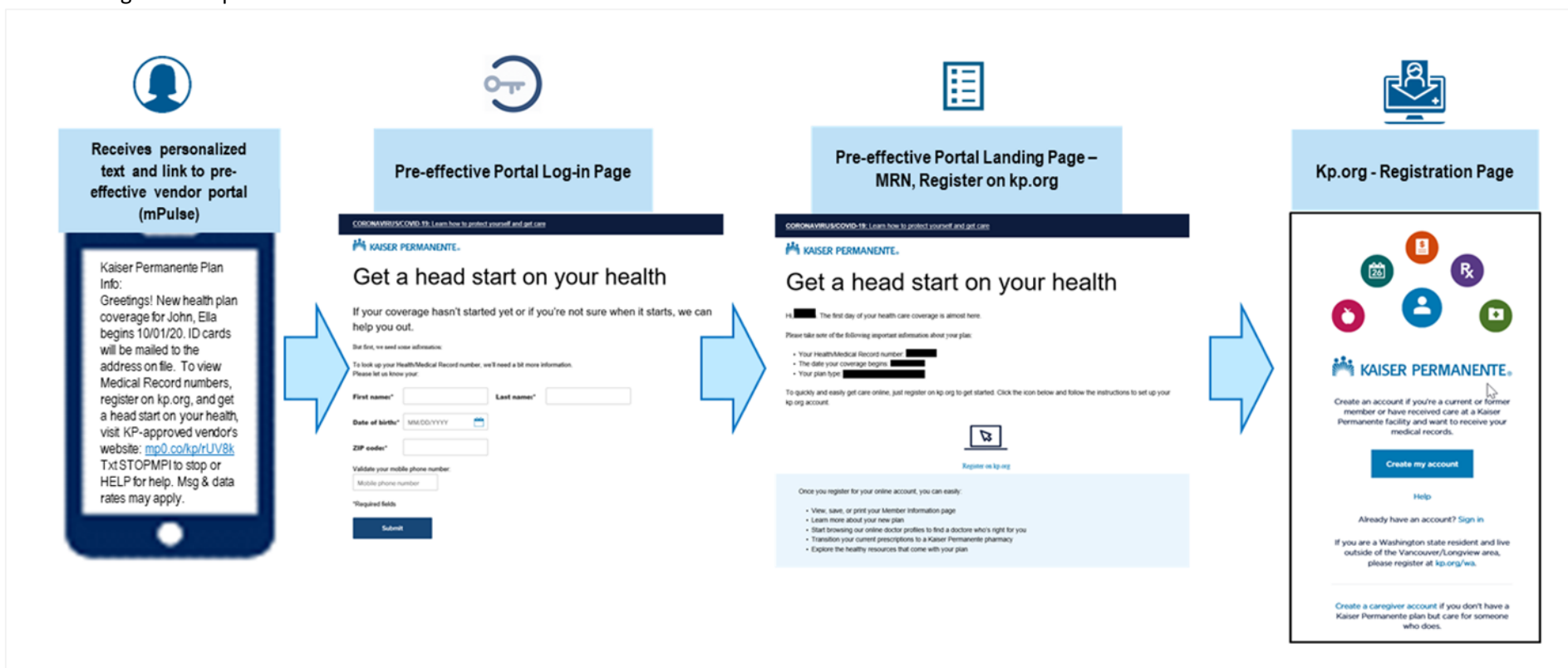New Member Information Feature on KP.<u>org</u> including 'pre-effective' members can find their information and confirm they are enrolled. This means a member whose plan is not yet effective could still log in to kp.org and find their MRN or confirm their coverage Status. Members can also save or print this information and use it to identify their membership with Kaiser Permanente in lieu of the plastic/laminate ID card or Digital Membership Card when accessing services.

For a member who is new and doesn't have his/her MRN:

There is a campaign the sends text notifications to newly enrolled members and the message confirms with the member that they are enrolled. Embedded in the message is a link to a KP vendor site that allows the member to enter their credentials (Name, DOB and Zip Code) and that will yield their MRN/HRN. This is the URL to the vendor site: https://kaiserpermanente-new-members.mpulsemobile.com/ .

- If a member completes the credentialing process, creates their KP.org account, then they will be able to view their coverage status on the Member Information page.
- Image of that process:

Digital ID Card Screenshots:

KP Mobile App Dashboard

Swipe between cards

Back of card

Landscape view

QR code (contains MRN)

DMC Apple Pass

Email DMC

KAISER PERMANENTE®

Digital Membership ID Card instructions:

Once members are registered on kp.org, they can access a digital version of their membership ID card for most plans (some out of area plans not available) right from smart/mobile devices using the Kaiser Permanente mobile app for all regions. (Some out of area plans and Medicaid/MediCal cards not currently supported).

KP.org provides convenient, secure access to members' Kaiser Permanente membership information, including their membership ID card, anytime, anywhere so members can check in for appointments, pick up their prescriptions, and access their family's membership information.

Steps to access the digital membership ID card:

1. Register with kp.org or kp.org/wa
2. Download and / or update to the latest version of the Kaiser Permanente app from favorite app store*
3. Log in to Kaiser Permanente app using kp.org credentials
4. Tap on card icon to access the digital membership card
5. Members have access to email a version of their own and / or registered family members ID cards once logged into kp.org.

*The KP App is only available on Google Play and Apple App Store.