

Kaiser Permanente Senior Advantage (HMO-POS)

2024 Pharmacy Directory

This pharmacy directory was updated on 8/21/2023. For more recent information or other questions, please contact Kaiser Permanente Member Services at **1-877-221-8221** or, for TTY users, **711**, seven days a week, 8 a.m. to 8 p.m., or visit **kp.org/seniorrx**.

Changes to our pharmacy network may occur during the benefit year. An updated Pharmacy Directory is located on our website at **kp.org/directory**. You may also call Member Services at 1-877-221-8221 (TTY/TDD users should call 711) for updated information.

INTRODUCTION

This booklet provides a list of our plan's network pharmacies. To get a complete description of your prescription coverage, including how to fill your prescriptions, please review the **Evidence of Coverage** and Kaiser Permanente's formulary.

We call the pharmacies on this list our "network pharmacies" because we have made arrangements with them to provide prescription drugs to Plan members. In most cases, your prescriptions are covered under our plan only if they are filled at a network pharmacy or through our mail order program. Once you go to one pharmacy, you are not required to continue going to the same pharmacy to fill your prescription but can switch to any other of our network pharmacies. We will fill prescriptions at non-network pharmacies under certain circumstances as described in your **Evidence of Coverage**.

All network pharmacies may not be listed in this directory. Pharmacies may have been added or removed from the list after this directory was printed. This means the pharmacies listed here may no longer be in our network, or there may be newer pharmacies in our network that are not listed. This list is current as of 8/21/2023. For the most current list, please contact us. Our contact information appears on the front and back cover pages.

You can get this information for free in other formats, such as large print, braille, or audio. Call our toll-free number at **1-800-443-0015** (TTY **711**), 7 days a week, 8 a.m. to 8 p.m.

Your request for the provider directory in an accessible format or language will be applied on a standing basis unless you request otherwise.

You can get prescription drugs shipped to your home through our network mail order delivery program. For more information, please contact us or see the mail order section of this pharmacy directory.

We also list pharmacies that are in our network but are outside Northwest Region, the area in which you live. You may also fill your prescriptions at these pharmacies. For more information, please see the section in this directory on Network Pharmacies outside the Northwest Region or contact Member Services.

If you have questions about any of the above, please see the first and last cover pages of this directory for information on how to contact us.

Kaiser Permanente's Network Pharmacies

Our pharmacy directory is organized by the type of pharmacy (retail, including chain pharmacies, mail order, home infusion, long-term care, Indian Health Service/Tribal /Urban Indian Health Program (I/T/U) Pharmacies, and transplant network pharmacies outside the geographic area). Our pharmacies are then listed alphabetically by facility.

Retail Pharmacies, including Chain Pharmacies

Beaverton*

4855 SW Western Ave.,
Beaverton, OR 97005
1-866-279-1751 toll free

Cascade Park*

12607 SE Mill Plain Blvd.,
Vancouver, WA 98684
1-866-279-1758 toll free

Eugene Chase Gardens*

360 S Garden Way Ste 120,
Eugene, OR 97401
1-888-973-0498 toll free

Gateway*

1700 NE 102nd Ave.,
Portland, OR 97220
1-866-279-4581 toll free

Interstate East*

3550 N. Interstate Ave.,

Portland, OR 97227
1-866-279-6122 toll free

Keizer Station*

5940 Ulali Drive,
Keizer, OR 97303
1-844-854-9346 toll free

Longview-Kelso*

1230 Seventh Ave.,
Longview, WA 98632
1-866-279-8943 toll free

Mt. Scott*

9800 SE Sunnyside Road,
Clackamas, OR 97015
1-866-280-0801 toll free

Mt. Talbert*

10100 SE Sunnyside Road,
Clackamas, OR 97015
1-866-280-1228 toll free

North Lancaster*

2400 Lancaster Drive NE,
Salem, OR 97305
1-866-280-1563 toll free

Orchards*

7101 NE 137th Ave.,
Vancouver, WA 98682
1-866-525-0582 toll free

Rockwood*

19500 SE Stark St.,
Portland, OR 97233
1-866-280-2123 toll free

Salmon Creek*

14406 NE 20th Ave.,
Vancouver, WA 98686
1-866-280-2736 toll free

*Members may obtain an extended supply of certain medications at these pharmacies in our network.

Skyline*

5125 Skyline Road S.,
Salem, OR 97306
1-866-280-4583 toll free

Sunnybrook*

9900 SE Sunnyside Road,
Clackamas, OR 97015
1-866-525-0581 toll free

Tualatin*

19185 SW 90th Ave.,
Tualatin, OR 97062
1-866-280-8818 toll free

West Salem*

1160 Wallace Road NW,
Salem, OR 97304
1-866-525-0583 toll free

Westside Outpatient*

2875 NW Stucki Ave.,
Hillsboro, OR 97124
1-866-280-0511 toll free

Safeway Pharmacy #1601

503-435-3125, TTY 711

Safeway Pharmacy #4313

360-723-9046, TTY 711

Walgreens #6370

503-579-1878, TTY 711

Mail Order Pharmacy

**Automated Refill Center/Mail-Order
Pharmacy* 1-800-548-9809**

kp.org/refill

You can get prescription drugs shipped to your home through our network mail order delivery program. For refills of your mail order prescriptions, please contact us 5 days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time. Typically, you should expect to receive your prescription drugs within 3 to 5 days from the time that the mail order pharmacy receives the order. If you do not receive your prescription drug(s) within this time, please contact us at **1-800-548-9809**, TTY 711 or the number listed on the prescription label for assistance.

If you cannot wait for your prescription to arrive from our mail order pharmacy, you may get an urgent supply by calling a Kaiser Permanente or affiliated network pharmacy listed in this Pharmacy Directory or at **kp.org/directory**.

Home Infusion Pharmacies

If you need more information, please contact Member Services.

Home Infusion Pharmacy

5717 NE 138th Ave.,
Portland, OR 97230
503-261-2090

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Long-Term Care Pharmacies

Residents of a long-term care facility may access their prescription drugs covered under our plan through the facility's long-term care pharmacy or another network long-term care pharmacy.

If you need more information, please contact Member Services.

Kaiser Permanente Long-Term Care Pharmacy

5717 NE 138th Ave.,
Portland, OR 97230
503-261-2000

Bowman's Hillsdale Pharmacy

6256 SW Capitol Hwy.,
Portland, OR 97239
503-244-7582

Consonus Pharmacy Services Oregon

4560 SE International Way,
Milwaukie, OR 97222
1-877-311-1499 toll free

Isse Pharmacy Services

15635 SE 114th Ave. Suite 101,
Clackamas, OR 97015
503-908-0630

OmniCare of Portland

11933 NE Glenn Widing Drive,
Portland, OR 97220
503-254-1647

Pharmerica

25502 74th Ave. S.,
Kent, WA 98032
425-251-0118

ProPac Payless Pharmacy

18110 SE 34th St, Bldg 2 #270,
Vancouver, WA 98683
1-800-330-3665 toll free

Indian Health Service/ Tribal/Urban Indian Health Program (I/T/U) Pharmacies

Only Native Americans and Alaska Natives have access to Indian Health Service/Tribal/Urban Indian Health Program (I/T/U) Pharmacies through Kaiser Permanente's pharmacy network. Those other than Native Americans and Alaskan Natives may be able to access these pharmacies under limited circumstances (e.g., emergencies).

If you need more information, please contact Member Services.

Western Oregon Service Unit Chemawa Health Center

3750 Chemawa Road NE
Salem, OR 97305
1-800-452-7823 toll free

Confederated Tribes of Grand Ronde Health and Wellness Department

9605 Grand Ronde Road
Grand Ronde, OR 97347
503-879-2342

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**Native American Rehabilitation
Association Indian Health Clinic**
15 N Morris Street
Portland, OR 97227
503-230-9875

Transplant Network Pharmacies Outside the Northwest Region

We have network pharmacies outside of the service area where you can get your Medicare-covered transplant drugs and certain Part D medications as a member of our plan.

Fairview Riverside Pharmacy
606 24th Ave. S.,
Minneapolis, MN 55454
612-672-7507

Fairview Specialty Services Pharmacy
711 Kasota Ave. SE,
Minneapolis, MN 55414
612-672-5260

Fairview University Discharge Pharmacy
500 Harvard St. SE,
Minneapolis, MN 55455
612-273-2121

Falk Pharmacy
3601 Fifth Ave., Room 211,
Pittsburgh, PA 15213
412-623-6222

Mayo Clinic Pharmacy
3551 Commercial Dr SW
Rochester, MN 55902
507-284-4041

Mayo Hospital Outpatient Pharmacy
5777 E. Mayo Blvd.,
Phoenix, AZ 85054
480-342-1500

Mayo Pharmacy
4500 San Pablo Road
Jacksonville, FL 32224
904-953-2021

Mayo Pharmacy — Scottsdale
13400 E. Shea Blvd.,
First Floor, Room # 136E
Scottsdale, AZ 85259
480-301-7077

Methodist Retail Pharmacy
1801 N. Senate Blvd., Room 105
Indianapolis, IN 46202
317-962-5606

University Retail Pharmacy
550 N. University Blvd.,
Indianapolis, IN 46202
317-944-3445

* Members may obtain an extended supply of certain medications at these pharmacies in our network.

Notice of Nondiscrimination

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal and state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters.
 - Written information in other formats, such as large print, audio, and accessible electronic formats.
- Provide no cost language services to people whose primary language is not English, such as:
 - Qualified interpreters.
 - Information written in other languages.

If you need these services, call Member Services at **1-800-813-2000** (TTY **711**).

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation, you can file a grievance with our Civil Rights Coordinator, by mail, phone, or fax. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. You may contact our Civil Rights Coordinator at: Member Relations Department, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232-2099, Phone: **1-800-813-2000** (TTY **711**), Fax: **1-855-347-7239**. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019**, **1-800-537-7697** (TDD). Complaint forms are available at **www.hhs.gov/ocr/office/file/index.html**.

For Washington Members

You can also file a complaint with the Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint portal, available at **<https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>**, or by phone at **1-800-562-6900**, or **360-586-0241** (TDD). Complaint forms are available at **<https://fortress.wa.gov/oic/online services/cc/pub/complaintinformation.aspx>**.



Multi-Language Insert
Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at **1-877-221-8221 (TTY 711)**. Someone who speaks English/Language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al **1-877-221-8221 (TTY 711)**. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 **1-877-221-8221 (TTY 711)**。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 **1-877-221-8221 (TTY 711)**。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa **1-877-221-8221 (TTY 711)**. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au **1-877-221-8221 (TTY 711)**. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi **1-877-221-8221 (TTY 711)**. sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter **1-877-221-8221 (TTY 711)**. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 **1-877-221-8221 (TTY 711)**. 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону **1-877-221-8221 (TTY 711)**. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على **1-877-221-8221 (TTY 711)**. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें **1-877-221-8221 (TTY 711)** पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero **1-877-221-8221 (TTY 711)**. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número **1-877-221-8221 (TTY 711)**. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan **1-877-221-8221 (TTY 711)**. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer **1-877-221-8221 (TTY 711)**. Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、**1-877-221-8221 (TTY 711)**. にお電話ください。日本語を話す人 者が支援いたします。これは無料のサービスです。

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Kaiser Permanente Health Plan of the Northwest
500 NE Multnomah St., Suite 100
Portland, OR 97232

Important Kaiser Permanente Medicare Health Plan Information

kp.org/medicare
kp.org/seniorrx