

Kaiser Permanente Northern California

Coming Spring 2026

A new digital experience
for our mobile app and kp.org



To support the best care and coverage experience for our members, Kaiser Permanente is enhancing our mobile app and online at kp.org. We are creating an integrated digital experience that will help our members intuitively and seamlessly manage their care and coverage.

The new MyChart experience will introduce easier access to self-service options and faster navigation to the most used tasks. Members benefit from the ease of coordinated access to care, coverage, billing, and communications in one location.

"MyChart is incredibly easy to use, with a layout that makes features simple to find and understand. It's made managing health information convenient and stress free for our members."

— Michael Jones, Member
Services Contact Center manager

The changes offer new benefits and features, including:

- **KP mobile app** redesigned to provide a unified view of actionable health updates and shortcuts to commonly accessed online tools. This experience also streamlines access to medical records, enabling members to share information within and outside of KP, ensuring better continuity of care.
- **New health feed** displays important alerts and notifications and allows members to take action. Members can view health reminders, complete check-in tasks, and answer assigned questionnaires all within the health feed.
- **Easier-to-find self-service options** allow members to easily navigate to familiar tools for high-quality care. Members can access shortcuts to the most used tasks, such as booking an appointment, viewing test results, and messaging their care team. Members can also easily request copies of their medical records and other documents.
- **Message center** provides a hub for messages and self-service options where members and caregivers can manage e-visits, make appointments, refill prescriptions, and message their physician.
- **Consistent enterprise adoption** of features and capabilities will provide a more integrated, consistent patient and member experience across KP.