

Welcome to mail order

The easier, cheaper, safer way to fill and refill your routine medications

Your prescription drug benefit features our mail-order pharmacy for medications you take regularly. So the first time you fill a prescription for a maintenance drug,¹ you may use any in-network pharmacy. After that, you must use Kaiser Permanente's mail-order or retail pharmacies for refills of your maintenance drugs.

Transferring your prescription into our mail-order pharmacy is simple – and delivery is free, safe, and fast.



How does it work?

- For your first fill, you may fill up to a 30-day or 90-day supply of a maintenance drug at any in-network pharmacy or through our mail-order pharmacy.
- For subsequent refills, you must use our mail-order pharmacy or a Kaiser Permanente retail pharmacy to get continued prescription savings. It's easy and convenient – and delivery is free.

After your first fill, simply transfer prescriptions from your current pharmacy to our mail-order pharmacy. For the fastest service, ask your provider to send the prescription electronically to our mail-order pharmacy. You may also pick up refills at a Kaiser Permanente retail pharmacy.

- This does not apply to medication for sudden conditions or to drugs we can't mail.²

Why is mail order better?

It's easier.

Transfer an existing prescription or begin a new one by getting your first fill at any in-network pharmacy. When you need a refill, enjoy the convenience of home delivery with our mail-order pharmacy. Most medications arrive in as few as 1 to 2 days, and delivery is free. With our automatic prescription refill program, you can save even more time by having routine medications shipped to you automatically before you run out.

It's cheaper.

Our pharmacy staff works with our care teams to prescribe generic drugs when medically appropriate. These drugs are just as effective and can save you money. We also negotiate better drug prices nationally, so we can offer more competitive prices locally.

It's safer.

When you order medications from Kaiser Permanente pharmacies, including our mail-order pharmacy, our care teams can view your prescription use. This helps us provide you with safer prescriptions by avoiding drug interactions and other risks.

(continues on back)

Questions?

To learn more about filling prescriptions or our mail-order pharmacy, call Member Services at **1-888-901-4636 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m., or visit kp.org/wa/mail-order.

To transfer a prescription, choose any of the following options:

- Use the Kaiser Permanente Washington **mobile app**. Choose “Medications,” then “Transfer a Prescription.”
- Sign in to your account at kp.org. Click on “Transfer prescriptions” to fill out our secure online form.³
- Don’t have an online account, yet? Sign up through the secure portal at kp.org/register. You’ll be able to quickly and easily communicate with our pharmacy to order prescriptions by mail, receive shipping notifications, and get tracking info.
- Call us at **1-800-245-7979 (TTY 711)**, Monday through Friday, 7:30 a.m. to 7 p.m., Saturday and Sunday, 8 a.m. to 4:30 p.m.



Thank you for trusting Kaiser Permanente with your care. We’re happy to be your partner in health.

¹ Maintenance drugs are used on a continuing basis for the treatment of ongoing conditions, such as diabetes. The maintenance drug list is available at wa.kaiserpermanente.org/static/pdf/public/pharmacy/maintenance-drugs.pdf.

² Members may continue to pick up drugs that can’t be mailed at a network pharmacy. Types of medications that can’t be mailed include Schedule 2 controlled substances, liquid antibiotics, oral typhoid, clozapine, isotretinoin, and over-the-counter drugs without a prescription.

³ You’ll need to provide the name and phone number of your current pharmacy; prescription number, name, strength, and instructions; and the name and phone number of the doctor who prescribed the medication.