

Small Business Services

account.kp.org Self Services

- Manage renewal by reviewing and selecting plan design coverage to meet budget and employees needs
- Update contact information
- Submit electronic signature forms
- View contract, Summary of Benefits Coverage (SBCs) and EOCs
- View membership and make eligibility changes
- View and pay bills online
- Order ID cards

Enrollment and Billing California Service Center

- Benefit and eligibility requirements
- Billing, member enrollments/terminations, COBRA, Medicare/Medicaid
- Initiate EDI/834 file feeds by email: **kp834@kp.org**

Employer Literature Request Client Service Unit

- Bulk open enrollment packets, brochures, copies of contracts, EOC interpretation, 5500 Schedule A
- 1095-B forms by email: **mec@kp.org**

Broker/Employer Account Management Account Management Support Team (AMST)

Overall responsibility for the account including:

- Renewal and renewal date changes
- Plan change requests
- Rate and general benefit inquiries
- Open enrollment requests
- Training for account.kp.org self-service and benefit updates

Service and Care Delivery Inquiries Employer Broker Services (EBS)

Service support such as:

- Service resolution for access to care, benefits, KPIC/Choice products, and Consumer Directed Health Care (CDHC)
- Broker of Record changes

Member Service Contact Center

- Member level benefit and eligibility inquiries
- Member demographic updates
- Explanation of benefits
- Facility locations and physician directories

Web Support Team

- Online access
- Password resets
- Navigation assistance

Phone: **1-800-790-4661, option 4**

Monday - Friday, 8:30 a.m. - 5:00 p.m. PT

Email: **csc-sd-cas-web-support@kp.org**

Phone: **1-800-790-4661, option 1**

Monday - Friday, 8:00 a.m. - 5:00 p.m. PT

Email forms: **csc-sd-sba@kp.org**

Phone: **1-800-790-4661, option 2**

Monday - Friday, 8:00 a.m. - 5:00 p.m. PT

Email: **csu.ca@kp.org**

Fax: **1-800-369-8010**

Phone: **1-800-790-4661, option 3**

Monday - Friday, 8:00 a.m. - 5:00 p.m. PT

Closed 12:00 - 1:00 p.m.

Email: **amt@kp.org**

Fax: **1-800-369-8010**

Phone: **1-877-762-8247**

Monday - Friday, 8:00 a.m. - 5:00 p.m. PT

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

kp.org

Phone: **1-800-464-4000**

24 hours a day, 7 days a week (closed holidays). For TTY, call 711.