

ABOUT MAIL ORDERS



- To receive your order faster, place it online.
- Products may be substituted throughout the year and pricing may vary. For the most up to date product catalog please refer to online portal.
- A mail order form may take up to 4 weeks to process.
- If your total amount exceeds your current available benefit balance, we will remove the last items added to the form until it is within your benefit balance.
- Cash, checks, credit cards or money orders are not accepted via mail.
- If your mail order includes any out-of-stock items, the order will be processed without out-of-stock items.
- Need help placing an order? Call OTC benefits customer service.

Step 1: Provide all your information below

Date of Birth (MM/DD/YYYY)

Member ID

First Name

Last Name

Street #

Street Name

Apt/Suite #

City

State

Zip Code

Phone

Email

Step 2: Pick your products

Item#

Product Description

Quantity

Price

Step 3: Place your order**Mail to:** PO Box 18522, Palatine, IL 60055

If you place your order by mail using an order form, your order total will be applied to the quarter in which we receive your form. For example, if you mail your order form on June 29, but we received it on July 1, your order total will be applied to the benefit period in which we receive it.

HOW TO FILE A GRIEVANCE WITH KAISER PERMANENTE



You can file a discrimination grievance with Kaiser Permanente if you believe we have failed to provide these services or unlawfully discriminated in another way. Please refer to your *Evidence of Coverage or Certificate of Insurance* for details. You may also speak with a Member Services representative about the options that apply to you. Please call Member Services if you need help filing a grievance.

To file a complaint or grievance call member services using the number on the back of your Kaiser Permanente Member ID card.