

SMALL BUSINESS: HELPFUL CONTACTS

Consolidated Service Center (CSC)

Phone: **1-866-868-7220**

Email: **csc-den-roc-group@kp.org**

Fax: **1-866-311-5974**

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

Address:

Kaiser Permanente Membership Administration

P.O. Box 203012

Denver, CO 80220-9012

Contact for:

- Membership enrollments, changes, or dependencies
- Eligibility or premium discrepancy reports
- Account audits
- Account balances
- Billing questions

Small Business Group

Phone: **503-813-2630**

(2 for new sales, 3 for account management)

Fax: **1-877-237-5548**

Email new sales: **nw.small.business@kp.org**

Email account management:

small.group.respond@kp.org

Employer and Broker Service (EBS)

Phone: **503-813-3613, 1-866-246-3613**

Fax: **503-813-3109**

Email: **nw.kp.ebs@kp.org**

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

For escalated requests, employers and brokers may contact our dedicated EBS team, which can answer service inquiries and resolve issues, including:

- Unresolved enrollment questions, billing questions, contractual discrepancies, and more
- Benefit and claim payment concerns
- Concerns with a member's access to care
- 5500 reports
- Requests for a copy of the group contract, *Evidence of Coverage*, or group premium bill

24/7 Self-Service Information

Access online account services, news and events, and forms and materials anytime, anywhere.

Brokers/producers or employers: **account.kp.org**

Kaiser Permanente Plus™: **kp.org/kpplus/nw**

Added Choice®: **kp.org/addedchoice/nw**

PPO Plus®: **kp.org/ppoplus/nw**

Dental: **kp.org/dental/nw**

Premium Payments

View statements and make one-time or recurring premium payments by signing in to **account.kp.org**.

account.kp.org web support: **1-866-575-3562**

Member Services

Phone: **1-800-813-2000**

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

Contact for:

- Selecting a primary care provider
- Accessing services/getting started
- Asking benefit questions
- Filing a claim/understanding bills
- Updating address/ordering a replacement ID card