

SOUTHERN CALIFORNIA | MAY 6, 2020

This week's member updates on the coronavirus

As the situation around the coronavirus and COVID-19 evolves, we're working diligently to help our members stay healthy and informed – and keep you aware of updates that could impact your employees.

Helping members understand how to get care and support is more important than ever in times of crisis. So is keeping them informed about what to expect as we implement changes to protect the health of our members, care teams, and communities. Here's everything we shared with your employees this week regarding the coronavirus:

Our approach to COVID-19

Through the incredible strength of our care teams and support staff – doctors, nurses, researchers, custodians, and beyond – we're committed to caring for you when you need us most. If you'd like to know how we're keeping patients safe, maintaining our inventory of critical supplies, and cleaning our facilities, read about [our approach to COVID-19](#).

Your online resource center

We recently updated our coronavirus online resource center with the latest on COVID-19 prevention, symptoms, testing, and treatment. This includes a detailed FAQ section, including how to protect yourself in public. For more information, visit kp.org/coronavirus.

Continuing your coverage

If your coverage has changed due to a job loss or decrease in business, we're here for you and your family. There are many ways to stay covered with Kaiser Permanente. To explore your coverage options or learn how to apply for financial help, visit kp.org/continue.

Many ways to get care safely

No matter your health needs, you have many ways to get care. Primary care, specialty care, and mental health services are available online, by phone, or in person. Emergency departments are open for those who need immediate care. Whenever possible, start by connecting with your care team from the safety and comfort of your home by visiting kp.org/getcare.

For updates on care near you, see the latest [temporary facility closures and consolidated services in your area](#).

Important resources for Kaiser Permanente members

- [Up-to-date COVID-19 information](#)
- [Temporary facility closures and consolidated services](#)
- [Care by phone or online](#)
- [Self-care resources and tools](#)
- [Food assistance in California](#)
- [Loss-of-coverage information](#)
- [Donating COVID-19 supplies and personal protective equipment](#)
- [Taking care of older adults during COVID-19](#)

This is a challenging time for everyone, and we're committed to supporting our members and customers as things continue to unfold. For more information about how Kaiser Permanente is responding to the coronavirus, contact your account manager.

Please continue to take the necessary precautions to help prevent the spread of the coronavirus. Together, we can work to keep our communities healthy and strong.