Your Prescription is Ready!

Get a “Text Message” when your Prescriptions are Ready for Pickup.

New text messaging service now available at Kaiser Permanente Pharmacies!

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Transferring Prescriptions

**Within KP**
If you first filled your prescription at one KP pharmacy, you may have it refilled at another as long as the refills are approved. This is a prescription transfer.

**Outside KP**
If your prescription was originally filled at a non-Kaiser pharmacy:

To transfer a prescription, contact our NCAL Call Center at 1-888-218-6245 or online at kp.org/rxrefill. For urgent transfers (requiring same day pick up), please contact your local pharmacy. Please be prepared to provide the prescription number from your container, also provide the name and telephone number of the pharmacy.

Rx Notifier
New text messaging service now available at Kaiser Permanente Pharmacies!

KP Apps for your SmartPhone

**KP My Doctor Online**
Stay connected with your KP Physician! With **KP My Doctor Online** you can send and receive email communication with your KP provider in addition to scheduling video visits.

Managing your health care just got easier! This tool enables you to get advice, schedule appointments and refill prescriptions from the convenience of your mobile device.

**Information Sheets and Labels**
You may receive written information sheets about your medicines, or information labels (stickers) may be attached to your prescription container. Please read these carefully ask the pharmacist if you have any questions. Information sheets about your medicines can also be found online at kp.org.

**Over-The-Counter Drugs**
Our pharmacies carry a number of commonly used over-the-counter (OTC) products at special low prices for Kaiser members. Be sure to look for our seasonal OTC promotions at your local pharmacy.

Formulary
The formulary is a list of preferred drugs that have been carefully selected by our physicians, pharmacists, and other experts on the basis of safety, effectiveness, quality, and cost. This formulary will enable us to provide high quality drug products while keeping costs down so that our program remains affordable. Your prescription drug benefit plans cover only those drugs on our formulary. If you are taking a drug that is not on the KP formulary, we will work with your provider to find the right alternative.

Generic Drugs
Drug products that contain the same medication but are manufactured by different companies are known as generics. The generics used by our pharmacies have been approved by our Drug Evaluation Department to make sure that they are of maximum quality and reasonable costs. The generics must also meet the standards for quality, safety, and effectiveness of the Federal Food and Drug Administration. If your prescription has been filled with a generic, it will be noted on your prescription label. Generic drugs provide high quality at lower cost and we encourage their use.

Change in Prescription Benefit Coverage
Effective January 1st each year, many of our members will experience benefit changes. If you have questions about your benefits, please call the member service call center at:

1-800-464-4000 English
1-800-788-0616 Spanish
1-800-757-7585 Cantonese/Mandarin
1-800-777-1370 TTY
1-800-498-2749 Medicare Prescription

Welcome to Kaiser Permanente NCAL!
Our pharmacists are always available to answer your questions about medications. The information in this guide will help you use the pharmacy more effectively. Please read this guide carefully, then keep it for reference.

Choosing a Pharmacy
Pharmacies are located within all Kaiser Permanente hospitals and medical centers. If your Health Plan benefits include a prepaid prescription drug plan, you must use a Kaiser pharmacy to obtain drug at plan prices.

For a comprehensive list of the KP pharmacies in Northern California, including hours, locations and your local pharmacy phone number, look online at kp.org.

You can also have the convenience of receiving your prescription* by U.S. Mail at no additional charge! Sign up online at kp.org/rxrefill.

*available at selected pharmacies only.
Planning your visit to the pharmacy

Don’t see your name on the TransLux Board? Check in with us at the Drop Off window!

- Remember to bring your Health Plan card & photo ID.
- Please update any changes in allergies and or insurance with pharmacy personnel.
- If you do not want childproof caps, you can request easy-open caps at the Drop Off Window.
- Make sure to sign up for Rx Notifier.

Understanding Your Prescription

Difficulty reading your prescription label? Ask for Scrip Talk®, a new audible prescription reader. Scrip Talk® utilizes text-to-speech technologies to provide visually impaired patients the ability to hear prescription information from each prescription container.

Photo ID Requirement

Your Kaiser Permanente Health Plan card is required for Pharmacy services. In addition, a secondary photo identification may be required when you pick up your Controlled substance prescription.

Our cause is health
Our passion is service
We’re here to make lives better.

REFILLING A PRESCRIPTION

Plan ahead when you need refills. We will be sending your order to the automated refill pharmacy in Livermore. You can order prescription refills by phone (or on-line) and pick them up at your local Kaiser Permanente Pharmacy, or have them mailed directly to you. If you have to take a medication continuously, remember to order your refill in advance before your supply runs out.

Please Note:
1. If your prescription runs out of refills, approval from the prescriber will be required.
2. Prescriptions for certain pain medications, sleeping pills, tranquilizers, or similar drugs cannot be refilled after 6 months (or 120 days supply) without the approval of your doctor.

(For either of the above conditions, order the same way as you do regular refills and we will get the message to your provider, just give us a couple extra days.)

All prescriptions not picked up within 7 days from the day they are ordered, will be returned to stock. You will receive a phone call on day 2 and day 4 as reminders.

ORDER REFILLS BY PHONE

The easiest way to obtain a refill is to call EasyFill, our refill recorder available 24 hours a day. The EasyFill number is listed on your prescription label. When you call, have your Health Plan card and medicine containers ready so that you can provide the information requested.

EasyFill allows you to order refills for both refillable and non-refillable prescriptions.

- Sign up for RxNotifer and you will receive a text message when your prescription is ready.

Easy Steps To EasyFill

1. Call your pharmacy refill telephone number found on your prescription label.
2. Press 3 – to access EasyFill System
3. Enter your Medical Record Number
4. Enter your complete Date of Birth
5. Enter your prescription number
6. Press 1 for mail, press 2 for pharmacy pick up
7. Follow prompts to confirm mailing address or follow prompts for local pharmacy pickup
8. Confirm Credit Card last 4 numbers to authorize payment

You will be told when your prescription will be ready at the end of the call.

MAIL PRESCRIPTION SERVICE

We will mail prescriptions to your home upon request at no additional charge.

ORDER REFILLS ON-LINE

Now you can order your prescription refills online. Log on to our members-only web site to:

- Order prescriptions refills anytime, in the comfort of your own home or workplace,
- Have your medications mailed to you or pick them up at any Kaiser Permanente pharmacy,
- Check on the status of each refill,
- Research information on medications and other health topics,
- Transfer Prescriptions,
- View Drug Formulary.

Log on to: www.kp.org/rxrefill
- Click on “Pharmacy” from the dashboard at the top.
- Review your prescription data under “My prescriptions”.

If you require access credentials, please visit www.kp.org/registernow to create your Member ID and Password to get started.