

# FAQ

KAISER PERMANENTE OF  
CO

## Carrier Contact Information

**Membership Services:**  
(303) 338-3800

**Membership Fax:**  
(816) 311-5974

## Pharmacy Information:

**Pharmacy Member Services:**  
(303) 338-4503 or  
(800) 681-7878

**Pharmacy Mail Order Member Services:**  
(303) 326-6777

**Rx Bin:**  
HMO: 003585  
HDHP: 011255

**Rx PCN:**  
HMO: 70000  
HDHP: CO

## EMPLOYEE

### Important Information to Get You Started



#### Create your online account:

Go to [Healthy.kaiserpermanente.org](https://Healthy.kaiserpermanente.org) member to register online. Or install the mobile app.

Once you sign up, you can securely access time-saving tools and resources to manage your health. Once you register, you'll be able to:

- Email doctor's office
- Schedule routine appointments
- Order most prescription refills
- View most lab results

#### Accessing coverage before your member number is received:

If a member needs medical services prior to receiving their member number, the following will apply:

- Members may cite Kaiser's "Believe Me Policy" to the Kaiser Permanente provider and be able to access their services. The member is able to contact Patient Financial Services at 303-338-3025 to confirm if they have been assigned a health record number (ID number). If not, a member ID number will be provided. **Non-Kaiser facility:** The member may be expected to make a good-faith payment. Keep your receipt(s) to submit with a claim form for reimbursement.
- Please allow additional days after receipt of approval letter for members to be loaded before attempting to verify eligibility.

#### Accessing prescription refills if your member number is not available:

Try to refill maintenance prescriptions prior to the end date of the existing coverage. If a refill is required prior to receiving their ID cards, they may be required to pay out of pocket then contact Member Service Call Center at (303) 338-4503.

The pharmacy may be willing to dispense just enough medication to hold you over until your new ID number is generated.

#### New Member connect team (General questions)

The New Member Connect Team is the first contact a new member has with Kaiser Permanente Colorado and plays a critical role in how our members experience and engage with the whole organization. What we do, and how we do it, matters to our members and to the success of our business. Easy Transition for Members and Caring Transitions.

Contact Info:

Email – [New-member-connect@kp.org](mailto:New-member-connect@kp.org)

Phone – 303-338-3361 or 844-639-8657 M-F 8am – 5pm

Online – [kp.org/newmember](https://kp.org/newmember)

#### Helpful Resources :

[Member Resource Guide](#)

[Mental Health and Wellness](#)

[Dispatch Health](#)

[Adult Embedded Dental](#)

[Active Fit Flyer](#)