

Quick Reference Guide

Action	Contact	What you can do
Change your child's doctor	<p>Call Member Services, Monday through Friday, 7:30 a.m. to 5:30 p.m., except holidays, at:</p> <ul style="list-style-type: none"> • 855-249-5025 • 866-513-0008 TTY/TDD* 	<p>Change your child's PCP. This doctor will coordinate all of your child's health care needs, including making referrals.</p> <p>Females 13 and older should also choose an obstetrician/gynecologist (Ob/Gyn). You can change your child's PCP or Ob/Gyn at any time, for any reason.</p>
Make an appointment	<p>For MAPMG doctors, call Monday through Friday, 7 a.m. to 8 p.m., at:</p> <ul style="list-style-type: none"> • 800-777-7904 • 800-700-4901 TTY/TDD* <p>If your child's doctor does not practice in a Kaiser Permanente medical center, call that doctor's office directly to make an appointment.</p>	<p>We can help you make, cancel, and change appointments with a MAPMG doctor.</p> <p>You can also make, cancel, and change appointments online at kp.org through My Health Manager.</p>
24-hour medical advice	<p>Medical advice is available 24 hours a day, seven days a week at:</p> <ul style="list-style-type: none"> • 800-777-7904 • 800-700-4901 TTY/TDD* 	<p>If you would like to leave a non-urgent message for a medical advice nurse, you can do so at kp.org if you are registered on My Health Manager. You will receive an answer within one business day.</p>
Fill a prescription	<p>EZ Refill: Call 800-700-1479, 24 hours a day, seven days a week.</p> <p>Mail delivery services: Select the EZ Refill mail option to have your child's refillable prescription mailed anywhere in the U.S.</p> <p>Order online: Order your child's prescription refills at kp.org using My Health Manager.</p> <p>MedImpact: Call 800-922-1557</p>	<p>Fill prescriptions at any of our Kaiser Permanente medical center pharmacies after your child's doctor's visit. If your child has a MAPMG doctor, he or she can send the prescription through our electronic medical record system, and your child's prescription can be ready soon after seeing the doctor.</p> <p>To find other participating pharmacies near you, call MedImpact.</p>

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Emergency care	<p>If you think your child is experiencing a medical emergency, immediately call 911 or go to the nearest emergency facility.</p> <p>If you are unsure about your child's medical problem and want medical advice, call 800-677-1112.</p>	Report your child's emergency room visit to us as soon as possible by calling Member Services or the medical advice line (on evenings and weekends).
Urgent care	<p>Call our 24-hour medical advice line at:</p> <ul style="list-style-type: none"> • 800-777-7904 • 703-359-7616 TTY/TDD* 	If you are not sure your child is experiencing a medical emergency, call our advice nurses. Examples of times when your child might need urgent care are a sudden rash, high fever, severe vomiting, ear infection, or a sprained ankle.
Behavioral Health Access Line	<p>Call the Behavioral Health Access Line at:</p> <ul style="list-style-type: none"> • 866-530-8778 	You can ask for outpatient treatment for mental illness, emotional disorders, drug abuse, and alcohol abuse from a MAPMG or participating provider without a referral from your child's PCP.
Member Services	<p>Call Members Services representatives, Monday through Friday, 7:30 a.m. to 5:30 p.m., except holidays, at:</p> <ul style="list-style-type: none"> • 855-249-5025 • 866-513-0008 TTY/TDD* 	Contact Member Services if you need help with your child's health plan.

*The Kaiser Permanente TTY/TDD line is available for people who are speech/hearing impaired.