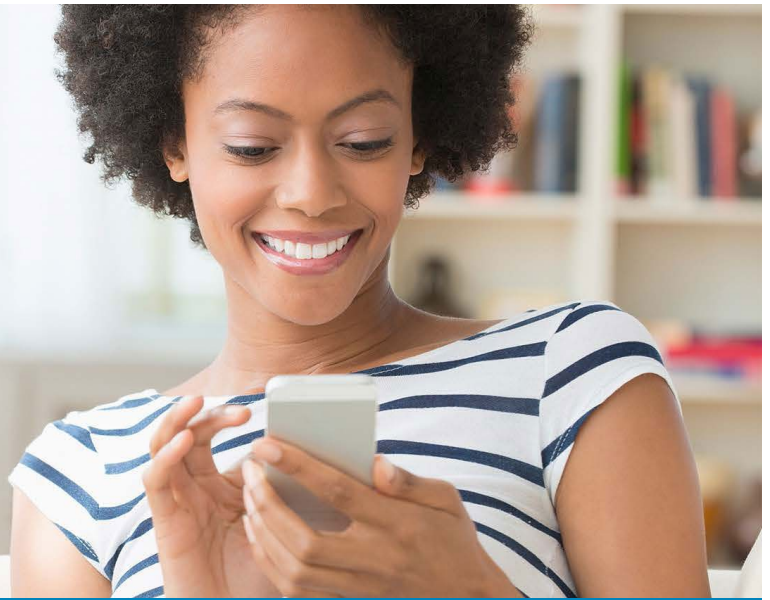


Manage your health with our mobile app



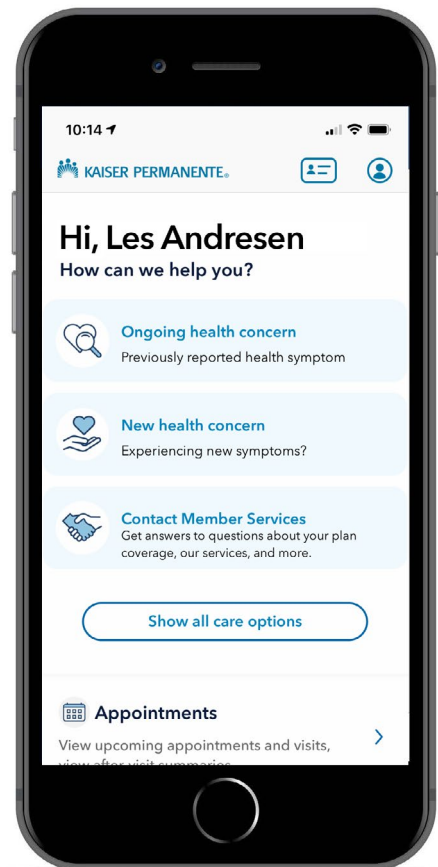
It's easy to connect to care and get helpful resources right from your phone.

Use the **Kaiser Permanente Washington app** to:

- Refill prescriptions
- Access Care Chat
- Connect with the consulting nurse line
- Use your digital member ID card
- Access Explanation of Benefits

Teens ages 13–17 can also use the app. For more information about teen online access, visit kp.org/wa/teenaccess-faq.

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How to get online access via the mobile app

1. Download the Kaiser Permanente Washington app.
(Note: Only the Kaiser Permanente Washington app will work for Washington members. You won't be able to sign in with the Kaiser Permanente app.)
2. Launch the app.
3. Register using your member ID number to access your online account.
4. Start accessing great services, right from your phone!



Chat with us at no additional cost¹.

Chat with us securely on your phone, tablet, or computer. You can connect with:

Care providers through Care Chat

24 hours a day, 7 days a week

Pharmacists

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

Primary Care appointment schedulers

Monday through Friday, 8 a.m. to 8 p.m. on Care Provider channel

Member Services representatives

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

GI specialist

Monday through Friday, 8 a.m. to 12 p.m.

Consulting nurse

24 hours a day, 7 days a week

You must be 18 years old to access. Parents can chat for children, with standard restrictions for teens.



Start chatting at:
kp.org/wa/onlinecare

¹When appropriate and available. For high-deductible plan members, Care Chat is subject to your plan's annual deductible.

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Care Chat instantly connects you with medical providers. You can access Care Chat on your computer or the Kaiser Permanente Washington mobile app. Here's how:

Chat on your desktop browser:

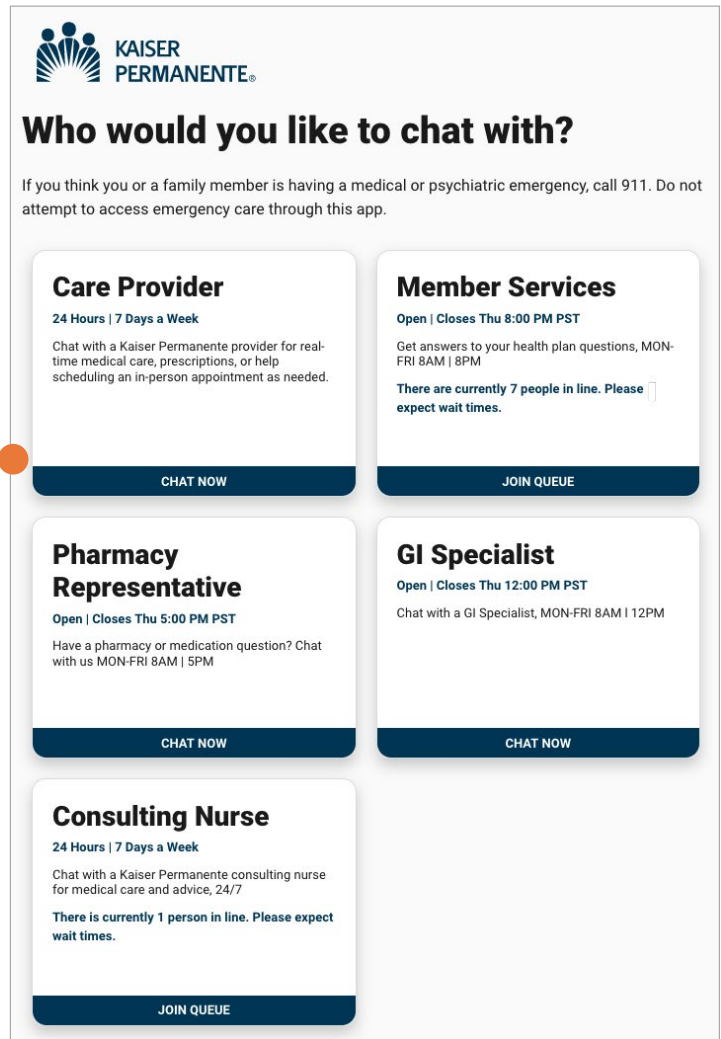
1. Visit kp.org/wa/onlinecare

or

2. Follow these easy steps:

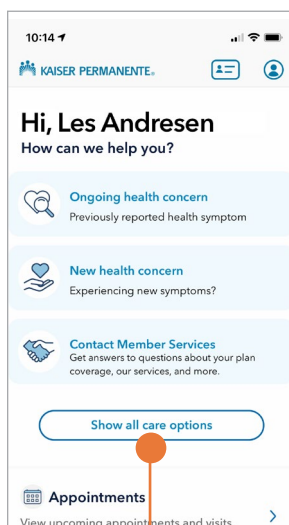
- Go to kp.org/wa
- Click on **Get Care**
- Under Online click **Care Chat**
- Click on the kind of care you want

Note: Members must create an account at kp.org/wa/register before accessing Care Chat.

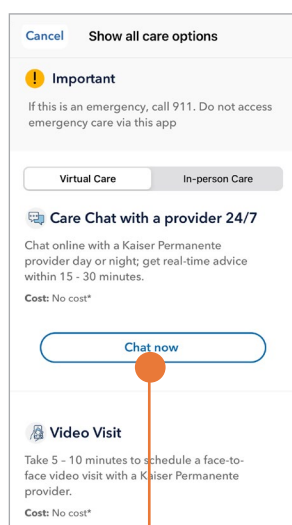


Chat using the Kaiser Permanente Washington app:

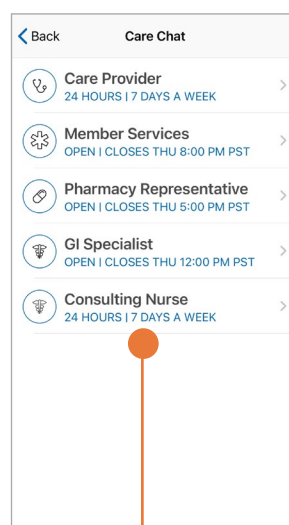
Start accessing Care Chat right from your phone:



Tap **Show all care options**



Scroll down to **Care Chat with a provider 24/7** and tap **Chat now**



Tap the service you need