



High Desert & Inland Employee – Employer Trust  
[www.hdieet.com](http://www.hdieet.com)



## Frequently Asked Insurance & Benefits Questions Kaiser Permanente

### **How do I contact Member Services?**

You can contact Member Services at **800-464-4000**. Service hours are Monday – Friday, 7 a.m. – 7 p.m. and Weekends, 7 a.m. – 3 p.m. You can also go online at [www.kp.org](http://www.kp.org).

### **When should I contact Member Services?**

You should contact Member Services when you want information on enrollment and eligibility, benefits and coverage, new ID cards, name or address changes, claims questions, and dispute resolution process.

### **How do I select a primary care physician?**

Kaiser recommends you begin selection of your primary care physician by selecting the Kaiser Permanente facility that is most convenient for you. Then visit [www.kp.org/finddoctors/scal](http://www.kp.org/finddoctors/scal) and click on “clinical staff directory” or you can call the Physician Selection Service number 866-454-3021.

### **How do I make an appointment with my doctor?**

You can call your doctor’s office directly or you can go online at [www.kp.org/appointments](http://www.kp.org/appointments).

### **I am not feeling well, it is after hours and I don’t know if I should go to urgent care or an emergency room – is there someone I can call and get advice?**

Yes! For after-hours (M-F, 7 p.m. – 7 a.m.), weekends, and holidays (24 hours), call KP On-Call at **888-576-6225**. During regular weekday hours, call your primary care physician.

### **What do I do if I need medical attention but don’t have my Kaiser Permanente card?**

You can use your Social Security number if you don’t have your Kaiser Permanente card with you.

### **How do I contact Kaiser Permanente if I travel out of the area and need medical attention?**

If you travel out of your immediate Kaiser medical facility area and/or admitted to a non-Kaiser facility, you need to call one of the following numbers within 48 hours: Inside or Outside the US: 800-225-8883

### **I take prescription medications, what options do I have for refills or in transferring a prescription?**

There are several options for refilling prescription medications:

1. Visit any of Kaiser Permanente’s main or satellite pharmacies.
2. Go online at [www.kp.org/rxrefill](http://www.kp.org/rxrefill).
3. Use the automated telephone system. Call the pharmacy refill phone number highlighted on your prescription label. (Be sure to have your medical record number, prescription number, home telephone number, and credit or debit care information handy when you call.)
4. Mail-order service. Fill out the preprinted order forms available at any Kaiser Permanente pharmacy, drop it in the mail, and you should receive your prescription/s within two weeks.
5. Transferring your Prescriptions: Call the nearest Kaiser Permanente Pharmacy (for Victorville, 866-352-1511 or the main number at 888-750-0036) to find out the best way to transfer your prescriptions. Also, talk to your Physician on your first appointment.

### **How do I access my Mental Health Services?**

The following are the mental health locations convenient to the High Desert & Inland Trust area:

Canyon Crest Mental Health Offices  
5225 Canyon Crest Dr., Building 100, Suite 103  
Riverside, CA 92507  
Appointments & Information: 951-248-4000  
Hours: Mon, Tues & Thurs: 7 a.m. – 9 p.m.  
Wednesday: 7 a.m. – 7 p.m.  
Friday: 7 a.m. – 5 p.m.

Fontana Mental Health Offices  
9310 Sierra Ave.  
Fontana, CA 92335  
Appointments & Information: 866-205-3595  
Hours: Mon – Thurs: 7 a.m. – 7 p.m.  
Friday: 7 a.m. – 5:30 p.m.

Montclair Mental Health Offices  
5330 San Bernardino St.  
Montclair, CA 91763  
Appointments & Information: 866-205-3595  
Hours: Mon – Thurs: 7 a.m. – 7 p.m.  
Friday: 7 a.m. – 5:30 p.m.

Ontario Mental Health Offices  
3330 Centrelake Dr.  
Ontario, CA 91761  
Appointments & Information: 866-205-3595  
Hours: Mon – Thurs: 7 a.m. – 7 p.m.  
Friday: 7 a.m. – 5:30 p.m.

San Bernardino Mental Health Offices  
325 W. Hospitality Lane., Suite 312  
San Bernardino, CA 92408  
Appointments & Information: 866-205-3595  
Hours: Mon – Thurs: 7 a.m. – 7 p.m.  
Friday: 7 a.m. – 5:30 p.m.

**How do I get assistance for substance addiction?**

Contact the following location for substance addiction:

Moreno Valley Medical Offices  
12815 Heacock St.  
Moreno Valley, CA 92553  
Appointments & Information: 951-601-6174  
Hours: Mon – Thurs: 8:30 a.m. – 8 p.m.  
Friday: 8:30 a.m. – 5 p.m.  
Sat: 9 a.m. – 2 p.m.

Fontana Addiction Medicine Department  
17046 Marygold Ave. Bldg 5  
Fontana CA , 92335  
909-427-5128  
Seven days a week 24 hours a day

**Is there an after-hours, weekend, or holiday phone number for behavioral health care and / or substance addiction assistance?**

Yes, call 800-900-3277

**How do I add a new spouse or dependent/s?**

Contact **your employer's Human Resources Department no later than 31 days from the date of the event** to enroll a newborn, legally adopted child, or newly married spouse or domestic partner. Dependents not added within this period may not be eligible until the next open enrollment period.

**OUCH! I hurt my back and need to go to the chiropractor. How do I find a chiropractor in my area?**

Your chiropractic benefit is administered by American Specialty Health (ASH). There are several ways to locate an ASH contracted provider:

1. Visit the ASH website: [www.ashcompanies.com](http://www.ashcompanies.com)
2. Call Customer Service at 877-430-8092 from 5 a.m. to 6 p.m., Monday – Friday (PST).

**A co-worker told me about a benefit program called BEST DOCTORS that is available to my covered dependents and me. What is BEST DOCTORS?**

If you or a covered dependent (spouse or child) is diagnosed with a serious illness or if you have questions / concerns about medical treatment of an illness, you should call Best Doctors. The Best Doctors program gives you the opportunity to receive answers from world-renowned doctors without ever leaving your home. These expert doctors will review your medical records to confirm your diagnosis and medical treatment, while also identifying an incorrect diagnosis or recommending a safer or more effective course of treatment. Best Doctors does not replace your existing physician, but works with them to provide you with the most appropriate care. You can take advantage of this unique service by calling **866-904-0910**. You can learn more about Best Doctors by visiting their website at [www.bestdoctors.com/members](http://www.bestdoctors.com/members).