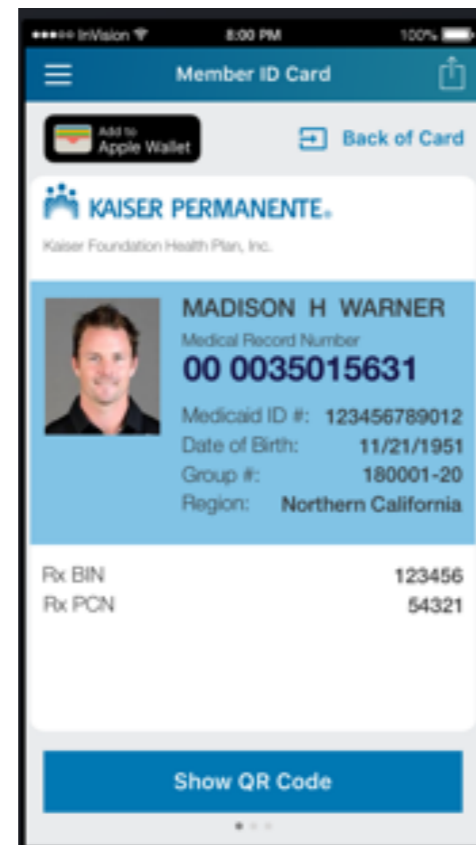
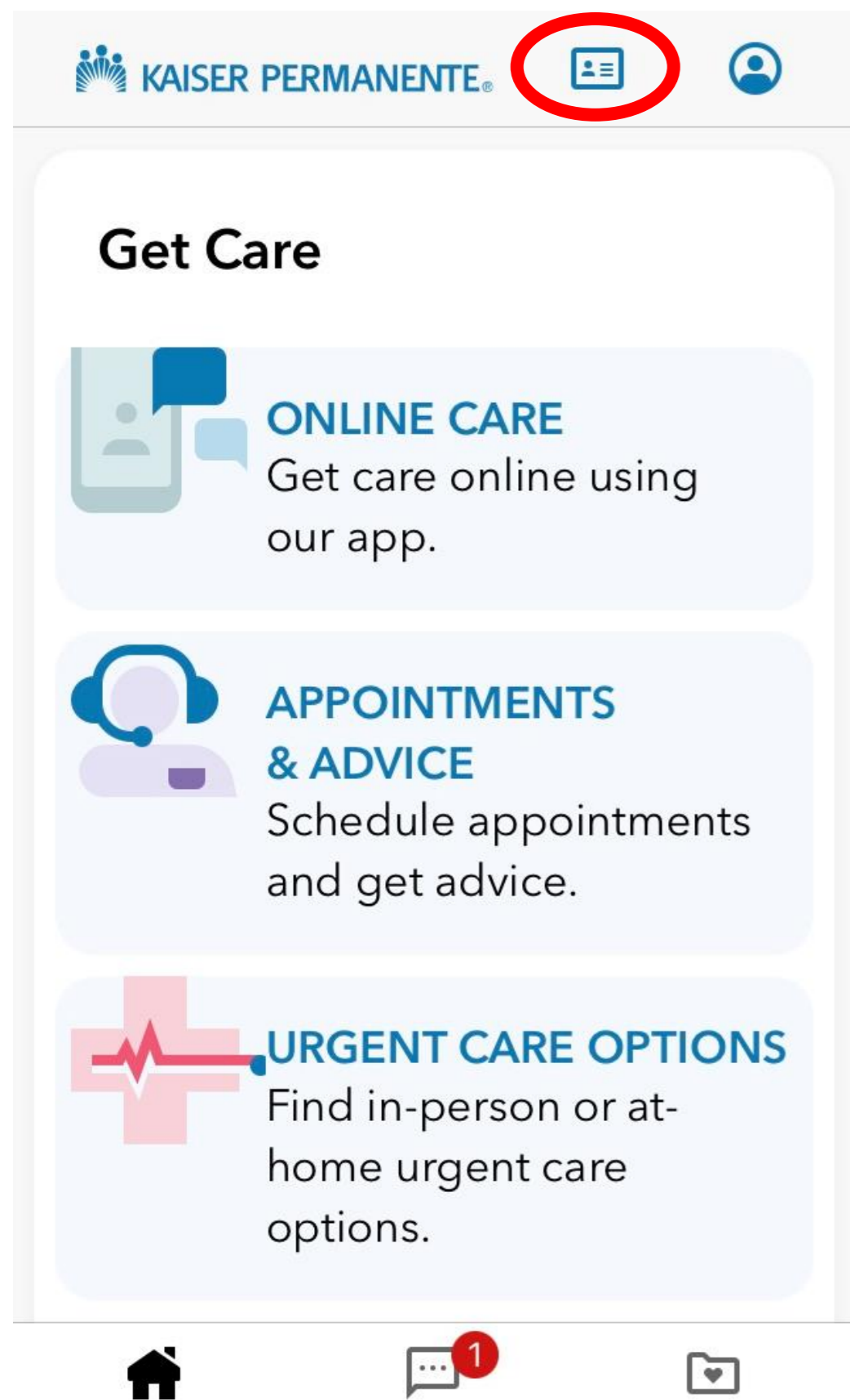


# ID CARD CHANGE

Effective 07/01/2021 existing and new members **will no longer be sent a paper ID Card**. You can view your ID card by signing onto the Kaiser Permanente Mobile app as illustrated below. On kp.org you can view your Health Record Number under your profile. You can also order an ID card on kp.org by simply searching on "Order ID Card" and then following the prompts.



Members can access a digital version of their membership card right from their smartphones using the Kaiser Permanente mobile app.

If your Kaiser Permanente identification card has been lost or stolen, you can access your digital membership card from the Kaiser Permanente mobile app. Alternatively, you can request a new identification card from kp.org by simply signing on and searching on "Order ID Card".

Each new card will be sent to the address on record for the account subscriber. That's the person who pays for health coverage, or whose employer pays for health coverage.

Changes  
Occurring  
01/01/2021

# Frequently Asked Questions - Digital ID Cards

## What is the Kaiser Permanente digital membership card?

It is a digital copy of the physical membership card available on mobile devices via the Kaiser Permanente Mobile app.

## Where can I use the digital membership card?

You can use your digital card at any Kaiser Permanente location that requires you to provide membership information.

## How do I access the digital membership card?

You must have a kp.org account and have the latest version of the Kaiser Permanente Mobile app on your smartphone. Sign-in to the app and tap the image of the ID Card at the top of the app dashboard.



## How do I download the Kaiser Permanente Mobile app?

On an iPhone: Go to the App Store. Search for Kaiser Permanente. Tap "Get." The app will download to your phone. On an Android: Go to the Google Play Store. Search for Kaiser Permanente. Tap "Install." The app will download to your phone.

## How do I register on kp.org

Once you have your Health Record Number you can register online at [New member](#) .

Changes  
Occurring  
01/01/2021