Enrolling a Member or Family Member

In this video, we'll show you how to enroll a member or family member through account.kp.org.

Before beginning the enrollment process, make sure to have the completed and signed application in hand.

Make sure you're signed into account.kp.org and have clicked Manage Members where you can view your group.

From the group page, the fastest way to begin is clicking Enroll Subscriber and Family in the top right of the screen.

The Enroll Member form opens to the coverage information step.

The menu on the left side of the screen shows your progress during the enrollment process. You can click these links to return to a previous step if needed.

Complete any required fields and click Next.

Fill in Subscriber Information, ensuring the spelling of the name and the date of birth are correct.

If you need to step away during the enrollment, click Save Application in the top right. You'll hear more about this feature later in the video.

Click Next.

In the Family Members step, select whether there are family members to cover under this plan.

Selecting "Yes" allows you to enter family member information.

Use the Add Additional Family Member option if you want to add more members under this subscriber and complete any required fields.

Click Next.

In California and Hawaii, "Arbitration Agreement" will appear as one of the steps. Here you can choose to maintain a signed physical copy of the agreement form or upload a digital copy into account dot kp dot org.

To learn more, check out our Uploading a Member Arbitration Agreement video.

Once you've made your selection, complete any additional steps, then click Next.

In the Review step, check all the information in the coverage, subscriber, and family member sections.

If any information is incorrect, click Edit to make updates.

If everything looks good, click Enroll Members.

The Confirmation screen shows the enrollment application has submitted successfully.

The Confirmation ID given can help you track the submission's status.

Click Done to complete the process.

Viewing Application Status

To view the status of a submitted application, click Transaction History on the Group page.

Here you can enter the Confirmation ID, or member information to search for the application and check its status.

View the *Transaction History* video for more information

Retrieving Saved Applications

Clicking Save Application during the enrollment process will hold an application for 30 days.

To retrieve the application, click the Manage Members drop down, and select Saved Application.

Here you can view your in-progress applications.

Select the application you would like to complete by clicking the subscriber's name and pick up right where you left off.

Adding Family Members After a Subscriber Is Enrolled

You can easily add family members to a subscriber once they're enrolled.

From the Members tab, find the subscriber using the search box.

For larger groups, you can search for members within the specific subgroup or billgroup tab.

Refer to our Finding a Member video for more details.

Using the Actions menu, select Add Family Member.

Follow the steps to add the new member's information.

If you are adding more than one family member, click the link for additional family members at the bottom of the page.

Click Next once you've added all the new family members' information.

Review all the information in the next step.

If everything looks good, click Enroll members.

A confirmation screen will show the family enrollment has been submitted successfully.
You may use the Confirmation ID to track its status.