

KPWA Registration Process

[Quiz Flow](#)[Pin Mailer Flow](#)[In-Clinic Flow](#)

SVA Registration process via – Quiz Flow


1. User clicks on Register now – <https://member3-ga.ghc.org/account/register>
2. Introduce Yourself:

Enter First name, Last Name, Date of Birth, Last 4 digits of SSN and Member Id# and Submit

52.1450122950

Group Health Member Admini...

Register for Personal Online... X

 **KAISER PERMANENTE®**

[Sign on](#)

Register Now

Register with Kaiser Permanente's member website to access your personal online services. Refill prescriptions, check your benefits, and more. If you get care at a Kaiser Permanente medical office, you also can email your doctor, make appointments online, and see lab results. [Learn more](#)

Introduce Yourself

Register with Kaiser Permanente's member website to get personal online services.

First name	Last name
<input type="text"/>	<input type="text"/>
Birth date (MM/DD/YYYY)	Last 4 digits of Social Security #
<input type="text" value="MM/DD/YYYY"/>	<input type="text"/>
	<small>Why is this needed?</small>
Member ID #	
<input type="text"/>	
<small>What's an ID number?</small>	

[CANCEL](#)[SUBMIT](#)

[!\[\]\(2638cc0dbaac7e439e77f3f17b90e9a7_img.jpg\) Create Your Account](#)[!\[\]\(10824b23e48a0046eeedad965fde4106_img.jpg\) Verify Your ID](#)


3. Create Your Account:

Enter Email, Password, Security question and Answer and Submit

35BA585825B1BE6B12DF0?_ga=1.202892375.778069052.1450122950

Group Health Member Admini...


Create Account for Persona... X


 **KAISER PERMANENTE®**

Sign on

Register Now

Register with Kaiser Permanente's member website to access your personal online services. Refill prescriptions, check your benefits, and more. If you get care at a Kaiser Permanente medical office, you also can email your doctor, make appointments online, and see lab results. [Learn more](#)

 **Introduce Yourself**

 **Create Your Account**

All fields are required.

Email:

Re-enter email:

[Our e-mail policy](#)

Create password:

Re-enter password:

Enter 8-15 characters, at least 2 letters and 2 numbers; no more than 2 identical consecutive characters.

[Rules and tips](#)

Security question:

Select one


Answer:

[What's this?](#)

Next, you'll have 4 minutes to answer a few questions to verify your identity. If you cannot answer, you'll be shown other options to finish registration. [Why is this step necessary?](#)

CANCEL

SUBMIT

 **Verify Your ID**

Page | 2

4. If user is verified by Lexis Nexis, they are presented with a quiz

The screenshot shows a web browser window with the URL `/Hh3U6T24OQT1B7YfN7K`. The browser tabs include "Group Health Member Admini..." and "Verification Quiz". The Kaiser Permanente logo is in the top left, and a "Sign on" button is in the top right. The main heading is "Register Now". Below it, a paragraph explains that users can register to access personal online services, refill prescriptions, check benefits, and more. A "Learn more" link is provided. The page is divided into three sections: "Introduce Yourself", "Create Your Account", and "Verify Your ID". The "Verify Your ID" section contains a paragraph stating that a series of 3 or 4 questions helps confirm identity by comparing answers to public data. It also states, "You have 4 minutes to answer all questions." The question is "Which of the following is/was your PHONE NUMBER?". The options are:
☐ 936-3655
☐ 290-5800
☐ 525-0148
☐ 383-3836
☐ NONE OF THE ABOVE

5. If user passes the quiz – they are prompted with a dialog box asking them to log in

The screenshot shows a web browser window with the URL `EALMOID=06-e8b70adc-993e-1028-8d6d-841e42120000&GUID=0&SMAUTH`. The browser tabs include "Group Health Member Admini..." and "Kaiser Permanente member...". The Kaiser Permanente logo is in the top left. The main heading is "Member Sign on". Below it, a paragraph states: "If you are already registered with Kaiser Permanente member website, sign on now." There are two input fields: "Member ID #:" with a small "ID number information" link, and "Password:" with a "Forgot your password?" link. A "SIGN ON" button is below the password field. To the right, a box titled "New to Kaiser Permanente member website?" contains a "Register Now!" link and a paragraph explaining that users can get access to personal online services, refill prescriptions, check benefits, and more. A "Learn more" link is at the bottom of the box. At the bottom of the page, a small disclaimer states: "You must be at least 18 years old to register. For assistance, see technical help or contact Member Services. Unauthorized access is prohibited. Read our privacy policy."

6. After logging in – user is presented with the user agreement

The screenshot shows a web browser window with two tabs: "Group Health Member Admini..." and "User Agreement for Kaiser P...". The browser's address bar shows a search icon, a lock icon, and a refresh icon. The Kaiser Permanente logo is in the top left, and a "Sign on" button is in the top right. The main heading is "Kaiser Permanente Member User Agreement" with a "Print This Agreement" link. Below the heading is a scrollable box containing the agreement text. The text includes a summary, a section titled "About Kaiser Permanente member website" describing secure access, and a section titled "Access to Kaiser Permanente member website" regarding personal health information. Below the scrollable box is a checkbox labeled "I have read and understand this User Agreement". At the bottom of the scrollable box, the text "Your responsibility. You agree to take reasonable measures to protect the disclosure of your personal health information." is visible. There are "CANCEL" and "ACCEPT" buttons. The footer shows "© 2017 Kaiser Foundation Health Plan of Washington".

Group Health Member Admini... User Agreement for Kaiser P... X

KAISER PERMANENTE® Sign on

Kaiser Permanente Member User Agreement [Print This Agreement](#)

This agreement sets forth responsibilities of users of Kaiser Permanente member website. It requires you to abide by all terms and conditions set forth in this agreement.

About Kaiser Permanente member website. Kaiser Foundation Health Plan of Washington takes strong measures to provide a secure Web site to allow members to access their own personal health information when available. Members can access this information by logging in to Kaiser Permanente member website (www.ghc.org) with their Kaiser Permanente number and a unique password. By using these enhanced online services offered by Kaiser Permanente, you understand and agree that your personal health information will be transmitted via a secure channel over the Internet. You understand that you must follow the security responsibilities listed below to ensure that the security of your health information remains strong. You will only be allowed to use these enhanced services upon agreeing to the terms contained in this User Agreement.

Access to Kaiser Permanente member website. You may only access or attempt to access or view personal health information pertaining to yourself. If you hold a Durable Power of Attorney for Healthcare for another individual, please see the section below entitled Durable Power of Attorney. Unauthorized access to the personal health information of anyone else, or disclosure of another's personal health information to any other person may be a violation of federal or state law, and grounds for immediate termination of your access to the Kaiser Permanente member Web site as determined by Kaiser Permanente in its sole discretion.

Your responsibility. You agree to take reasonable measures to protect the disclosure of your personal health information.

☐ I have read and understand this User Agreement

CANCEL ACCEPT

© 2017 Kaiser Foundation Health Plan of Washington

7. On accepting the agreement, their account is created and they are asked to log in again on the Welcome screen

The screenshot shows a web browser window with two tabs: "Group Health Member Admini..." and "Verification Redirect". The browser's address bar shows a search icon, a lock icon, and a refresh icon. The Kaiser Permanente logo is in the top left. The main heading is "In progress..." with the text "Your Kaiser Permanente member website account is being created." Below this is a green progress bar. The text "You will be prompted to sign on to your personal home page in 10 seconds." is displayed. The footer shows "© 2017 Kaiser Foundation Health Plan of Washington".

Group Health Member Admini... Verification Redirect X

KAISER PERMANENTE®

In progress...

Your Kaiser Permanente member website account is being created.

You will be prompted to sign on to your personal home page in 10 seconds.

© 2017 Kaiser Foundation Health Plan of Washington



Sign on

Welcome!

Your Kaiser Permanente account has been created. You have access to your personal online services.

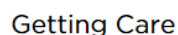
If you get care at a Kaiser Permanente Medical Centers clinic, you'll need to sign on and choose a doctor before you see all of your services, such as emailing your care team.

[Sign on now](#) to your personal homepage.

© 2017 Kaiser Foundation Health Plan of Washington



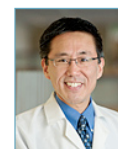
Search



Getting Care

Find links to key care services, including the 24-hour consulting nurse, emergency and urgent care centers, and eye care centers.

- Health care services
- Provider and facility directory
- Pharmacy services



Are You a New Member?

Member:
Find out how to get the best possible care
from your health plan.
[Get started](#)

NEWS
& ANNOUNCEMENTS

Save on Eyewear
Check out the ACE Pair frame and lens package, starting at \$150.

[MORE NEWS](#)

HEALTH
BLOG

New Services for Medicare Part D Members
Our Medicare Advantage Plan Among
Highest-Rated Plans
CareClinics Open in Alderwood and West
Seattle

CLASSES & EVENTS

Health and Wellness

Get Your Flu Vaccine
Get your vaccine at any of our clinics during a regular appointment, or for any other service.



SEARCH HEALTH TOPICS

Member Services

Your one-stop center for questions about coverage and benefits, billing, or anything else about Kaiser Permanente.
[Get help](#)

[Pay Bills Online](#)

If you get a bill from Kaiser Permanente, you may log in and pay online.
[Learn more or pay now](#)



Joining Kaiser Permanente

Learn more about the acquisition
and what it means for our members.
[Find out more](#)




© 2017 Kaiser Foundation Health Plan of Washington

8. On final log in, user is now redirected to secure home page

Group Health Member Admini...Kaiser Permanente member... X

Sign off


 KAISER PERMANENTE® | Member

Search

DELORES JACDSON

Account & Preferences

YOUR CARE TEAM



HOCKEISER, STEVEN P., MD
(425) 489-3100

Schedule an appointment
Send an e-mail

Northshore Medical Center
11913 NE 195th St.,
Bothell, WA 98011
(directions)

SWITCH PROVIDERS

PARENTAL ACCESS

If you have children 12 or younger, you can send secure e-mail to their doctors, see immunization records, check lab results, and more!
Sign up for Parental Access

Your Health Care & Coverage

NOTICES

APPOINTMENTS

MESSAGES

MEDICAL RECORD & LAB RESULTS

VISIT & CALL SUMMARIES

MEDICAL BILLS

No new messages

3 health reminders **OVERDUE**
Routine vaccine for Tetanus, Diphtheria (and Pertussis if not already completed)
Pap test for cervical cancer screening
TAKE ACTION ►


Once you get care at Kaiser Permanente medical offices, you have easy access to e-mail your doctor, schedule appointments, and access your health records.

MEDICATIONS

HEALTH COVERAGE

Medications (Refills & Order Status)
Transfer a Prescription
What's New?

Explanation of Benefits
Coverage Documents
Benefits Usage Status



Need care now?
We offer many ways to get care quickly


Find Your Way Around Kaiser Permanente

Looking for Coverage
Getting Started
Provider & Facility Directory
Specialty Care

Health Care Services
Pharmacy Services
Customer Service
Member Governance & Participation

Health & Wellness

Healthwise® Knowledgebase
Fitness and Exercise
Nutrition and Healthy Eating
Health & Wellness Resources
Videos and Tools for Care Decisions



News & Featured Content

Group Health Is Now Kaiser Permanente
You continue to get great care, seeing your same doctors and other providers.
Learn more.

Frequently Requested Forms
Forms for claims, pharmacy, medical record access, parental access, reimbursement, informed consent, address change, and more.

Subscribe to Kaiser Permanente's eNews
Stay informed about Kaiser Permanente's

Enhancements to Mobile App
Updates to the symptom checker, quick access to the consulting nurse line, maps to Kaiser Permanente clinics, lab and pharmacy wait times, and more.

Use Self Check-in Kiosks at Our Clinics
Use the kiosks to check in for most appointments, pay your copay, and review your insurance info.

Important First Steps
First, choose your personal doctor, so you know who to call when you need care. Then, complete your Health Profile so that you and your doctor have the information you need to create a plan for better health.

✓ Choose your Doctor
COMPLETED!

Complete a Health Profile
Get started

Health Action Plan

Completing your Health Profile is the first step in creating a personal plan to improve your health and track your progress. When you're done, you'll see your recommended actions here.

FILL OUT A HEALTH PROFILE NOW

Health Profile

Fill out a questionnaire

Page | 6

SVA Registration Flow via – Pin Mailer Flow

1. User clicks on Register now – <https://member3-qa.ghc.org/account/register>
2. Introduce Yourself:

Enter First name, Last Name, Date of Birth, Last 4 digits of SSN and Member Id# and Submit

52.1450122950

Group Health Member Admini... Register for Personal Online... X

KAISER PERMANENTE® Sign on

Register Now

Register with Kaiser Permanente's member website to access your personal online services. Refill prescriptions, check your benefits, and more. If you get care at a Kaiser Permanente medical office, you also can email your doctor, make appointments online, and see lab results. [Learn more](#)

Introduce Yourself

Register with Kaiser Permanente's member website to get personal online services.

First name

Last name

Birth date (MM/DD/YYYY)

Last 4 digits of Social Security #

Why is this needed?

Member ID #

What's an ID number?

[Create Your Account](#)

[Verify Your ID](#)


3. Create Your Account:

Enter Email, Password, Security question and Answer and Submit

5BA585825B1BE6B12DF0?_ga=1.202892375.778069052.1450122950

Group Health Member Admini...


Create Account for Persona... x


 KAISER PERMANENTE®

Sign on

Register Now

Register with Kaiser Permanente's member website to access your personal online services. Refill prescriptions, check your benefits, and more. If you get care at a Kaiser Permanente medical office, you also can email your doctor, make appointments online, and see lab results. [Learn more](#)

 Introduce Yourself

 Create Your Account

All fields are required.

Email:

[Our e-mail policy](#)

Re-enter email:

Create password:

Enter 8-15 characters, at least 2 letters and 2 numbers; no more than 2 identical consecutive characters.
[Rules and tips](#)

Re-enter password:

Security question:

Select one v


[What's this?](#)

Answer:

Next, you'll have 4 minutes to answer a few questions to verify your identity. If you cannot answer, you'll be shown other options to finish registration. [Why is this step necessary?](#)


CANCEL

SUBMIT

 Verify Your ID

- When user is NOT verified by Lexis Nexis, they are presented with an option to go into the clinic or request a pin code

BuEwx5jlR6DzyRdFe 🔍 📄 🔒 ↻ Group Health Member Admini... Create Account for Persona... ✕

 **KAISER PERMANENTE®** [Sign on](#)

Verify Your Identity

We could not verify your identity using the previous questions. To protect the privacy of your health information, we need to verify your identity before granting you access to these services. [Why this step is necessary](#)

You have two choices how to do this.

☐ Get code in mail and enter online
We'll send you a verification code to your home or mailing address on file. You'll receive your code in 1 to 3 business days. Then login and follow the simple instructions.

OR


☐ In person at a Kaiser Permanente Medical Center
Go to any [Kaiser Permanente operated clinic](#) and show your driver's license or other government issued photo ID. The staff can approve your access

[CANCEL](#) [Continue](#)

Not sure if you have your current mailing address? Before you request a code, call Member Services at 1-888-874-1620 during standard business hours.

- After user chooses to receive a pin code, they are presented with a Thank you page

🔍 📄 🔒 ↻ Group Health Member Admini... Registration Has One More ... ✕

 **KAISER PERMANENTE®** [Sign on](#)

Thank You


Watch for your code

You'll be able to finish your registration in a few days.

We are mailing a verification code to your residence or other mailing address on file. You should receive the letter in 2 to 3 business days.


You'll be instructed to log in to Kaiser Permanente member website and enter the code. You must complete this final step within 30 days.

[Go to member home page](#)



- If user tries to log in before 3 business days, they get a message that their code is being mailed

🔍 📄 🔒 ↻ Group Health Member Admini... Verification Code is Being ... ✕

 **KAISER PERMANENTE®** [Sign on](#)

Your Code Is Being Mailed

You have requested a code for access to your secure online member services. You should receive your code within 2 to 3 business days after you requested it. Please watch for your code to arrive in the mail at your residence.

[Go to home page](#)

- Once they receive the code and log in after 3 days, they will be prompted to enter the code and presented with the user agreement

KAISER PERMANENTE®

Sign on

Enter Your Code

Enter the verification code you received in the mail.

GO

This is the only time you'll use this code.
Next time, you'll just sign on to see your personal online services.

Didn't receive your code?

If you haven't received your code and you requested it over 5 days ago, please request another code. (First, you may want to check your mailing address by calling Member Services at 1-888-874-1620 during standard business hours.)

REQUEST ANOTHER CODE CANCEL

- On accepting the agreement, their account is created and they are asked to log in again on the Welcome screen

KAISER PERMANENTE®

Sign on

Kaiser Permanente Member User Agreement

[Print This Agreement](#)

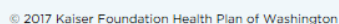
This agreement sets forth responsibilities of users of Kaiser Permanente member website. It requires you to abide by all terms and conditions set forth in this agreement.

About Kaiser Permanente member website. Kaiser Foundation Health Plan of Washington takes strong measures to provide a secure Web site to allow members to access their own personal health information when available. Members can access this information by logging in to Kaiser Permanente member website (www.ghc.org) with their Kaiser Permanente number and a unique password. By using these enhanced online services offered by Kaiser Permanente, you understand and agree that your personal health information will be transmitted via a secure channel over the Internet. You understand that you must follow the security responsibilities listed below to ensure that the security of your health information remains strong. You will only be allowed to use these enhanced services upon agreeing to the terms contained in this User Agreement.

Access to Kaiser Permanente member website. You may only access or attempt to access or view personal health information pertaining to yourself. If you hold a Durable Power of Attorney for Healthcare for another individual, please see the section below entitled Durable Power of Attorney. Unauthorized access to the personal health information of anyone else, or disclosure of another's personal health information to any other person may be a violation of federal or state law, and grounds for immediate termination of your access to the Kaiser Permanente member Web site as determined by Kaiser Permanente in its sole discretion.

☐ I have read and understand this User Agreement

CANCEL ACCEPT



9. On final log in, user is now redirected to secure home page

The screenshot shows the Kaiser Permanente Member Home page for Delores Jackson. The page is divided into several sections:

- Header:** Includes the Kaiser Permanente logo, the user's name "DELORES JACSON", and a "Sign off" button.
- Navigation Bar:** Contains tabs for "NOTICES", "APPOINTMENTS", "MESSAGES", "MEDICAL RECORD & LAB RESULTS", "VISIT & CALL SUMMARIES", and "MEDICAL BILLS".
- Left Sidebar:**
 - Account & Preferences:** Links to "Account & Preferences".
 - YOUR CARE TEAM:** Features a profile for "HOCKEISER, STEVEN P. MD" with a phone number (425) 489-3100 and links to "Schedule an appointment" and "Send an e-mail".
 - Northshore Medical Center:** Provides the address "11913 NE 195th St., Bothell, WA 98011" and a link for "directions".
 - SWITCH PROVIDERS:** A link to switch providers.
 - PARENTAL ACCESS:** A section for users with children 12 or younger, explaining that they can send secure e-mails to their doctors, see immunization records, check lab results, and more. It includes a link to "Sign up for Parental Access".
- Main Content Area:**
 - Your Health Care & Coverage:** The main heading for the central section.
 - MESSAGES:** States "No new messages".
 - 3 health reminders OVERDUE:** Lists "Routine vaccine for Tetanus, Diphtheria (and Pertussis if not already completed)" and "Pap test for cervical cancer screening". It includes a "TAKE ACTION" link.
 - Important First Steps:** A section explaining the importance of choosing a personal doctor and completing a Health Profile. It includes a "Choose your Doctor" button (marked "COMPLETED!") and a "Complete a Health Profile" button (marked "Get started").
 - Health Action Plan:** A section explaining that completing the Health Profile is the first step in creating a personal plan to improve health and track progress. It includes a "FILL OUT A HEALTH PROFILE NOW" button.
 - Health Profile:** A section with a "Fill out a questionnaire" link.
 - Medications:** Links to "Medications (Refills & Order Status)", "Transfer a Prescription", and "What's New?".
 - HEALTH COVERAGE:** Links to "Explanation of Benefits", "Coverage Documents", and "Benefits Usage Status".
 - Need care now?:** A green banner stating "We offer many ways to get care quickly".
 - Find Your Way Around Kaiser Permanente:** A section with links for "Looking for Coverage", "Getting Started", "Provider & Facility Directory", "Specialty Care", "Health Care Services", "Pharmacy Services", "Customer Service", and "Member Governance & Participation".
 - Health & Wellness:** A section with links to "Healthwise® Knowledgebase", "Fitness and Exercise", "Nutrition and Healthy Eating", "Health & Wellness Resources", and "Videos and Tools for Care Decisions".

SVA – InClinic Flow

1. User clicks on Register now – <https://member3-ga.ghc.org/account/register>
2. Introduce Yourself:

Enter First name, Last Name, Date of Birth, Last 4 digits of SSN and Member Id# and Submit

Register Now

Register with Kaiser Permanente's member website to access your personal online services. Refill prescriptions, check your benefits, and more. If you get care at a Kaiser Permanente medical office, you also can email your doctor, make appointments online, and see lab results. [Learn more](#)

Introduce Yourself

Register with Kaiser Permanente's member website to get personal online services.

First name

Last name

Birth date (MM/DD/YYYY)

Last 4 digits of Social Security #




[Why is this needed?](#)


Member ID #

[What's an ID number?](#)

3. Create Your Account:

Enter Email, Password, Security question and Answer and Submit

35BA585825B1BE6B12DF0?_ga=1.202892375.778069052.1450122950    Group Health Member Admini... Create Account for Persona... x

 **KAISER PERMANENTE®** [Sign on](#)

Register Now

Register with Kaiser Permanente's member website to access your personal online services. Refill prescriptions, check your benefits, and more. If you get care at a Kaiser Permanente medical office, you also can email your doctor, make appointments online, and see lab results. [Learn more](#)

Introduce Yourself

Create Your Account

All fields are required.

Email:

[Our e-mail policy](#)

Re-enter email:


Create password:

Re-enter password:

Enter 8-15 characters, at least 2 letters and 2 numbers; no more than 2 identical consecutive characters.

[Rules and tips](#)

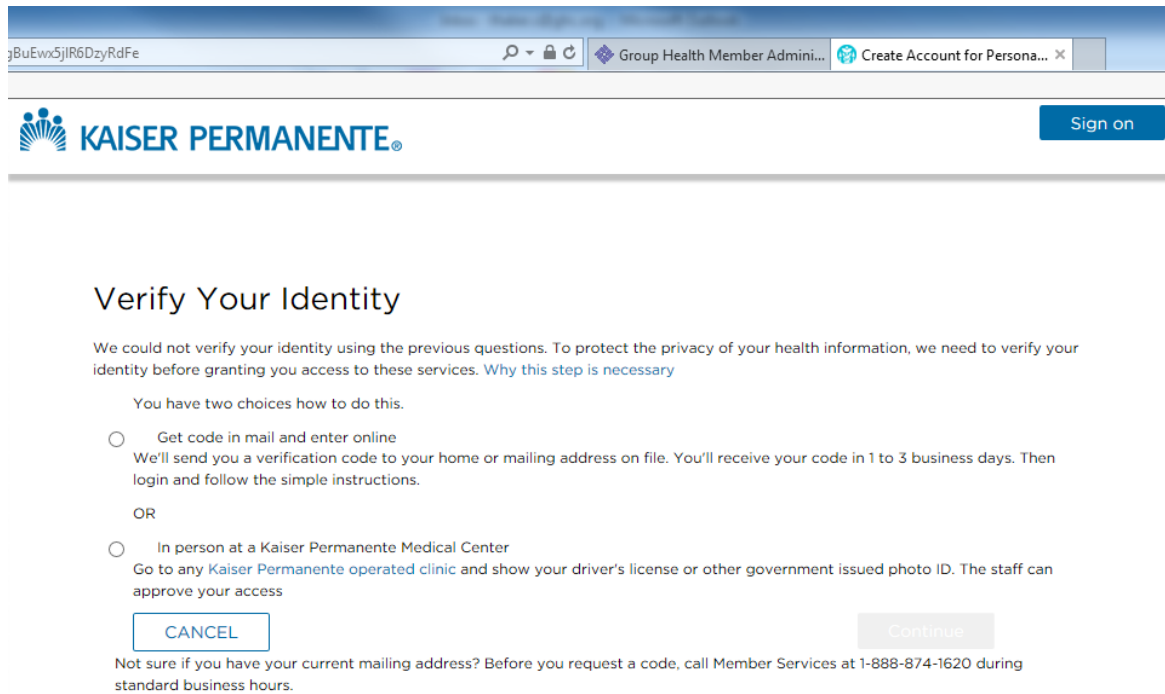
Security question:

Select one 

[What's this?](#)


Answer:

4. When user is NOT verified by Lexis Nexis, they are presented with an option to go into the clinic or request a pin code



gBuEwx5jIR6DzyRdFe

Group Health Member Admini... Create Account for Persona...

 KAISER PERMANENTE®

Sign on

Verify Your Identity

We could not verify your identity using the previous questions. To protect the privacy of your health information, we need to verify your identity before granting you access to these services. [Why this step is necessary](#)

You have two choices how to do this.

☐ Get code in mail and enter online
We'll send you a verification code to your home or mailing address on file. You'll receive your code in 1 to 3 business days. Then login and follow the simple instructions.

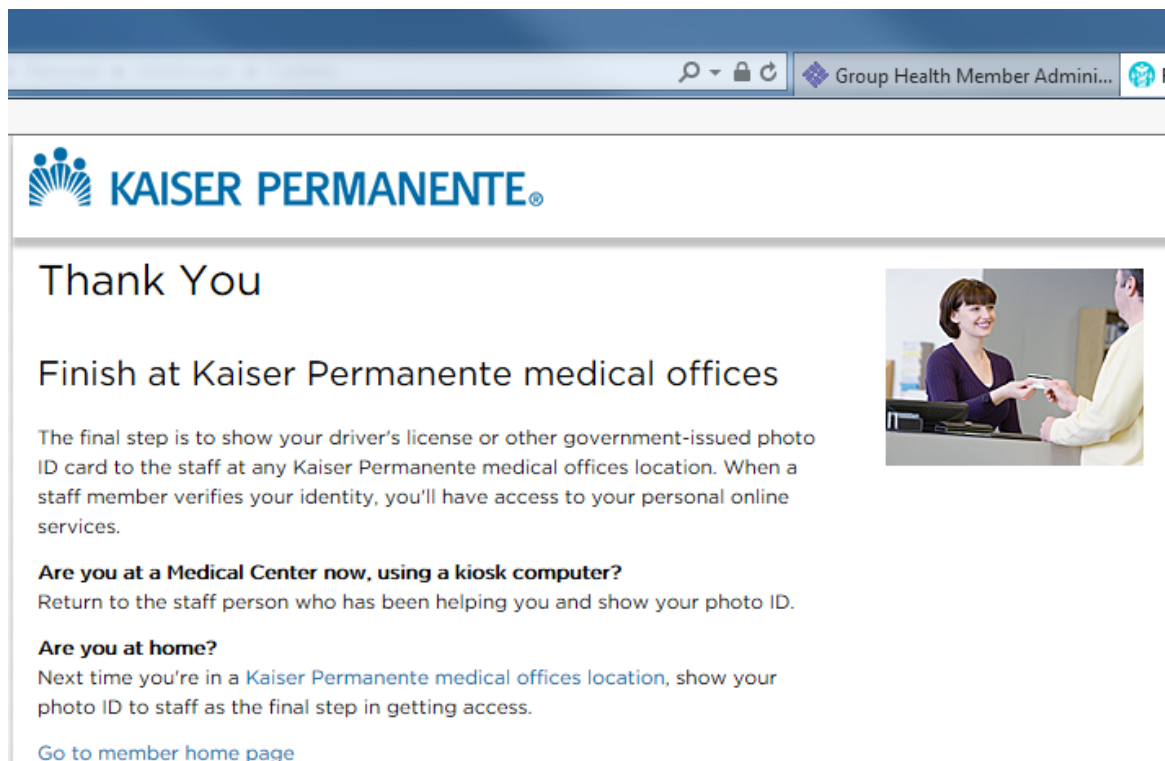
OR

☐ In person at a Kaiser Permanente Medical Center
Go to any [Kaiser Permanente operated clinic](#) and show your driver's license or other government issued photo ID. The staff can approve your access


[CANCEL](#) [Continue](#)

Not sure if you have your current mailing address? Before you request a code, call Member Services at 1-888-874-1620 during standard business hours.

5. After user chooses to verify their identity by going into a clinic, they are presented with a Thank you page



Group Health Member Admini...

 KAISER PERMANENTE®

Thank You


Finish at Kaiser Permanente medical offices

The final step is to show your driver's license or other government-issued photo ID card to the staff at any Kaiser Permanente medical offices location. When a staff member verifies your identity, you'll have access to your personal online services.

Are you at a Medical Center now, using a kiosk computer?
Return to the staff person who has been helping you and show your photo ID.

Are you at home?
Next time you're in a [Kaiser Permanente medical offices location](#), show your photo ID to staff as the final step in getting access.

[Go to member home page](#)



6. If user tries to log in before verifying in a clinic, they are presented with a page asking them to complete their registration

The screenshot shows a web browser window with the address bar displaying 'Group Health Member Admini...' and 'Finish Reg...'. The page features the Kaiser Permanente logo at the top. The main heading is 'Get Access to Your Personal Online Services'. Below this, a message states: 'You haven't completed the registration process. For the final step, we need to verify your identity. For some reason, we weren't able to confirm your identity using online questions. [Learn more](#) Why is this step necessary?'. It then presents two options: 'Get code in mail and enter online' (selected) and 'In person at a Kaiser Permanente medical offices location'. The 'Get code in mail' option explains that a verification code will be sent to the user's home or mailing address on file, arriving within 1 to 3 business days. The 'In person' option instructs the user to go to any Kaiser Permanente operated clinic and show their driver's license or other government-issued photo ID. At the bottom, there are 'SUBMIT' and 'CANCEL' buttons. A footnote states: '* Not sure if we have your current mailing address? Before you request a code, call Member Services at 1-888-874-1620 during standard business hours.' A side panel titled 'Already have a code?' provides instructions for users who have requested a code but haven't entered it or lost it, explaining that codes expire after a month and providing a contact number for assistance.

Group Health Member Admini... Finish Reg...

KAISER PERMANENTE®

Get Access to Your Personal Online Services

You haven't completed the registration process.

For the final step, we need to verify your identity. For some reason, we weren't able to confirm your identity using online questions. [Learn more](#)

[Why is this step necessary?](#)

You have two choices in how to do this:

- ☒ **Get code in mail and enter online**
We'll send a verification code to your home or other mailing address on file.* You'll receive your code in 1 to 3 business days. Then sign on and follow the simple instructions.
- ☐ **In person at a Kaiser Permanente medical offices location**
Go to any Kaiser Permanente operated clinic and show your driver's license or other government-issued photo ID. The staff can approve your access.

[SUBMIT](#) [CANCEL](#)

* Not sure if we have your current mailing address? Before you request a code, call Member Services at 1-888-874-1620 during standard business hours.

Already have a code?
Did you already request a code, but haven't entered it or lost it?
The reason you don't see a box to enter your code is because it has expired. Codes are good for a month.
Don't panic. Just request a new code on this page, or finish your registration at a Kaiser Permanente medical office.
(Code didn't arrive? Call [Member Services](#) at 1-888-874-1620 during standard business hours to check your mailing address.)

7. Once they go into a clinic and verify themselves, they will be granted access to the website.
8. They can then go online and sign into their account to gain full access

The screenshot shows the Kaiser Permanente Member homepage. The top navigation bar includes the logo, 'KAISER PERMANENTE | Member', a search bar, and a 'Search' button. The main content area features a large image of a smiling woman. To the right of the image is a 'Log on' section with fields for 'Member ID #' and 'Password', a 'GO' button, and links for 'Forgot your password?' and 'If you're new, register now.' Below this is a 'Getting Care' section with links to 'Find links to key care services', '24-hour consulting nurse', 'emergency and urgent care centers', 'eye care centers', 'Health care services', 'Provider and facility directory', and 'Pharmacy services'. To the right of this is a 'Are You a New Member?' section with a link to 'Find out how to get the best possible care from your health plan' and a 'Get started' link. The bottom of the page is divided into several sections: 'NEWS & ANNOUNCEMENTS' (with a link to 'Save on Eyewear'), 'HEALTH BLOG' (with a link to 'New Services for Medicare Part D Members'), 'CLASSES & EVENTS' (with a link to 'CareClinics Open in Alderwood and West Seattle'), 'Health and Wellness' (with a link to 'Get Your Flu Vaccine'), 'Member Services' (with a link to 'Your one-stop center for questions about coverage and benefits'), 'Pay Bills Online' (with a link to 'If you get a bill from Kaiser Permanente, you may log in and pay online'), and 'Joining Kaiser Permanente' (with a link to 'Learn more about the acquisition and what it means for our members').

Group Health Member Admini... Kaiser Foundation Health Pl... X

KAISER PERMANENTE | Member Search

Log on
Member ID #:
Password:
[GO](#)
[Forgot your password?](#)
If you're new, register now.
[TOUR ONLINE SERVICES](#)

Getting Care
Find links to key care services, including the 24-hour consulting nurse, emergency and urgent care centers, and eye care centers.
[Health care services](#)
[Provider and facility directory](#)
[Pharmacy services](#)

Are You a New Member?
Find out how to get the best possible care from your health plan.
[Get started](#)

NEWS & ANNOUNCEMENTS
Save on Eyewear
Check out the ACE Pair frame and lens package, starting at \$150.
[MORE NEWS](#)

HEALTH BLOG
New Services for Medicare Part D Members
Our Medicare Advantage Plan Among Highest-Rated Plans
CareClinics Open in Alderwood and West Seattle

CLASSES & EVENTS

Health and Wellness
Get Your Flu Vaccine
Get your vaccine at any of our clinics during a regular appointment, or for any other service.
[SEARCH HEALTH TOPICS](#)

Member Services
Your one-stop center for questions about coverage and benefits, billing, or anything else about Kaiser Permanente.
[Get help](#)

Pay Bills Online
If you get a bill from Kaiser Permanente, you may log in and pay online.
[Learn more or pay now](#)

Joining Kaiser Permanente
Learn more about the acquisition and what it means for our members.
[Find out more](#)

DELORES JACSON

Account & Preferences

YOUR CARE TEAM

HOCKEISER, STEVEN P., MD
(425) 489-3100

Schedule an appointment
Send an e-mail

Northshore Medical Center
11913 NE 195th St.,
Bothell, WA 98011
(directions)

SWITCH PROVIDERS

PARENTAL ACCESS

If you have children 12 or younger, you can send secure e-mail to their doctors, see immunization records, check lab results, and more!

Sign up for Parental Access

NOTICES

No new messages

APPOINTMENTS

3 health reminders **OVERDUE**
Routine vaccine for Tetanus, Diphtheria (and Pertussis if not already completed)
Pap test for cervical cancer screening

TAKE ACTION ▶

MESSAGES

Once you get care at Kaiser Permanente medical offices, you have easy access to e-mail your doctor, schedule appointments, and access your health records.

MEDICAL RECORD & LAB RESULTS

VISIT & CALL SUMMARIES

MEDICAL BILLS

MEDICATIONS

Medications (Refills & Order Status)
Transfer a Prescription
What's New?

HEALTH COVERAGE

Explanation of Benefits
Coverage Documents
Benefits Usage Status

Need care now?
We offer many ways to get care quickly

Important First Steps
First, choose your personal doctor, so you know who to call when you need care. Then, complete your Health Profile so that you and your doctor have the information you need to create a plan for better health.

✓ **Choose your Doctor**
COMPLETED!

Complete a Health Profile
Get started

Health Action Plan
Completing your Health Profile is the first step in creating a personal plan to improve your health and track your progress. When you're done, you'll see your recommended actions here.

FILL OUT A HEALTH PROFILE NOW

Find Your Way Around Kaiser Permanente
Looking for Coverage
Getting Started
Provider & Facility Directory
Specialty Care

Health Care Services
Pharmacy Services
Customer Service
Member Governance & Participation

Health & Wellness
Healthwise® Knowledgebase
Fitness and Exercise
Nutrition and Healthy Eating
Health & Wellness Resources
Videos and Tools for Care Decisions

News & Featured Content
Group Health Is Now Kaiser Permanente
You continue to get great care, seeing your same doctors and other providers. Learn more.

Frequently Requested Forms
Forms for claims, pharmacy, medical record access, parental access, reimbursement, informed consent, address change, and more.

Subscribe to Kaiser Permanente's eNews
Stay informed about Kaiser Permanente's

Enhancements to Mobile App
Updates to the symptom checker, quick access to the consulting nurse line, maps to Kaiser Permanente clinics, lab and pharmacy wait times, and more.

Use Self Check-in Kiosks at Our Clinics
Use the kiosks to check in for most appointments, pay your copay, and review your insurance info.

Page | 16