



# READY. SET. THRIVE.

Online tools to help you live a healthy life

## Our Locations

With many locations to choose from, it's easier to build a foundation for your good health. For information about Kaiser Permanente facilities in your area, visit [kp.org/facilities](http://kp.org/facilities).

## Member Services

We're here to help you make the most of your membership. Find us online at [kp.org/memberservices](http://kp.org/memberservices), or call one of the numbers below.

### California

Mon.–Fri., 7 a.m.–7 p.m.;  
Sat.–Sun., 7 a.m.–3 p.m.  
**1-800-464-4000** English  
**1-800-788-0616** Spanish  
**1-800-757-7585** Chinese dialects  
**1-800-777-1370** (TTY for the hearing/  
speech impaired)

### Colorado (Denver/Boulder area)

Mon.–Fri., 8 a.m.–5 p.m.  
**(303) 338-3800** Denver metro area  
**1-800-632-9700** Other areas  
**(303) 338-3820** (TTY)

### Colorado (Southern Colorado area)

Mon.–Fri., 8 a.m.–5 p.m.  
**1-888-681-7878** (toll free)  
**1-800-659-2656** (TTY)

### Georgia

Mon.–Fri., 8 a.m.–9 p.m.;  
Sat.–Sun., 8 a.m.–2 p.m.  
**(404) 261-2590** Atlanta metro area  
**1-888-865-5813** Other areas (toll free)  
**1-800-255-0056** (TTY)

### Hawaii

Mon.–Fri., 8 a.m.–5 p.m.;  
Sat., 8 a.m.–noon  
**(808) 432-5955** Oahu  
**1-800-966-5955** Neighbor Islands  
**1-877-447-5990** (TTY, toll free)

### Maryland, Virginia, and Washington, D.C.

Mon.–Fri., 7:30 a.m.–5:30 p.m.  
**(301) 468-6000** D.C. metro area  
**1-800-777-7902** Other areas  
**(301) 879-6380** (TTY)

### Ohio

Mon.–Thur., 8:15 a.m.–5 p.m.;  
Fri., 9:30 a.m.–5 p.m.  
**1-800-686-7100**  
**1-877-676-6677** (TTY, toll free)

### Oregon and Washington

Mon.–Fri., 8 a.m.–6 p.m.  
**(503) 813-2000** Portland area  
**1-800-813-2000** Other areas  
**1-800-324-8010** Language  
interpretation  
**1-800-735-2900** (TTY)

[kp.org](http://kp.org)

\* To use the secure features of My Health Manager or to participate in a healthy lifestyle program, you'll need to register on our Web site. To get started, go to [kp.org/register](http://kp.org/register), then sign on with your user ID and password. Some services are not available in all areas.

† The "act for a family member" function allows parents and/or legal guardians to access their child's online electronic health record and exchange secure messages with their child's health care team. Access to a child's record is subject to state law. To help ensure the privacy of a child's personal health information, parents must sign on with their own user IDs and personal passwords each time they use the feature. A parent must be a Kaiser Permanente member registered on [kp.org](http://kp.org) to act on behalf of a child member.

‡ These products and services are provided by entities other than Kaiser Permanente. These products and services are offered as extra services and are not covered services under your Kaiser Permanente benefit plan. Check your Evidence of Coverage, Member Handbook, or Service Agreement for details. Kaiser Permanente disclaims any liability for these discounted products and services, and we may discontinue offering these services at any time. While the formal grievance and appeals process is not applicable to these discounted products and services in the Colorado, Georgia, Hawaii, Ohio, Mid-Atlantic States, and Northwest Regions, should a problem arise with these services you may call the Member Services phone number for your region, and we will direct you as appropriate. California members: These products and services are provided by entities other than Kaiser Permanente. Some Kaiser Permanente benefit plans include coverage for certain of these discounted services. Plan benefits must be used before those discounted services are available. Check your Evidence of Coverage for details. Kaiser Permanente disclaims any liability for these discounted products and services. Should a problem arise with these services, you may call Member Services and we will direct you as appropriate.

Kaiser Permanente operates in the following areas: California – Kaiser Foundation Health Plan, Inc.: Northern California – 1950 Franklin St., Oakland, CA 94612; Southern California – 393 E. Walnut St., Pasadena, CA 91188 • Colorado – Kaiser Foundation Health Plan of Colorado: Denver/Boulder area – 10350 E. Dakota Ave., Denver, CO 80247; Southern Colorado area – 1975 Research Pkwy., Suite 250, Colorado Springs, CO 80920 • Georgia – Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305; (404) 364-7000 • Hawaii – Kaiser Foundation Health Plan, Inc., 711 Kapiolani Blvd., Honolulu, HI 96813 • Maryland, Virginia, and Washington, D.C. – Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., 2101 E. Jefferson St., Rockville, MD 20852 • Ohio – Kaiser Foundation Health Plan of Ohio, North Point Tower, 1001 Lakeside Ave., Suite 1200, Cleveland, OH 44114 • Oregon and Washington – Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Portland, OR 97232





With Kaiser Permanente you get what you need to take an active role in your health. Our online tools and resources are right at your fingertips, day or night—ready to help you be the best you can be.

### My Health Manager

When you're a registered member on **kp.org**, you get a one-stop resource for managing your health online.\* It offers time-saving features 24 hours a day, seven days a week. With My Health Manager, you can:

- E-mail your doctor's office
- View most lab test results
- Order prescription refills
- Request routine appointments
- View recent immunization records
- Use many of these same features on behalf of your child†
- Take a total health assessment and place a summary of your results in your electronic medical record

Your time and your health are important. Make them both a priority with My Health Manager. Learn more at **kp.org/experience**.

### Classes and programs near you

Looking for new ways to meet familiar health challenges? Go to **kp.org/classes** to find health classes, support groups, and other programs available at your local medical facility. Class offerings vary by location, and some classes may require a fee. [En español.](#)

### Healthy lifestyle programs

Together with HealthMedia®, we offer a personalized approach to improving your well-being with our healthy lifestyle programs.\* Choose the program that's right for you and get a customized action plan that can help get your life headed in a healthier direction.

- Take a total health assessment with Succeed™
- Manage your chronic condition with Care™ for Your Health
- Lose weight with Balance™
- Eat healthy with Nourish™
- Manage diabetes with Care™ for Diabetes
- Quit smoking with Breathe™
- Reduce stress with Relax™
- Manage pain with Care™ for Pain
- Get a good night's sleep with Overcoming™ Insomnia
- Manage depression with Overcoming™ Depression

Start making positive changes today. Visit **kp.org/healthylifestyles** for more information.

[En español.](#) Visit **kp.org/vidasana**.

### Health guides A to Z

#### Health encyclopedia

We've got lots of pages (actually more than 40,000) with in-depth information on health conditions, related symptoms, and treatment options at **kp.org/health**. [En español.](#)

#### Symptom checker

Use our interactive visual aid to assess your symptoms. Click on the part of the body that's troubling you and learn what to do next at **kp.org/symptoms**.

#### Drug encyclopedia

Look up detailed descriptions of thousands of drugs at **kp.org/medications**. Find out how to use a medication, its possible side effects, and any precautions you should take. You can search by drug name or medical condition. [En español.](#)

#### Natural Medicines Comprehensive Database

Visit **kp.org/naturalmedicines** to find answers to your questions about dietary supplements, vitamins, minerals, and other natural products.

#### Look, listen, and learn

Get your health information to go. Download guided imagery audio programs and other wellness recordings at **kp.org/listen**. Or take in one of our health videos at **kp.org/watch**. [En español.](#)

#### Interactive tools and calculators

Take a quiz or enter your information into one of our calculators to learn more about your health. Go to **kp.org/calculators** to find these interactive tools.

### Featured health topics

Get timely health information in one convenient place at **kp.org/featuredtopics**. You'll find a variety of resources on popular subjects, including:

- allergies
- diabetes
- pain management
- arthritis
- fitness
- pregnancy/new baby
- asthma
- healthy aging
- preventive care
- child and teen health
- heart health
- quitting smoking
- colds and flu
- making health decisions
- surgery
- complementary and alternative care
- men's health
- weight management
- depression
- mind and body health
- women's health
- nutrition

[En español.](#) Visit **kp.org/tema**.



Throughout our Web site, look for the [En español](#) icon on pages in English and click it to view information in Spanish.

### Other programs and resources

#### Complementary health

As a Kaiser Permanente member, you can take care of the whole you—mind, body, and spirit—with complementary health services like massage therapy and acupuncture.‡ Visit **kp.org/choosehealthy** for more information.

#### 10,000 Steps®

10,000 Steps is an easy-to-use walking program that can help get you on the path to better health. Take your first step by going to **kp.org/10000steps**. (10,000 Steps is a registered trademark of HealthPartners, Inc.)

#### Weight Watchers®

We've teamed up with Weight Watchers to help you reach your weight-loss goals. Visit **kp.org/weightwatchers** to learn more about these special offers.‡

#### [En español](#) La guía en español

Visit the Spanish guide to health resources on our Web site at **kp.org/espanol**.