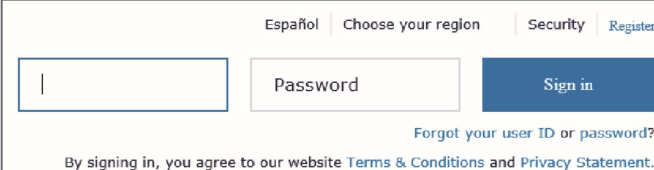


PRESCRIPTION REFILLS

Order your prescriptions online at **kp.org**

STEP 1


Sign on to **kp.org**. Enter your user ID and Password. If you do not have a user ID, create your online account at **kp.org/register**.



Sign-in form for kp.org. It includes links for 'Español', 'Choose your region', 'Security', and 'Register'. There are input fields for 'User ID' and 'Password', and a 'Sign in' button. Below the fields, it says 'Forgot your user ID or password?'. At the bottom, a disclaimer states: 'By signing in, you agree to our website Terms & Conditions and Privacy Statement.'

STEP 2

Select **Pharmacy**.

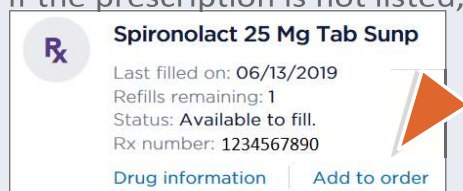


Navigation bar with links: My Health, Medical Record, Message Center, Appointments, Pharmacy (highlighted with an orange arrow), Coverage & Costs, Health & Wellness, and a search icon.

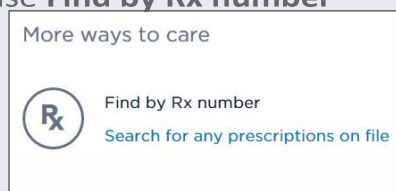
STEP 3

Click **Add to order** for the refillable prescription you would like to order. Then, click **Fill order**.

If the prescription is not listed, use **Find by Rx number**



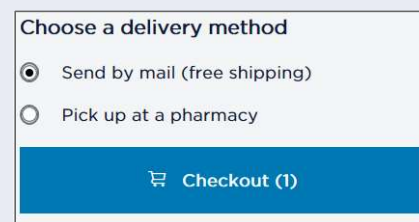
Prescription card for Spironolact 25 Mg Tab Sunp. It shows 'Last filled on: 06/13/2019', 'Refills remaining: 1', 'Status: Available to fill.', and 'Rx number: 1234567890'. There are links for 'Drug information' and 'Add to order' (highlighted with an orange arrow).



Search box titled 'More ways to care' with a 'Find by Rx number' option and a link to 'Search for any prescriptions on file'.

STEP 4

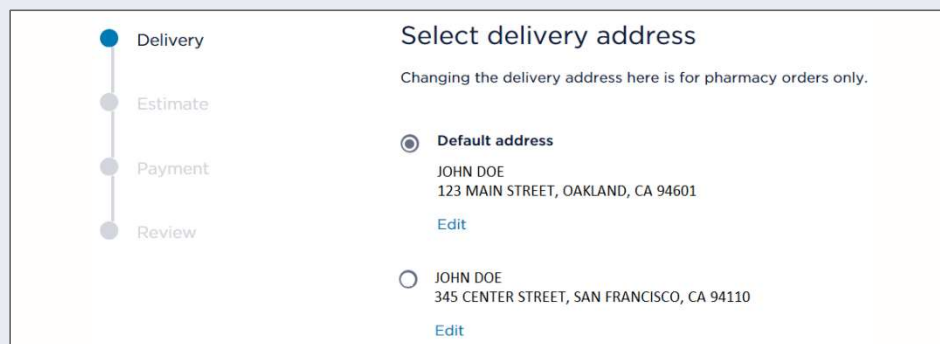
For the delivery method, select **Send by mail**. You also can add another prescription. Then, click **Checkout**.



Form titled 'Choose a delivery method' with two options: 'Send by mail (free shipping)' (selected) and 'Pick up at a pharmacy'. There is a 'Checkout (1)' button at the bottom.

STEP 5

Select the delivery address. Then, click **Next**. You'll be able to see your payment estimate.



Form titled 'Select delivery address' with a progress bar showing 'Delivery' (selected), 'Estimate', 'Payment', and 'Review'. It includes a note: 'Changing the delivery address here is for pharmacy orders only.' There are two address options: 'Default address' (selected) for John Doe at 123 Main Street, Oakland, CA 94601, and another address for John Doe at 345 Center Street, San Francisco, CA 94110. Both have 'Edit' links.

STEP 6

Select payment method.



Payment method

Select a payment method for this order. Be sure to check your cards. Multiple cards may contain the same information, such as card number or expiration date.

DELIVERY ADDRESS:

JOHN DOE
123 MAIN STREET
OAKLAND, CA 94601

ORDER INCLUDES:

Spironolact 25 Mg Tab Sunp
Rx Number: 1234567890

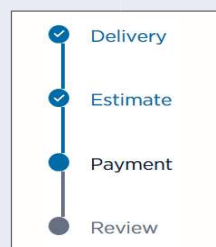
CARD	CARDHOLDER	EXPIRES	STATUS	ACTION
<input checked="" type="radio"/> Last payment method used MasterCard ****1234	JOHN DOE	10/2023	Saved	Edit Delete
<input type="radio"/> Visa ****5678	JOHN DOE	10/2022	Saved	Edit Delete

[Add a payment method](#)

[Cancel Order](#) [Back](#) [Next](#)

STEP 7

Please review your order summary. Update **your contact information and notification preferences** (i.e. email or phone number) before submitting your order. Then, click **Submit order**.



[Cancel order](#) [Back](#) [Submit order](#)

SAVE TIME AND MONEY ON REFILLS

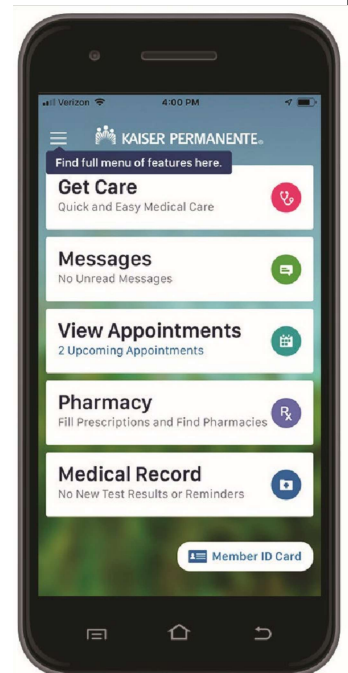
If you have prescription drug coverage, you can get up to a 100-day supply of certain medications for two co-pays when you select delivery by mail.* And we pay the postage!

For more information, please call our mail order pharmacy at 1-888-218-6245 (M-F 8am-8pm, Sat 8am-6pm, Sun 9am-6pm).

REFILL ANYTIME, ANYWHERE

The Kaiser Permanente mobile app makes it easy to manage your health no matter where you are — at home, at work, and when you're on the go.

Download our free app today.



*There are restrictions for delivery of certain medications and supplies, including but not limited to controlled medications, injections, medications affected by temperature, and medications excluded by Kaiser Permanente's Pharmacy & Therapeutics Committee. May vary by plan type. Check your plan benefits for more information.

Apple, the Apple logo, and iPhone are trademarks of Apple, Inc., registered in the U.S. and other countries. Google, the Google Play logo, and Android trademarks of Google, LLC.