



A BETTER WAY to take care of business

## Contacts for California Small Business

### Administrative Support

#### For Employers/Purchasers

##### Client Service Unit (CSU)

Toll Free: 866-752-4737

Fax: 951-549-3436

Email: [CSU.CA@KP.org](mailto:CSU.CA@KP.org)

Hours: 8am – 5pm PST, Mon – Fri

- Access/Claim Issue
- Benefit Inquiries
- COBRA interpretation
- Eligibility Inquiries
- HIPAA Inquiries
- Medicare Benefits/Eligibility/Status
- Schedule A-5500 form/Report requests
- Tax ID Requests

#### For Employees

##### Kaiser Permanente Member Services

- Toll Free: 800-464-4000

### Account Management Team

#### Customer Connection Team

Toll Free: 800-790-4661, option 3

Fax: 800-369-8010

Email: [AMT@kp.org](mailto:AMT@kp.org)

#### Overall responsibility for the Account, to include:

- Account administration
- Contract /Policy Renewals
- Contract Changes
- Introduction of new product and benefits

### Billing and Eligibility

#### California Service Center (CSC)

Phone: 800-790-4661, option 1

Fax: 858-614-3345 (SCAL) / 858-614-3344 (NCAL)

Email: [csc-sd-sba@kp.org](mailto:csc-sd-sba@kp.org) – **FOR FORMS ONLY**

#### Offers Membership Accounting expertise for:

- Billing & Eligibility questions
- Membership Processing Questions (Adds/Terms/Changes)
- Reconciliation questions
- Schedule A-5500 requests

### Online Resources

#### [www.kp.org](http://www.kp.org) (For Members)

- Download forms and publications
- Review information on your account
- Facility locations
- Physician directory
- Order Prescription refills
- Request Routine Appointments
- Email your Doctor

#### [www.businessnet.kp.org](http://www.businessnet.kp.org) (For Employers)

- Manage your Group Account online
- Download Forms and Publications
- Worksite Wellness Information

#### [www.brokernet.kp.org](http://www.brokernet.kp.org) (For Brokers)

- Manage your Client's Account online
- Download your Client's Renewal information
- Download Forms and Publications
- Look up worksite wellness information