Transferring a Member Between Subgroups

In this video, we'll show you how to transfer a member to a different subgroup in account.kp.org.

First, make sure you've signed into account.kp.org and have clicked Manage Members where you can view your group.

From the Members tab, use the search box to find the member you want to transfer.

A few things to remember, you can only transfer active members.

Transfers are requested at the subscriber level only.

And any associated family members will be transferred with the subscriber.

Once you have located the member, you can either select Subgroup Transfer from the Actions menu on the far right, or click the subscribers name and then click Subgroup Transfer in the top right of the screen.

A new window will open, and you'll be asked to verify the member's information and confirm this member is the one you want to transfer.

Click Next.

Using the drop-down menu, select the subgroup the member is transferring to and enter the coverage start date.

Click Next.

If you are in California or Hawaii, you will need to have a Membership Arbitration Agreement. For more information, refer to the Uploading A Member Arbitration Agreement video.

Select Maintain Agreement or Upload Agreement as needed.

Read the terms, click the box stating your understanding, and click Transfer.

Read the confirmation screen. You'll see a confirmation ID for the transfer, which you can use to track the status from the Transaction History screen.

For more information, refer to the viewing online Transaction History video.

Click Done.

Once the Member has been moved to their new subgroup, the transaction history status will say completed. Most are completed within 10 to 15 minutes.