



COVID-19 UPDATE | September 16, 2020

What you need to know

As we continue to manage through the COVID-19 pandemic, Kaiser Permanente is committed to making sure our customers have the latest information. When we receive updates, we will ensure you receive any information that may impact KP members. This is a challenging time for everyone, and Kaiser Permanente is here to support you with news and information to manage your Kaiser Permanente plan.

Update on services during the California fires

Kaiser Permanente is closely monitoring the fires in Northern and Southern California. Our top priority is the safety of our patients, members, employees, and our community. The fires have not affected any Kaiser Permanente facilities in Southern California. Most Kaiser Permanente facilities in Northern California are currently open and operating during normal hours.

It's important to take precautions to stay healthy if you or your family members are in an area being impacted by the current fires — especially people with respiratory conditions such as asthma and chronic obstructive pulmonary disease.

About masks

- There are some important differences between masks that protect you from smoke (N95 masks) and those that protect you and others from COVID-19.
- Adults may benefit from using an N95 mask if they must be outdoors. This helps protect you from unhealthy air. [Masks must be fitted properly](#). Masks and cloth face coverings that help slow the spread of COVID-19 aren't effective for smoke.

For a regional update, including access to important services such as prescriptions:

[Northern California members](#)

[Southern California members](#)

Flu shots

Flu shots are now available at many Kaiser Permanente locations near you. We've taken steps to make our members' visits safe and convenient — so they feel good about protecting themselves and their loved ones. For more information, visit kp.org/flu.



COVID-19 UPDATE | September 16, 2020

What you need to know

Supporting KP members in Continuing Coverage

Due to the impact of the coronavirus, many people across the country are experiencing a change in employment. For members having trouble paying for coverage right now due to a job loss or decrease in business, there are many ways to stay covered with Kaiser Permanente.

Members can go to kp.org/exploreoptions or call us at 1-800-270-4095 (TTY 711). Members will have these resources available to them:

- Continuity of coverage guide
- An online tool that provides personalized coverage options
- Personalized support by phone with transition specialists

Member options may include:



Individuals and Families

A range of health plans to fit your needs and budget. Financial help available for those who qualify.



Medicaid/ Medi-Cal

Affordable coverage if you have little to no income or have a child who needs coverage. Medi-Cal is California's Medicaid program.



COBRA

A great way to continue your current health coverage if you lose your job or your hours are reduced.



Medicare

Highly-rated health plans with affordable coverage if you're 65 or older, or if you have certain disabilities.