



KAISER PERMANENTE

Customer Service CONTACT GUIDE

■ Kaiser Permanente member services:

800-777-7902 (TTY 711)

7:30 a.m. to 5:30 p.m., Monday through Friday

■ Appointment scheduling:

800-777-7904 (TTY 711)

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

■ 24-hour medical advice for urgent and routine care:

800-777-7904 (TTY 711)

24 hours a day, 7 days a week

■ Behavioral health appointment scheduling:

866-530-8778 (TTY 711)

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

■ Prescription refills:

800-700-1479 (TTY 711)

24 hours a day, 7 days a week

■ Online member resources:

◆ Kaiser Permanente:
kp.org

◆ New-member registration:
kp.org/myhealthmanager

◆ Medical center locator:
kp.org/facilities

◆ Physician locator:
kp.org/doctor

