What Is the Digital Membership Card?

The Kaiser Permanente digital membership card is an electronic version of the physical membership card, available on your mobile phone. It allows you to:

- ✓ View your and your family's membership card information

- ✓ Check in for services at Kaiser Permanente facilities

- ✓ Pick up prescriptions at Kaiser Permanente pharmacies

- ✓ Call Member Services from the "tap and call" feature

- ✓ Email card image

- ✓ Future features:
  - Member photo
  - QR code for scanning

The Digital Membership Card

The digital membership card is an integrated feature of the Kaiser Permanente app. It appears as a green card icon at the bottom of the Kaiser Permanente app dashboard.

TO ACCESS THE DIGITAL MEMBERSHIP CARD

- Members must be registered with kp.org

- Members must download the Kaiser Permanente app

- Members who have already downloaded the Kaiser Permanente app must update the app on or after April 9, 2015 for Android devices and on or after April 13, 2015 for iOS devices

- Members must sign in to access the card feature

Digital membership card icon
on app dashboard

Digital Membership Card Features

The digital membership card provides **convenient, secure access** to members' Kaiser Permanente **membership information anytime, anywhere** so members can check in for appointments and pick up prescriptions at Kaiser Permanente facilities, and can access their family's membership information.

SECTION 1
• Kaiser Permanente logo
• Entity name 1 & 2
• Medical card plan label 1 & 2
• Rx plan label
• Compliance logos
• Co-branded logos
• Other logos

SECTION 2
• Name (First, MI, Last)
• MRN/HRN
• Effective date
• Region
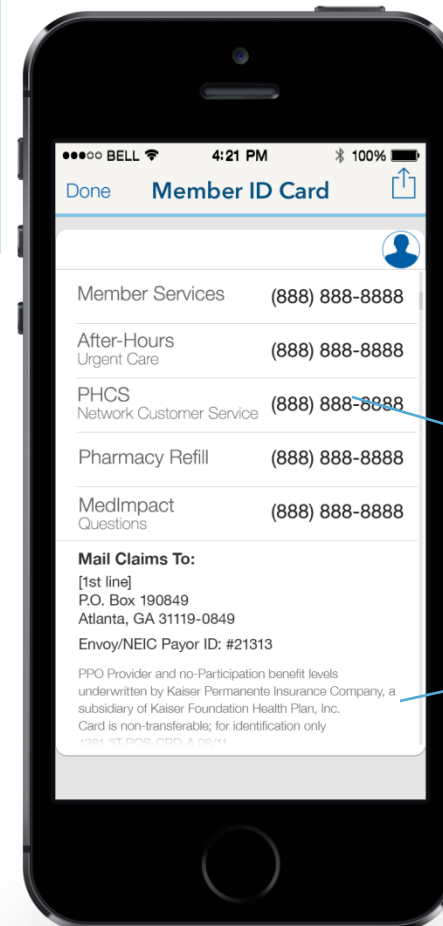• Group #

SECTION 3
• Select Providers*
• Co-pay information

Dots indicate proxy** cards that the member has access to. Member will need to swipe to see proxy cards

*Reflects KP and Affiliated Providers

** A proxy is any member – such as spouse, children or parents - for whom you are an agent based on an executed health care proxy on file with Kaiser Permanente.
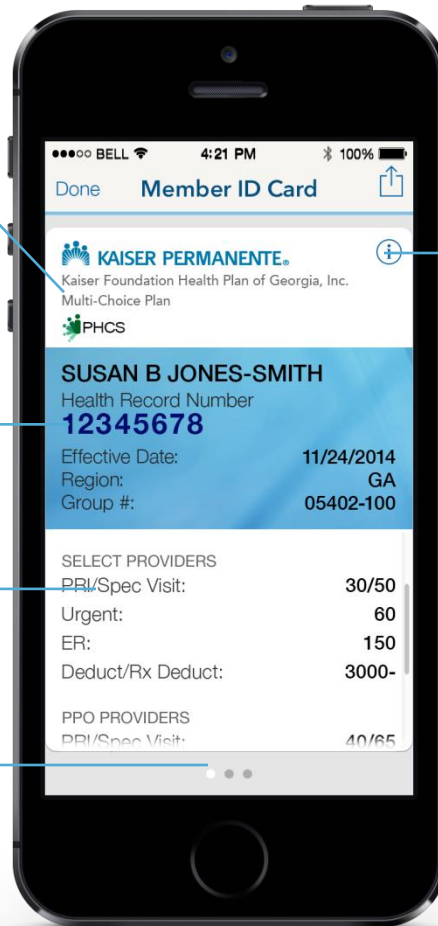
'I' and 'head' icons allow the member to navigate from front-to-back and back-to-front of card

Contact phone numbers that can be 'tapped-to-call'

Legal disclaimer and claim information in a scrollable window


FRONT

BACK

Landscape View

Members can turn their phone sideways or tap on the blue banner for a landscape view that enlarges the 'blue section' of the card, in particular the MRN.
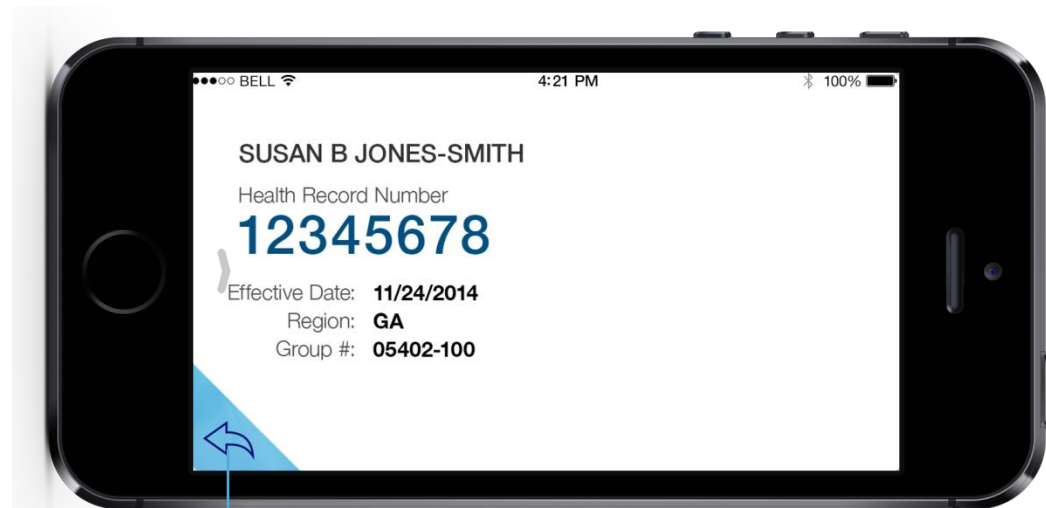
If member taps on the blue banner for landscape view, then the screen will lock in that view mode.
To return to the portrait view, member will need to click on the blue arrow.

Email Cards Feature

Members can easily email their digital membership card. This feature was designed so that members can email their membership card information to affiliated providers who need it for billing purposes.
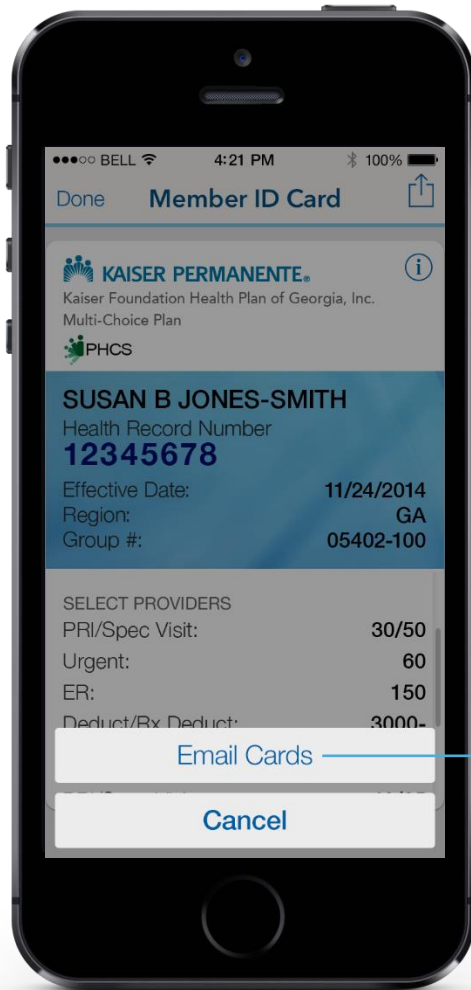
FEATURES OF EMAIL CARDS

- Members can email their own card; if they have proxy for other members, they can email those cards as well

- Members must consent to the Terms & Conditions to use the email feature

- Card(s) will be emailed as an image or PDF file

- Members must sign in to access the email cards feature

If member taps on Email Cards, they will be able to send an image file of their digital membership card to the email address of their choosing.

Reference Guide and Member FAQ

Digital Membership Card Reference Guide

To access the Kaiser Permanente Digital Membership Card, a member must have a kp.org account and have the latest version of the Kaiser Permanente app on their iPhone or Android smartphone.

Once signed in to the Kaiser Permanente app, the member should tap the green card icon at bottom of the app dashboard to access the card.

CHECK-IN WORKFLOW

Member presents digital membership card

- Do not handle or take the phone. For a bigger view of the MRN, ask the member to turn the phone sideways.
- Ask the member for photo ID.
- Follow the normal check-in process.

Member is unable to access digital membership card

- Ask the member for their physical membership card and photo ID; follow the normal check-in process.
- If the member does not have their physical membership card, refer to "demographic verification" or "no card" process to check in member.

Member is unable to access digital membership card and does not have a physical card

- If printing a label or imprinting a physical membership card is not possible, refer to "demographic verification" or follow the "no card" process to check in member.

PRINTING OF LABELS AND / OR IMPRINTING OF MEMBERSHIP CARDS

Member presents digital membership card

- Do not handle or take the phone. For a bigger view of the MRN, ask the member to turn the phone sideways.
- Ask the member for photo ID.
- For Zebra printers: Use the "print label" feature in HealthConnect. For Addressographs: Ask the member for their physical membership card; follow the normal process for imprinting labels.

Digital membership card icon on app dashboard

Dots indicate there are proxy cards that the member has access to—swipe to see additional card(s). A proxy is a member – such as spouse, child, or parent – for whom you are an agent based on an executed health care proxy on file with Kaiser Permanente.

GA Digital Membership Card – Frequently Asked Questions

KAISER PERMANENTE.

1. **What is the Kaiser Permanente Digital Membership Card?**

   It's a copy of the Kaiser Permanente membership card that is available on mobile devices via the Kaiser Permanente app.

2. **How do I access my digital membership card?**

   You need to (1) have a kp.org account (2) have downloaded the latest version of the Kaiser Permanente app (3) sign in to the app using your kp.org login info.

3. **How do I download the Kaiser Permanente app?**

   Search for "Kaiser" or "Kaiser Permanente" in your device's application store. On an iPhone, download the app from the App Store. On an Android, download the app from Google Play.

4. **Is the digital membership card a stand-alone app?**

   No, it's part of the Kaiser Permanente app. Tap on the green icon at the bottom of the app dashboard to access the digital membership card.

5. **Why can't I see my digital membership card?**

   Check to make sure you have the latest version of the Kaiser Permanente app. (Only members in eligible plans in regions where the digital membership card is available have access.)

   In Georgia, all plans are eligible except for Medicare and out-of-area plans, until further notice. Self-funded plans will be eligible in May 2015.

6. **Do I have access to cards of people for whom I have proxy?**

   Yes.

8. **Can I opt out of receiving the physical membership card?**

   No, for now members will continue to receive their physical membership cards.

9. **I'm getting an error message. What should I do?**

   The error message instructs you to try again and then call Member Services Call Center at 1-800-556-7677.

10. **I have the Kaiser Permanente app but am unable to see my digital membership card.**

    Verify that you have the latest version of the app and are signed in. If the green digital membership card icon does not appear at the bottom of the app dashboard, verify you are in an eligible plan.

    In Georgia, all plans are eligible except for Medicare and out-of-area plans, until further notice. Self-funded plans will be eligible in May 2015.

11. **I'm unable to see my newborn's digital membership card.**

    Your newborn must be enrolled in an eligible Kaiser Permanente plan to have a digital membership card. If you have not yet enrolled your newborn, contact your employer's HR department or a Kaiser Permanente Member Services representative to discuss coverage for your baby.

    In Georgia, all plans are eligible except for Medicare and out-of-area plans, until further notice. Self-funded plans will be eligible in May 2015.

12. **I have proxy access but am not able to see all of the digital membership cards.**

    Look for dots at the bottom of the digital membership card screen, which indicate you have access to multiple cards. If you don't see the dots, verify that your proxy is in an eligible plan.

    In Georgia, all plans are eligible except for Medicare and out-of-area plans, until further notice. Self-funded plans will be eligible in May 2015.

13. **The information on my card (or my proxy's card) is incorrect.**

    Please contact Member Services Call Center at 1-800-556-7677.

14. **I have more than one Kaiser Permanente plan. Why do I have only one digital membership card?**

    kp.org chooses your primary plan and uses this plan's information to give you access to the digital membership card.

15. **A digital membership card is displaying for my proxy who is no longer on a Kaiser Permanente plan or is deceased.**

    If your proxy has been off the Kaiser Permanente plan for more than 90 days or is deceased, the digital membership card should not display. Please contact Member Services for assistance: 1-800-556-7677.

16. **I don't know if I have the latest version of the Kaiser Permanente app.**

    On an iPhone: Go to the App Store on your phone; scroll through updates; tap on the Kaiser Permanente app to update.

    On an Android phone: Go to Google Play on your phone; scroll through updates; tap on the Kaiser Permanente app to update.