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 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 206-630-7979 or 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 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 and click Transfer Prescriptions.

Or you can call 206-360-0029 or 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 to order refills and manage your account online.

Saves time

Very convenient

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