

A BETTER WAY to take care of business

IMPORTANT CONTACT INFORMATION | HAWAII

Get the answers you need



For employers and brokers

Account Management Support

Overall responsibility for the account, to include:

- Contract/policy renewals
- Contract changes
- Strategic planning and development
- Introduction of new products and benefit designs
- Wellness programs, health fairs, and other programs

Support in managing your account, to include:

- Account administration
- Benefit inquiries
- Custom benefit summaries
- Enrollment materials and activities
- Liaison for wellness and health fair programs

Mid-Large Group

For groups with 51 or more eligible employees, contact to your broker or Kaiser Permanente Account Team.

Small Group

- For groups with a broker and/or 11 to 50 eligible employees, contact your account manager or associate account manager

Oahu: **808-432-5256**, option 3

Neighbor Islands: **1-888-352-4737**

Email: kp-hawaii@kp.org

Monday through Friday, 8 a.m. to 5 p.m. HT

- For groups without a broker, or 1 to 10 eligible employees, contact the Account Management Support Team

1-844-554-9182, option 2

Email: amt-hi@kp.org

Monday to Friday, 8 a.m. to 4 p.m. HT

Individual and Family Plans

To quickly resolve issues with Kaiser Permanente for Individuals and Families (KPIF) applications, billing, and administration, call our Broker Service line at **1-844-394-3978**.

Kaiser Permanente Workforce Health

(Workforce health program)

Email: healthworks.hawaii@kp.org

Kaiser Permanente On-the-job®

(Occupational health services)

Customer Service: **1-888-683-2208**

Email: HI-OHS.KOJ.CUSTSVC@kp.org

Group Medicare and Retiree Inquiries

Oahu: **808-432-5955**

Neighbor Islands: **1-800-966-5955 (TTY 711)**

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

- Retiree benefit questions
- Medicare-eligibility criteria
- Enrolling Medicare-eligible employees or retirees
- Request education sessions and group support

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Membership Administration

Consolidated Service Center (CSC)

1-866-868-7220

Option 7: Membership/Enrollment

Option 8: Billing

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

Monday to Friday, 7 a.m. to 6 p.m. MT

- Account administration
- Benefit and eligibility requirements
- Billing, enrollments/terminations, COBRA, Medicare

Mail correspondence only:

Membership Administration

Kaiser Permanente

P.O. Box 203011

Denver, CO 80220-9011

Mail payments to:

Kaiser Permanente

P.O. Box 29080

Honolulu, HI 96820-1480

Electronic File Implementation (EFI)

Email: CSC-EFI-EM-Liaison@kp.org

Monday to Friday, 7 a.m. to 6 p.m. MT

- Electronic files submission
- Electronic transmissions coordinated through Kaiser Permanente Electronic Data Interchange Services

Employer Broker Services (EBS)

1-877-762-8239

Email: HI.KP.EBS@kp.org

Monday to Friday, 8 a.m. to 5 p.m. HT

The EBS Team helps resolve the most complex issues. For direct inquiries or issues, contact Member Services. For enrollment and billing updates, contact CSC Team.

Contact EBS Team for escalations related to:

- Claims

- Referrals/authorizations
- Appointment access
- Provider network
- Benefits
- Eligibility
- Billing
- Pharmacy
- Accumulations
- COBRA, Medicare, and Schedule A-5500 form/report requests

Added Choice Employer and Broker Services

Email: HI.KP.EBS@kp.org

Access to care, Referral/Authorization

- Benefit and claim payment concerns
- Unresolved matters, discrepancies, or issues
- Request for Summary of Benefits and Coverage (SBC), Explanation of Benefits (EOB), and Evidence of Coverage (EOC)

Learn more at kp.org/addedchoice-hawaii

Online Tools and Resources

Register and manage your account directly on account.kp.org

- Get convenient, easy-to-use online tools
- Log on 24 hours a day, 7 days a week
- Select plan design coverage that meets your budget and employees' needs
- Access your account status
- View and pay bills online
- Add or remove employees and dependents
- Update member information
- Download forms, publications, and support materials

For technical questions about your online account services, call Membership Administration at **1-866-575-3562**, Monday to Friday, 8 a.m. to 5 p.m. PT

Get the answers you need



For members

Member Services

1-800-966-5955 (TTY 711)

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

Saturday, 8 a.m. to noon

- Benefit inquiries
- Eligibility inquiries
- Explanation of benefits
- How to make an appointment or choose a doctor
- ID cards, including replacing lost or stolen cards
- Name or address changes
- Services, including health education classes and support groups

Patient Accounting

Oahu: **808-432-5340 (TTY 711)**

Neighbor islands: **1-888-597-5340**

Fax: **808-432-5349**

Monday to Friday, 8 a.m. to 4:30 p.m. HT

- Copayments and billing
- Member invoices for services rendered

Added Choice Member Support

Customer Service

1-800-238-5742 (TTY 711)

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

Saturday, 8 a.m. to 12 p.m. HT

Where to file claims for Kaiser Permanente Added Choice

Attn: National Claims – Hawaii Region

Kaiser Foundation Health Plan, Inc.

P.O. Box 378021

Denver, CO 80237

Learn more at kp.org/addedchoice-hawaii

Online Tools and Resources for Members

kp.org

- Download member guides and forms
- Email your doctor
- Schedule or cancel routine appointments
- View Health and drug encyclopedias
- Refill prescriptions and have most mailed to your home
- View most lab test results

kp.org/hawaii

- Take a virtual facility tour
- See facility locations
- Find a doctor
- View healthy living class catalog
- Read member stories
- See the latest accolades