

KPWA Registration Process

Part 1: Creating Your Account

1. Visit www.kp.org/wa and select “Sign in” above the search box.
2. Select the “Register now” link.

The screenshot displays the Kaiser Permanente Washington website. At the top left is the Kaiser Permanente logo. A search bar is located at the top center. To the right of the search bar, a red arrow points to the "Sign In" link. Below the search bar is a navigation menu with links for "Shop Plans", "Get Care", "Find a Doctor", "Member Resources", and "Wellness". A large banner image shows a man looking at a laptop. Overlaid on the banner is a white box with the text "Coronavirus and COVID-19 symptoms?" and "Start an e-visit now for care and advice online." A red arrow points to the "Register now" link in this box. To the right of the banner is a "Sign In" modal window with fields for "MEMBER ID" and "PASSWORD", a "Forgot your password?" link, and "Sign on" and "Register now" buttons. Below the banner is a "Welcome to Kaiser Permanente Washington" section with a paragraph of text. At the bottom are three columns of service links: "Shop our plans", "Doctors and locations", and "New member? Start here". On the right side of the page is a vertical list of services including "Make an appointment", "Call a consulting nurse", "Make a payment", "Request reimbursement", "Request medical records", "Refill a prescription", "Get a cost estimate", and "Find a location". At the bottom right is an "NCQA Quality Rating" logo for Kaiser Permanente Washington.

3. Enter your **first name**, **last name**, **birth date**, **member id**, and **last 4 digits** of your SSN.

4. Accept the **Terms of Use** and press “**Next**”.



Member registration

Why register?

Register with Kaiser Permanente’s member website to refill prescriptions, check your benefits, email your care team, make appointments online, and see lab results.

Your information

Create account

Confirm identity

Next steps

FIRST NAME *

LAST NAME *

BIRTH DATE *

MEMBER ID *

[Where can I find my member ID?](#)

LAST 4 DIGITS OF YOUR SSN

[Why is this needed?](#)

I have read and understand the Kaiser Permanente [Terms of Use](#) *

Next

You must be at least 13 years old to register

For assistance, contact [Member Services](#).

Unauthorized access is prohibited. Read our [privacy policy](#).

5. Create your account by entering and retyping a **password**, entering your **email address**, and choosing a **security question** and **answer**.
6. Select “**Next**”.



Member registration

- ✓ Your information
- [Create account](#)
- Confirm identity
- Next steps

PASSWORD *

Must be 8 - 15 characters and contain 2 different numbers and letters; see rules

RE-TYPE PASSWORD *

EMAIL *

SELECT SECURITY QUESTION *

Select one ▼

ANSWER *

Next

You must be at least 13 years old to register
For assistance, contact [Member Services](#).
Unauthorized access is prohibited. Read our [privacy policy](#).

Part 2A: Verification Quiz

After filling out “Your information” and “Create account” form, you will need to verify your identity. Most users will be verified by Lexis Nexis and presented with a quiz. (Lexis Nexis is a nationally recognized online security vendor).

1. Answer the questions and press “**Submit**”.



Member registration

- ✓ Your information
- ✓ Create account
- Confirm identity

Next steps

IN WHAT COUNTY DO YOU CURRENTLY LIVE?

- MARION
- LIBERTY
- GARZA
- AUSTIN
- NONE OF THE ABOVE

WHICH OF THE FOLLOWING PEOPLE HAVE RESIDED WITH YOU?

- GARY REISEN
- SANG MOHRLOCK
- ADAM RAKSTAD
- ANNIE ROCCHETTI
- NONE OF THE ABOVE

WHICH OF THE FOLLOWING PROPERTIES HAVE YOU PREVIOUSLY OR CURRENTLY OWNED?

- 1784 SE TENAYA WALK S
- 1170 TIMWOOD TER
- 1632 99TH CT
- 8559 WESTERN BRANCH DR
- NONE OF THE ABOVE

Part 2B: Verify By Mail

Users who cannot be verified through Lexis Nexis will need to verify their identity a different way.

1. Choose the option “**Mail a verification code to my address**”.



Member registration

- ✓ Your information
- ✓ Create account
- Confirm identity
- Next steps

How do you want to verify your identity?

Mail a verification code to my address

Verify my identity over the phone

You must be at least 13 years old to register
For assistance, contact [Member Services](#).
Unauthorized access is prohibited. Read our [privacy policy](#).

2. Confirm that your address is correct and select “Submit”.



Member registration

✓ Your information

✓ Create account

Confirm identity

Next steps



To protect the privacy of your health information, we need to verify your identity before giving you access to secure online services.

How do you want to verify your identity?

Mail a verification code to my address

A verification code will be sent to your address at

**** 1ST AVE S

If your address has changed, call Member Services at 1-888-901-4636 to confirm we have the correct address on file.

Verify my identity over the phone

Submit

You must be at least 13 years old to register

For assistance, contact [Member Services](#).

Unauthorized access is prohibited. Read our [privacy policy](#).

3. You will receive a verification code in the mail in about 3 days.



Member registration

✓ Your information

✓ Create account

✓ Confirm identity

[Next steps](#)

Thank you

We will mail a verification code to you in 3 days. The code expires in 60 days.

For questions, call Member Services at 1-888-901-4636.

[Exit Registration](#)

You must be at least 13 years old to register

For assistance, contact [Member Services](#).

Unauthorized access is prohibited. Read our [privacy policy](#).

4. After receiving your verification code in the mail, sign in to your account.
5. Once signed in, you will see the **Identity verification** page.
6. Enter your verification code, then press **“Verify”**.



Identity verification

To protect the privacy of your health information, we need to verify your identity before giving you access to secure online services.

Please enter the verification code you received in the mail

VERIFICATION CODE

[Cancel](#) [Verify](#)

Don't want to wait for the mail?
To verify your identity over the phone, call Website Support Services at 1-888-874-1620.

For questions, call Member Services at 1-888-901-4636.

Didn't request a verification code, or lost the one you received? [Request a new code](#) ▼

Part 2C: Verify Identity Over the Phone

Users who cannot be verified through Lexis Nexis will need to verify their identity a different way.

1. Choose the option “**Verify my identity over the phone**”



Member registration

- ✓ Your information
- ✓ Create account
- Confirm identity
- Next steps

How do you want to verify your identity?

Mail a verification code to my address

Verify my identity over the phone

You must be at least 13 years old to register
For assistance, contact [Member Services](#).
Unauthorized access is prohibited. Read our [privacy policy](#).

2. Go ahead and press “Submit” even if you haven’t called Website Support Services yet. You will see instructions listed on the next page.



Member registration

- ✓ Your information
- ✓ Create account
- Confirm identity
- Next steps

To protect the privacy of your health information, we need to verify your identity before giving you access to secure online services.

How do you want to verify your identity?

Mail a verification code to my address

Verify my identity over the phone

i To verify your identity over the phone, call Website Support Services at 1-888-874-1620

Submit

You must be at least 13 years old to register
For assistance, contact [Member Services](#).
Unauthorized access is prohibited. Read our [privacy policy](#).

3. Call Website Support Services at **1-888-874-1620** if you haven't already to verify your identity.



Member registration

✓ Your information

✓ Create account

✓ Confirm identity

[Next steps](#)

Thank you

To verify your identity over the phone, call Website Support Services at 1-888-874-1620.

Exit Registration

You must be at least 13 years old to register

For assistance, contact [Member Services](#).

Unauthorized access is prohibited. Read our [privacy policy](#).

Part 3: Registration Complete

After you have successfully verified your identity, you will see the page below. This indicates that you have access to secure online services and have completed registration.

The screenshot shows the Kaiser Permanente patient portal interface. At the top left is the Kaiser Permanente logo. At the top right, the user's name 'CHERYL CORES' and a 'Sign off' link are visible. Below the logo is a search bar with a 'Search' button. A navigation menu includes 'Get Care', 'Appointments', 'Message Center', 'Medications', 'Medical Record', and 'Coverage & Costs'. A large blue banner reads 'Success! You're registered.' Below this, a section titled 'Need help? Call us.' provides contact information: 'Call 1-206-630-0029 or 1-888-844-4607 (TTY 711)'. Two links with document icons are provided: 'Transition of Care Guidelines and Requirements' and 'Transition of Care Request Form'. The 'Find a doctor' section includes a 'Search Doctors' button. The 'Transfer prescriptions' section includes a 'Transfer Now' button. The 'Download our mobile app' section features an image of a smartphone displaying the app interface and text encouraging users to use the app for appointments and on-the-go care.

KAISER PERMANENTE

CHERYL CORES | Sign off

Search Search

Get Care Appointments Message Center Medications Medical Record Coverage & Costs

Success! You're registered.

Need help? Call us.

Our welcome team can help you transition your care and prescriptions, find a doctor, answer plan questions, and more.

Call **1-206-630-0029** or **1-888-844-4607** (TTY 711)

Transition of Care Guidelines and Requirements

Transition of Care Request Form

Find a doctor

Having a doctor you connect with is an important part of taking care of your health. You can choose any in-network doctor you like and change doctors at any time.

Find a doctor who matches your needs today.

Search Doctors

Transfer prescriptions

Transfer your prescriptions to make sure your refills are ready when you need them. After your prescriptions are transferred, you can save time and money with our Mail Order Pharmacy.

Transfer Now

Download our mobile app

Use the Kaiser Permanente Washington app to connect with care on the go:

Make appointments at Kaiser Permanente medical offices