



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](https://kp.org/flu).



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## 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/exploreeoptions](https://kp.org/exploreeoptions) 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.



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# What you need to know

## Upcoming COVID-19 webinars

Join us for a webinar series focused on common questions, the latest clinical news, and the impact of COVID-19 on the mental health and well-being of your workforce. Register at the links below for upcoming webinars that interest you.

**September 17, 11am PDT** – COVID-19 – Updates on the Latest Science:  
*Preparing for flu season and supporting caregivers through a pandemic*

[Click Here](#)

**October 1, 1pm PDT** – COVID-19 – Updates on the Latest Science

[Click Here](#)

**October 28, 1:30pm PDT** – COVID-19 – Updates on the Latest Science

[Click Here](#)

## In case you missed, it you can also reference these recorded webinars:

- Emotional well-being and your workforce in the time of COVID-19: [On Demand Here](#)
- Mental health and COVID-19: [On Demand Here](#)
- Coronavirus/COVID-19: Returning to Work — Planning for the Next Normal: [On Demand Here](#)

## Additional Resources

This is a challenging time for everyone. We're here to help you and your employees get through it. Together, we can work to keep our communities healthy and strong. [Coronavirus support for you and your employees](#)

Preparing for the next normal at work: [Downloadable playbook](#)

Planning for the next normal at school: [Playbook for School Reopening](#)

Kp.org is a valuable resource for information and member communications, as well as their link to any telehealth services. Encourage your employees who are KP members to register on kp.org. <https://healthy.kaiserpermanente.org/register>.

For **facility updates** and re-openings, see [www.kp.org/careoptions/scal](http://www.kp.org/careoptions/scal). For updates in each region, select your region from the drop-down menu at the top of any kp.org page, then scroll to the Getting Care section. Spanish language also available.

**Requests for Testing:** Members should call the Appointment and Advice Call Center prior to visiting a facility for testing. They will be instructed to the most appropriate care.