

We're here for you. For more information, go to kp.org/coronavirus.

Kaiser Permanente Household Prevention Program

Frequently Asked Questions

The Household Prevention Program (HPP) is an educational service focused on preventing the spread of COVID-19. It is available for members who test positive for COVID-19.



Q: How does Kaiser Permanente help support members who have tested positive for COVID-19?

A: Kaiser Permanente is supporting our members who test positive for COVID-19 with supplies and resources to help them follow suggested safety advice and understand how to distance to keep family, friends, and communities safe. Here are 3 ways Kaiser Permanente can help prevent the virus from spreading within your home:

- **Online videos and guides:** On kp.org/covid19guide, you can watch educational videos and find information about recovering at home, protecting your home, and keeping your loved ones safe.
- **Prevention kit:** If you test positive for COVID-19 and share a home with at least one other person, you can call **1-800-394-2279** to request a free prevention kit that includes essential supplies, a home prevention reference guide and other supplies to help keep members of your household safe. The kit will be sent via express mail to your home.
- **Phone line to household prevention specialists:** You can speak to a household prevention specialist by calling **1-800-394-2279** for additional support after receiving a COVID-19 positive test result. The specialist can answer questions and provide information about preventing the spread of the virus. They will also assess if your household may benefit from connections to helpful social or community resources.

Q: What is in the prevention kit?

A: If you test positive for COVID-19 and share a home with at least one other person, you may be eligible to request a prevention kit. It includes masks, gloves, hand sanitizer, disinfectant, a home prevention reference guide and other supplies to help keep members of your household safe.

Q: How do I get the prevention kit?

A: If you test positive for COVID-19 and share a home with at least one other person, you can request a kit by calling our Household Prevention Program (HPP) at 1-800-394-2279. You will need to provide your medical record number found on your Kaiser Permanente ID card. The kit will be sent via express mail to your home. The reference materials included in the prevention kits are also available in several languages on kp.org/covid19guide.

Q: Do I have to pay for the prevention kit?

A: If you tested positive for COVID-19 and you live with others in the home, there is no cost for the prevention kit to be mailed to your home. There is also no cost to speak with an HPP specialist.

Who to call

Members who test positive for COVID-19 can speak to a prevention specialist, 7 days a week, 8 am – 5 pm at **1-800-394-2279**

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Q: Who are the household prevention specialists and what can they help me with?

A: Our specialists are trained in the basics of keeping your household safe during quarantine. They can answer questions about the essentials of isolation and quarantine and help assess if your household needs further support to isolate and quarantine effectively.

Q: I tested positive, but not through Kaiser Permanente. How can I request a prevention kit?

A: If you receive a positive COVID-19 test outside of Kaiser Permanente, please contact your personal doctor to discuss next steps. Your results aren't automatically shared with your doctor's office. Please email a photo or a scanned copy of your test results to your doctor's office so we can update your medical record:

- Go to kp.org and sign in to create a new message.
- Use "COV19 outside lab report" as your subject line.
- Click on the "Attach an image" link at the bottom of the message to add a photo or scan of your report. The report should include your name and at least one other personal identifier, like your date of birth.

Q: I want to get a prevention kit but have not tested positive for COVID-19. Can I request one?

A: No. The prevention kit is only for members who have testing posted for COVID-19 and live with others in the home. Kaiser Permanente Southern California has partnered with an external vendor, Cabinet, to provide an option for you to buy household essentials at a discounted rate. Visit the Cabinet website and enter the code "KAISER15" at checkout to receive a 15% discount on your household essentials purchase. This service is optional and is not part of your health plan benefit coverage. If you choose to order supplies, you'll need to pay for them. For questions about the supplies, send an email to help@wearecabinet.com.

Link to Cabinet to purchase supplies: https://wearecabinet.com/collections/personal-protection-equipment?utm_source=health&utm_medium=email&utm_campaign=phase

Q: Who do I contact to get care if my symptoms worsen?

A: Call 911 or go to the nearest emergency room if you experience any of the following:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

If you have any other symptoms that are severe or concerning to you that are not on this list, please call your care team at **1-833-KP4CARE** (1-833-574-2273) (TTY 711).



Who to call

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