

# Kaiser Permanente Enhanced Direct Enrollment (EDE)

## Frequently Asked Questions

Kaiser Permanente has launched an Enhanced Direct Enrollment experience in partnership with HealthSherpa to help you enroll and renew clients for Kaiser Permanente for Individuals and Families (KPIF) On-Exchange plans in Georgia, Hawaii, Oregon, and Virginia with ease, without visiting HealthCare.gov.

Kaiser Permanente's EDE site can help you quickly and easily:

- Run a quote.
- Submit new applications for coverage.
- Upload qualifying life event documents for special enrollment period coverage.
- Make the first month's payment.
- Report life changes and demographic updates for existing HealthCare.gov clients.
- Renew or make plan changes for clients with existing HealthCare.gov coverage.
- Manage your book of business for clients enrolled in Kaiser Permanente coverage through the EDE site or HealthCare.gov.

All those features and more are available at no cost to you or your clients.

Check out this [Getting Started guide and video](#) to learn how to use Kaiser Permanente's EDE site.

**Note:** HealthSherpa's referral program does not apply.

## ACCESS

### How do I start using Kaiser Permanente's EDE site?

To use Kaiser Permanente's EDE site, you'll need to:

- o Be licensed in the state you want to sell in
- o Be appointed by Kaiser Permanente in the region you're selling in
- o Have completed Marketplace training through CMS for the plan year that you're selling

To get appointed with Kaiser Permanente, contact our Broker Compensation team at **1-844-394-3978** or [kpif@kp.org](mailto:kpif@kp.org).

For more details on Marketplace training, visit [cms.gov](https://cms.gov).

Once you're ready to start using the KPIF EDE site, contact our KPIF EDE Broker Support team at **1-800-494-6260** or [kpbrokerede@kp.org](mailto:kpbrokerede@kp.org).

You'll need to provide your:

- o Email address
- o Phone number
- o National Producer Number (NPN)
- o Agency name

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## **How do I reset my password on Kaiser Permanente's EDE site?**

If you already have an active account and need to reset your password, visit:

[kaiserpermanente.healthsherpa.com/  
password\\_resets](https://kaiserpermanente.healthsherpa.com/password_resets)

## **If I already have a HealthSherpa login, do I need a new login for Kaiser Permanente's EDE site?**

Yes. Kaiser Permanente's EDE site is unique, so any credentials you have from other HealthSherpa sites will not work. Kaiser Permanente has partnered with HealthSherpa to provide an exclusive shopping, sales, and renewal experience for Kaiser Permanente On-Exchange plans in Georgia, Hawaii, Oregon, and Virginia.

## **ENROLLMENT INFORMATION**

### **Who can I enroll through Kaiser Permanente's EDE site?**

You can enroll clients in KPIF On-Exchange plans in Georgia, Hawaii, Oregon, or Virginia using Kaiser Permanente's EDE site.

### **Can I enroll clients on Kaiser Permanente's EDE site during a special enrollment period?**

Yes, you can enroll clients in Kaiser Permanente plans during open enrollment and a special enrollment period. [Click here](#) for more information about enrolling during a special enrollment period.

## **How long will an application take to complete on Kaiser Permanente's EDE site?**

The average application takes around 10 minutes to complete. The more information you have available, the faster the process will go.

## **What client information do I need on hand to submit an application?**

At minimum, you'll need the Social Security number for each applicant, as well as general household information like contact details, date(s) of birth and address, employer, and income information for everyone in the client's household (including employer contact information and EIN).

## **WHAT CAN I DO ON THE SITE?**

### **If I enrolled my client through HealthCare.gov, can I renew their plan through Kaiser Permanente's EDE site?**

Yes, even if your client previously enrolled through HealthCare.gov, you can renew their plan or make plan changes through Kaiser Permanente's EDE site. You'll first need to use the "[Search Marketplace](#)" feature to pull their coverage into Kaiser Permanente's EDE site. Once the client appears on your "Clients" tab, click on their name, then click the "Renew plan" button from their "Details" page. This button will appear when the client is within their renewal window.

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### **How do I search for an existing application on HealthCare.gov?**

The “Search Marketplace” feature within Kaiser Permanente’s EDE site easily lets you find applications on HealthCare.gov and, with your client’s consent, bring them into your EDE dashboard to service. [Find detailed instructions here.](#)

### **After I submit an application or plan change, will the client automatically be listed in my individual book of business on Kaiser Permanente’s EDE site?**

Yes, after an application or plan change is submitted, the consumer will be listed under the “Clients” section of your dashboard on Kaiser Permanente’s EDE site.

### **If I start an application on Kaiser Permanente’s EDE site, can I continue and finish on HealthCare.gov?**

Yes, if you have saved the application on Kaiser Permanente’s EDE site, it will save there and on HealthCare.gov. You can then go onto either platform to continue the application. You can easily access HealthCare.gov through the EDE site. [Find detailed instructions here.](#)

### **If I enrolled my client through HealthCare.gov, will I automatically see them on my “Clients” tab on Kaiser Permanente’s EDE site?**

Your client enrolled through HealthCare.gov will not automatically show up on the “Clients” tab on your dashboard on Kaiser Permanente’s EDE site. You’ll need to either search for an existing application and pull it into the EDE site in order to add the client ([find detailed instructions here](#)), or import your client into the system by going to “Clients” and clicking on “Import.” Follow the prompts to complete.

### **If I register on Kaiser Permanente’s EDE site and change my mind, can I go back and enroll through HealthCare.gov?**

Yes, you can stop using Kaiser Permanente’s EDE site and go back to enrolling and servicing clients through HealthCare.gov at any time.

### **Can I cancel an application on Kaiser Permanente’s EDE site?**

No, once an application is submitted through EDE, it can only be canceled through HealthCare.gov. [Find detailed instructions here.](#)

### **Can I terminate a client’s coverage through Kaiser Permanente’s EDE site?**

Yes. Select the client, navigate to the “Plans” section, and click “Cancel plan.” Follow the prompts to cancel the plan.

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## **BROKER COMMISSIONS**

### **Will my commission be the same if I enroll or renew clients on Kaiser Permanente's EDE site versus directly on HealthCare.gov?**

Yes, your commission is the same whether you use Kaiser Permanente's EDE site or HealthCare.gov. Commissions are paid by Kaiser Permanente and there is no change to how much or when you receive commissions, regardless of how your client enrolls.

### **Will HealthSherpa get paid a commission for my enrollments through Kaiser Permanente's EDE site?**

Kaiser Permanente partners with HealthSherpa for the functionality to easily enroll, renew, and make changes for your On-Exchange clients in Georgia, Hawaii, Oregon, and Virginia. HealthSherpa will not receive commission payments for your enrollments, nor will they engage with your clients directly.

## **GETTING HELP**

### **Who do I contact for help with Kaiser Permanente's EDE site?**

Our teams are ready to support you!

To request access to Kaiser Permanente's EDE site or if you're having issues signing in, contact our KPIF EDE Broker Support team at **800-494-6260** or [kpbrokerede@kp.org](mailto:kpbrokerede@kp.org). You'll need to provide your:

- o Email address
- o Phone number
- o National Producer Number (NPN)
- o Agency name

If you have questions about how Kaiser Permanente's EDE site works, check out the resources on [HealthSherpa's Agent Help Center](#) to find answers to commonly asked questions about using the site. You can also contact HealthSherpa at **888-684-1373** or by emailing [agent\\_support@healthsherpa.com](mailto:agent_support@healthsherpa.com).