

# Chat with us to get help at no additional cost.



Our secure online messaging portal lets Kaiser Permanente members chat in real-time with our dedicated and skilled staff at no additional cost.

Chat with us on your phone, tablet, or computer. You can connect with:



**Medical providers through Care Chat**  
24 hours a day, 7 days a week



**Pharmacists**  
Monday through Friday, 8 a.m. to 5 p.m.



**Primary Care appointment schedulers**  
Monday through Friday, 8 a.m. to 5 p.m.



**Member Services representatives**  
Monday through Friday, 8 a.m. to 5 p.m.

You must be 18 years old to access. Parents can chat for children, with standard restrictions for teens.

Start chatting at:  
[kp.org/wa/onlinecare](https://kp.org/wa/onlinecare)

### Have questions?

Call Member Services  
**1-888-901-4636**

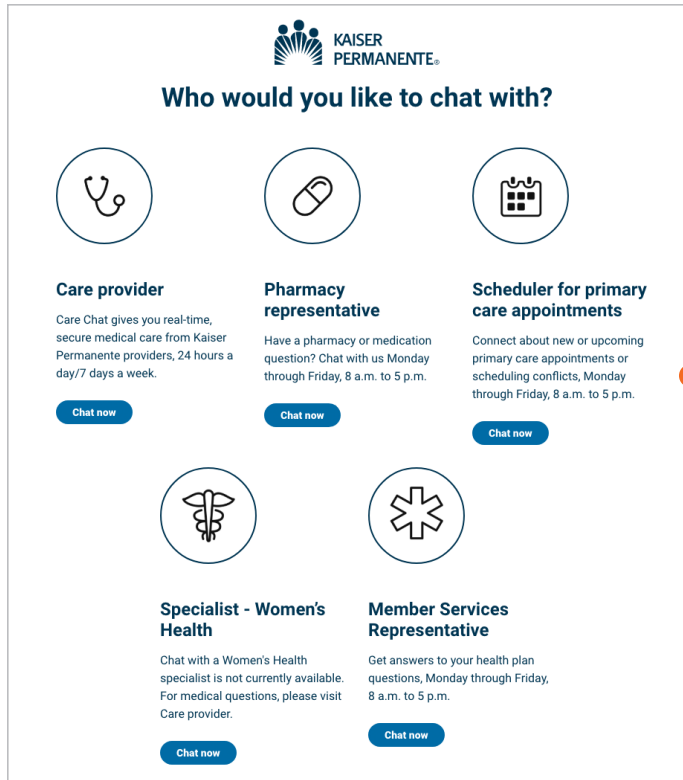
Monday through Friday,  
8 a.m. to 5 p.m.

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# Get started with Care Chat at no additional cost

Care Chat instantly connects you with medical providers. You can access Care Chat on your computer or the Kaiser Permanente Washington mobile app. Here's how:

## Chat on your desktop browser:

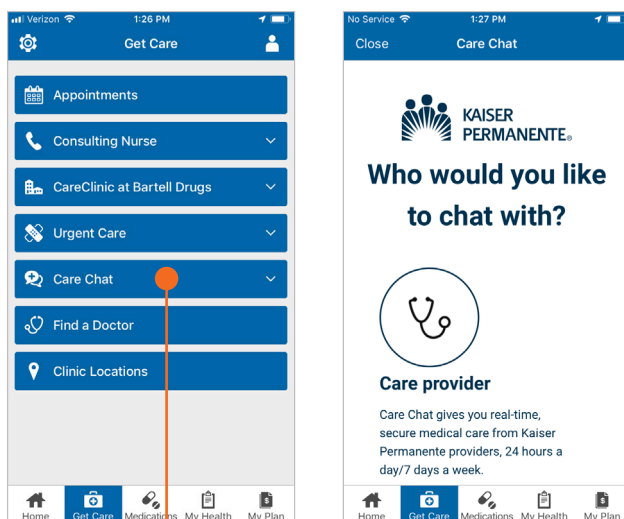


1. Visit [kp.org/wa/onlinecare](https://kp.org/wa/onlinecare) or
2. Follow these easy steps:
  - Go to [kp.org/wa](https://kp.org/wa)
  - Click on **Get Care**
  - Click on **Find Care Now**
  - Click on **Care Chat 24/7**
  - Click on the kind of care you want

Note: Members must create an account at [kp.org/wa](https://kp.org/wa) before accessing Care Chat.

## Chat using the Kaiser Permanente Washington app:

Start accessing Care Chat right from your phone:



Tap **Care Chat**