



COVID-19 UPDATE | April 1, 2020

# What you need to know

As we continue to manage through the COVID-19 crisis, Kaiser Permanente is committed to making sure our customers have all the latest information. As we receive updates, we will ensure you receive any information that may impact KP members. We will email you weekly with updates as the situation evolves. This is a challenging time for everyone and Kaiser Permanente is here to support you with news and information to help manage your Kaiser Permanente plan.

## Facility Update

In an effort to limit additional exposure to COVID-19 throughout the community, we have decided to temporarily close or limit services at select medical offices in Southern California only at this time. By doing this, we are able to coordinate care and combine much needed medical equipment and staff while still providing high-quality care to our members. There are no facility closures planned in Northern California at this time.

If a member is impacted by a local facility closure, Kaiser Permanente contacts members with upcoming appointments and/or prescriptions scheduled for pick up to advise them of the closure and reschedule their appointments or prescription pick up at another nearby facility. Additionally, proactive texts and phone calls are being made to members who regularly get care or have pending prescriptions at one of the closed facilities. For an updated list of facilities impacted you can use the following link: <https://healthy.kaiserpermanente.org/southern-california/health-wellness/coronavirus-information>.

## Pharmacy Services

Our pharmacies are experiencing a high volume of fill requests and calls at this time. To support social distancing, we encourage mail order for all nonurgent prescriptions. We are working as quickly as possible to ensure mail order requests are received within 7 days. We recommend using the Kaiser Permanente mobile app to receive shipment notifications that will help you track your order. Encourage members to sign up on [kp.org/rxrefill](https://kp.org/rxrefill) to order prescriptions online.

Curbside pick-up is available at some locations for members who have been diagnosed with COVID-19 or are symptomatic according to their doctor. Some locations are also making curbside pick-up available for immunocompromised patients. Doctors writing prescriptions can also designate home delivery of urgent medicals for COVID-19 patients who are unable to pick up their medication or wait for mail order.

## Hot Topic: Emotional Wellness Support

Kaiser Permanente is introducing a digital self-care portfolio as part of our commitment to bring our members innovative ways to receive mental health care and service. Through this portfolio, members have additional access to valuable self-care tools and content to help support mental health and emotional well-being.

Available at no cost to KP members, the myStrength app offers a personalized program with interactive activities, in-the-moment coping tools, inspirational resources, and community support. And it has new features specifically designed to help you cope with fear or anxiety about the coronavirus. Members can get started at [kp.org/selfcare](https://kp.org/selfcare).

## Kaiser Permanente On the Job (KPOJ)

With the exception of the Cerritos Medical Office, all of Kaiser Permanente's Occupational Health clinics, also known as Kaiser Permanente On the Job (KPOJ), are open for patients. We are requesting that all patients call KPOJ before going to a KPOJ clinic. On that call, patients will be asked questions so the clinical team can best address the patient's occupational healthcare needs. Consistent with other Kaiser Permanente departments, KPOJ clinics are utilizing telephonic and video visits for patients when medically appropriate.

## NEW Business FAQs COVID-19 Edition

We recognize the adverse economic impact to businesses of all sizes and their employees. Our updated Business FAQ document has frequently asked questions and answers around our temporary administrative policies in response to COVID-19 related business impacts. You'll find answers to questions around plan changes, eligibility, financial impacts, and rating. As always, you can find more at [account.kp.org](https://account.kp.org).

## News & Views

**Public Service Announcement:** Across Kaiser Permanente we're working together to deliver on our mission through this unprecedented COVID-19 pandemic. We also remain deeply committed to the health of our communities. This week, we're launching a new campaign focused on educating and inspiring everyone to do their part to slow the spread of the virus through proper hygiene habits and physical distancing. You will begin to see these on television, radio, billboards, social media and digital.

Kp.org is a valuable resource for information and member communications, as well as their link to any telehealth services. Encourage your employees who are KP members to register on [kp.org](https://healthy.kaiserpermanente.org/register).  
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