

Dear valued customer:

As you know, we are at a critical moment in our fight against COVID-19 and we are doing everything we can to keep our members, staff, and communities safe and healthy.

To that end, I am attaching a flyer that describes ways our members can access care remotely with no copays. Please circulate and/or post this information as you see fit for your members enrolled on our Plan.

Please note that along with our recent postponement of elective surgeries and procedures, Kaiser Permanente Orange County has temporarily closed six medical office buildings. These measures are being enacted to ensure we have capacity and equipment to care for the more critically ill patients, and to guide members to telehealth options.

The Medical Offices that have temporarily closed include: Aliso Viejo Medical Offices, Anaheim Hills Medical Offices, Foothill Ranch Medical Offices, La Habra Medical Offices, San Juan Capistrano Medical Offices, and Yorba Linda Offices.

Please know:

- Members who were scheduled for appointments at these offices, or who had an active prescription there, have been contacted.
- Both Orange County Urgent Care locations remain open.
- Members can continue to access telehealth via kp.org.
- Members can continue to make in-person appointments (as appropriate) by calling member services.
- Members can receive prescriptions and refills through our mail-order pharmacy as well as pick them up at other pharmacy locations.
- Where appropriate, members can schedule telephonic and video doctor visits at no cost by calling (833) 574-2273.

We recognize these temporary measures may cause some inconvenience. Given the rapidly changing situation in the region, we need to continue to be a health leader for our communities. We anticipate these changes to be in effect for the next few weeks but will evaluate this plan on a weekly basis.

Thank you for your continued patience as we seek to meet the needs of our Orange County Kaiser Permanente members. Member communications of the temporary closures are posted on the KP Orange County microsite linked here: <https://thrive.kaiserpermanente.org/care-near-you/southern-california/orange-county/>

Please let me know if you have questions. Thank you.

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