

YOUR HEALTH AND SAFETY ARE IMPORTANT TO US.



Most eyeglass and contact lens orders will be shipped to you for your health and convenience.¹

Please do not come to the Kaiser Permanente Medical Offices unless directed.

We understand you may be feeling concerned about the coronavirus and COVID-19. At Kaiser Permanente, we are working hard to ensure the health and safety of our patients, physicians, staff, and the community.

For your health and safety, most existing contact lens and eyeglass orders placed in our Optical Centers will automatically be directly shipped to you when completed using the current address we have on file.

You can check the status of your order on kp2020.org by clicking on “My Orders” Sign-on. It’s easy.

1. Go to the Login screen on kp2020.org to create an account.
2. Enter your medical record number.
3. Choose your Login ID.

¹ Orders, including lens-only, that require special hands-on time with an optician can be picked up when the Optical Center returns to regular operations.

Kaiser Permanente members typically have coverage for medically necessary eye examinations, and some members, including those members with the pediatric vision benefit under their Affordable Care Act plan, may be able to apply a supplemental benefit to their purchases. Otherwise, the services and products described here are provided on a fee-for service basis, separate from and not covered under your health plan benefits, and you are financially responsible to pay for them. For specific information about your covered health plan benefits, please see your Evidence of Coverage. Photo of model shown, not actual patient. 3/2020 J