

Small Business Services

Billing and eligibility

California Service Center (8 a.m.–5 p.m. Pacific time [PT])

- Billing questions
 - Copies of bills
 - Nonpayment arrangements
 - Bill reconciliation questions
 - Membership status inquiries
 - Reinstatement
 - Schedule A-5500 form/report request
- Phone:** 1-800-790-4661, **option 1** or call 1-800-731-4661, **option 2**
Email forms to: csc-sd-sba@kp.org
- Enrollment applications
 - Member terminations
 - Account changes
- Fax all other information to: 1-855-355-5334
-

Employer services

Client Services Unit (8:30 a.m.–5 p.m. PT)

- Benefit inquiries
 - COBRA inquiries
 - Contract/eligibility inquiries
 - Enrollment/renewal materials
- Phone:** 1-800-790-4661, **option 2**
Email: csu.ca@kp.org
Fax: 1-800-369-8010
- For online self-service transaction help
Phone: (866) 752-4737
Email: csu.ca@kp.org
-

Employer account administration

Account Management Support Team (7:00 a.m.–5:30 p.m. PT)

- Contact changes
 - Group address change
 - Midyear downgrade inquiries
 - Plan changes
 - Renewal changes
- Phone:** 1-800-790-4661, **option 3**
Email: AMT@kp.org
Fax: 1-800-369-8010
-

Online resources

- | | |
|---|---|
| <p>account.kp.org (for employers)</p> <ul style="list-style-type: none"> • Manage your account online • Download forms and publications • View worksite wellness information • Access facility and doctor locator • Download Summary of Benefits and Coverage (SBCs) | <p>kp.org (for members)</p> <ul style="list-style-type: none"> • Access facility and doctor locator • Download guidebooks • Order prescription refills • Access plan and coverage information • Request routine appointments |
|---|---|
-

Member Service Contact Center

Call **1-800-464-4000** 24 hours a day, 7 days a week (closed holidays). For TTY, call **711**.