiser Permanente provider option, see your Evidence of Coverage (EOC) or your Kaiser Permanente Insurance Company (KPIC) Certificate of Insurance (COI).



Important phone numbers

Transition of Care Team

For support transitioning your care to Kaiser Permanente providers (Tier 1)

808-643-5744 (TTY 711)

Monday through Friday, 8 a.m. to 5 p.m.

Added Choice Customer Service

For support accessing care from non-Kaiser Permanente providers (Tiers 2 & 3)

1-800-238-5742 (TTY 711)

Monday through Friday, 8 a.m. to 5 p.m.,
Saturday, 8 a.m. to 12 p.m.

Appointments and 24/7 medical advice

For appointments with Kaiser Permanente providers or medical advice by phone

1-833-833-3333 (TTY 711)

Monday through Friday, 8:30 a.m. to 8 p.m.,
Saturday and Sunday, 8:30 a.m. to 5 p.m.

Medical advice available 24/7

Behavioral Health

For therapy, substance-use counseling, or to see a psychiatrist

808-432-7600

Monday through Friday, 8 a.m. to 5 p.m.

Pharmacy

For medication refills at Kaiser Permanente pharmacies

808-643-7979 (TTY 711)

Available 24/7

Away from Home Travel Line

For help finding care or to learn what's covered when you are traveling

951-268-3900

Available 24/7, closed major holidays

International Travel Clinic

For travel outside the U.S., please call us at least 4 weeks prior to departure to ensure services can be provided in a timely manner

855-811-1930

Monday through Friday, 7 a.m. to 1 p.m.

¹Kaiser Foundation Health Plan, Inc. (KFHP) underwrites the Kaiser Permanente provider option. The contracted and non-contracted provider options of this plan are underwritten by Kaiser Permanente Insurance Company (KPIC), a subsidiary of KFHP. ²For the Contracted Provider Network, Kaiser Permanente Insurance Company (KPIC) has contracted with PHCS, Inc a subsidiary of MultiPlan, Inc. The list of contracted PHCS Network providers is subject to change without notice. ³The Cigna Healthcare PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration.

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KAH4454 | 1673517778 NGS-25 | July 2025 | © Kaiser Foundation Health Plan, Inc.