



Broker Support Services

KPIF Telephone Support Solutions: 1-844-394-3978

Option 1

Enrollment Status & Membership

- Application, enrollment, plan status
- Billing inquiries
- Current plan & product information
- Member administration requests
- *Evidence of Coverage* & ID cards

Option 2

Compensation: California

- Appointments
- Book of business reconciliation & compensation, transfers, reports
- Commissions
- Broker of record

Option 3

Compensation: CO, GA, HI, NW, MAS

- Appointments
- Book of business reconciliation & compensation, transfers, reports
- Commissions
- Broker of record

Option 4

New Sales

- Plan, benefits, & rates
- Material requests
- Application submission questions
- SMU broker technical support

KPIF Online Self-Service Solutions

Broker Self-Service Website

account.kp.org

- Self-service tools & information
- Includes all lines of business
- Download newest rates & benefits
- Up-to-date forms and applications

Sign Me Up (SMU) – Resources/Tools

kp.org/applyonline

- Register Kaiser Permanente Broker ID
- Generate a quote
- Submit applications online