

New Group Submission Guidelines

To best serve you and your clients' needs, new groups should be submitted complete prior to the first business day of the effective-date month. Late submissions and incomplete or missing information can delay processing for your new groups. Here's what you can do to smooth the way with new group submissions.

Best practices for submitting a new group

- Submit new groups as early as possible, prior to the effective date.
- Use the [most current forms](#) from account.kp.org.
- Use the [forms tool](#) to verify the current version and expiration dates.
- Fully complete the New Group Application (NGA), signed by the group's authorized signer. Be sure to include your Kaiser Permanente Firm ID #.
- Reconcile the DE 9C quarterly wage report if the group has fewer than 10 eligible employees.

Note: We will no longer accept another carrier's bill (starting with the May 1, 2016, effective groups).

- The new Employee Eligibility form is used for employees hired within the last 30 days.
- Payroll submitted in lieu of or as a supplement to a DE 9C must be accompanied by an acceptable explanation (for example, a startup company in business for less than 6 months or new hires not yet appearing on the DE 9C).

There's no need to reconcile a group's DE 9C if:

- The group has 10 or more eligible employees listed on the NGA
- The group's DE 9C and/or payroll report lists 10 or more employees
- You collect 10 or more employee applications or declination forms from the group

Note: If this is a slice group with slice carrier listed on the NGA, then the total number of applications may be less than 10 since we don't collect declination forms for slice groups.

- Provide all employee applications and declinations.
- Check that all documents you submit are current, complete, and easy to read.
- Use the new group enrollment [checklist](#) to confirm you're ready to submit your materials.

Once you've checked these submission guidelines, email your group to kpsubrokernewgroups@kp.org. For assistance, call our New Group Sales Support Team at **800-789-4661, option 2**.

New group submission deadlines

- All NGAs must be submitted by the **first business day** of the effective month; supporting documents must be submitted no later than the **fifth business day** of the effective-date month.
- Groups submitted after the fifth business day of the effective-date month (complete or incomplete) will be automatically pushed to the following effective date.
- A Late Enrollment Letter, signed by the broker and the group's authorized signer, must accompany all groups submitted after the first business day of the effective-date month.