



# Get your Kaiser Permanente prescriptions by mail

Kaiser Permanente members can use mail-order pharmacy services with free shipping – and in many cases lower prescription costs.

If you already fill your prescriptions at a Kaiser Permanente pharmacy, here's how to get your refills delivered by mail. (If you need to **transfer** your prescriptions to Kaiser Permanente, see the other side.)

## How to order refills

You can order refills and manage your account when and where it's convenient for you.

**Online:** Sign in at [kp.org/wa](https://kp.org/wa) to order your refill. Specify that you'd like to get it by mail order.

**Mobile app:** Use the Kaiser Permanente Washington mobile app. Just tap My Prescriptions and follow the prompts.

**Call us:** Call **1-800-245-7979** (TTY Relay **711**). We'll ask for your member ID number, mailing address, prescription number, and payment information.

### Getting a new prescription today?

Ask your provider to send the prescription directly to the mail-order pharmacy. It will arrive in 3 or 4 days.

### Want more information?

Sign in at [kp.org/wa](https://kp.org/wa) and click **Medications**.

# How to transfer prescriptions

If you're a Kaiser Permanente member, it's easy to transfer your prescriptions so you can take advantage of the Kaiser Permanente mail-order pharmacy.

Visit [kp.org/wa/getstarted](https://kp.org/wa/getstarted) and click **Transfer Prescriptions**.

Or you can call  
**1-888-844-4607** (TTY Relay **711**).

## You'll need:

- Name and phone number of your current pharmacy
- Prescription number, name, strength, and instructions
- Name and phone number of the doctor who prescribed the medication

Once you've transferred your prescriptions, you can register at [kp.org/wa](https://kp.org/wa) to order refills and manage your account online.

**Saves  
time**

**Very  
convenient**



**KAISER PERMANENTE®**