

We are here to partner with you. I am pleased to be your primary contact for

- Group policy changes and renewals
- Group eligibility and underwriting
- New products and benefit designs
- Account planning and collaboration
- Group meetings

Contact our Account Management Support Team for:

- Backup support if I am not available
- Ad hoc group literature requests
- Agent of record changes

Submit Renewal and Eligibility Certification forms to small.group.respond@kp.org

- Renewal Decision Forms, 2-in-1 or 3-in-1 Employee Benefit Designation Forms, or Enrollment Forms pertaining to the renewal



Mary Pierce
Senior Account Manager

Phone: 503-490-1611

Email: Mary.J.Pierce@kp.org

Account Management Support Team:

Amanda Dion-Watson, Associate Account Manager

Phone: 503-813-2373

Email: Amanda.T.Dion-Watson@kp.org

Main line: 503-813-2630, option 3

Email: small.group.respond@kp.org

Fax: 1-877-237-5548

Address: 500 NE Multnomah St. Portland, OR 97232

Our goal is to respond to you quickly and completely. To speak with a manager, contact Kristin Cook, Manager, SBG Account Management. Phone: 503-867-1886. Email: Kristin.D.Cook@kp.org

Support for escalated concerns

- Unresolved enrollment, billing, contractual discrepancies, and more
- Benefit and claim payment concerns
- Member access to care concerns
- 5500 reports
- Request a copy of the group contract, *Evidence of Coverage*, or group premium bill

The **Employer Broker Services (EBS)** team helps our employer and broker community resolve escalated service issues often escalated to this team when not originally solved through our standard Kaiser Permanente channels

Employer and Broker Services (EBS) Team

Phone: 503-813-3613; 1-866-246-3613 (toll free)

Fax: 503-813-3109

Email: nw.kp.ebs@kp.org

Hours: Monday through Friday, 8 a.m. to 5 p.m.

Enrollment/disenrollment and reports

- Membership enrollments and changes
- Eligibility/Premium Discrepancy reports
- Errors in enrollment and disenrollment

Consolidated Service Center (CSC)

Kaiser Permanente Membership Administration
PO Box 203012
Denver, CO 80220-9012

Phone: 1-866-868-7220

Fax: 1-866-311-5974

Email: CSC-DEN-ROC-Group@kp.org

Hours: Monday through Friday, 8 a.m. to 5 p.m.

Member services

- Select a primary care provider
- Access services/get started
- Ask benefit questions
- File a claim/understand bills
- Question or appeal a company decision
- Update address/order a replacement ID card

Website: kp.org/nw

Phone: 503-813-2000; 1-800-813-2000 (toll free)

Email: Log on to kp.org

Hours: Monday through Friday, 8 a.m. to 6 p.m.

Online self-service account maintenance and resources

- View and pay your premium bill
- Add or remove employees and dependents
- Access forms and enrollment materials
- Request member ID cards

For brokers/consultants: account.kp.org

For employers: account.kp.org

Web Support Team (account.kp.org):

1-866-575-3562