

SOUTHERN CALIFORNIA | APRIL 15, 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:

Continuing your coverage

Due to the impact of the coronavirus, many people across the country are experiencing a change in employment. If you're 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 – and we want to help. To find an option for continuing your coverage, visit kp.org/continue.

Pharmacy and mail-order prescriptions

To support physical distancing, we recommend placing your prescription order online for mail-order delivery. Most prescriptions can be filled by mail and you should receive them within 7 days. It's simple to set up. Our pharmacies are currently experiencing a high volume of calls and requests, so we recommend planning ahead whenever possible. Visit kp.org/pharmacy to get started.

Staying active and feeling good

Right now, it's especially important to care for the whole you – mind, body, and spirit. And since we're still adjusting to spending our days at home, you may be looking for new ways to stay physically and mentally fit. You can start with some easy tips for [staying active at home](#) or a few [simple yoga poses](#) to keep your body moving. Your body – and mind – will thank you.

Important resources for Kaiser Permanente members

- [A video message from our Southern California regional president and executive medical director](#)
- [Updated information on COVID-19 and care near you](#)
- [Care by phone or online](#)
- [Self-care resources and tools](#)
- [Loss-of-coverage information](#)
- [Donating COVID-19 supplies and personal protective equipment \(PPE\)](#)

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.