

IMPORTANT CONTACT INFORMATION | HAWAII

Get the answers you need



For employers:

Small Group Account Management Team

(For small group inquires – 50 employees or less)

Oahu **808-432-5256**

Neighbor Islands **1-888-352-4737**

Monday through Friday, 8 a.m. to 5 p.m.

- Contact to your account manager or associate account manager
- New hire and open enrollment support
- Marketing brochures and forms
- Contract and benefits questions

Kaiser Permanente Workforce Health

(Workforce health program)

Email: healthworks.hawaii@kp.org

Kaiser Permanente On-the-Job®

(Occupational health services)

Customer Service: **1-888-683-2208**

Email: HI-OHS.KOJ.CUSTSVC@kp.org

Group Medicare and Retiree Inquiries

808-432-4645

Email: HI.Medicare-Sales@kp.org

- Retiree benefit questions
- Medicare-eligibility criteria
- Enrolling Medicare-eligible employees or retirees
- Request education sessions and group support

Membership Administration

Kaiser Permanente Consolidated Service Center

1-866-868-7220

Monday through Friday,

10:15 a.m. to 7 p.m. Mountain time

- Billing inquires or questions
- Membership status changes
- Eligibility

Fax: **1-866-311-5974**

(Attention: Hawaii Membership)

Email: CSC-DEN-ROC-Group@kp.org

Mail correspondence only:

Kaiser Permanente
Membership Administration
P.O. Box 203011
Denver, CO 80220-9011

Mail payments to:

Kaiser Permanente
P.O. Box 29080
Honolulu, HI 96820-1480

Online Account Services

- Register and manage your account directly on account.kp.org
- Convenient, easy-to-use online tools
- Log on 24 hours a day, 7 days a week

For technical questions about your online account services, call **1-866-575-3562**.

Information may have changed since publication.

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For members:

Member Services

1-800-966-5955

711 TTY hearing/speech impaired
Monday through Friday, 8 a.m. to 5 p.m.
Saturday, 8 a.m. to noon

- Benefits and coverage, including claims, the dispute resolution process, adding or deleting dependents, and getting copies of your health care coverage terms
- How to make an appointment
- How to choose a doctor
- Copayments and billing
- Enrollment and eligibility
- ID cards, including replacing lost or stolen cards
- Name or address changes
- Services, including health education classes and support groups

Added Choice helpline

Oahu **808-432-5340**

Neighbor islands **1-888-597-5340**
Monday through Friday, 8 a.m. to 4:30 p.m.

Added Choice helpline

1-800-238-5742

- Press 1 for claims
(Monday through Friday, 4 a.m. to 3 p.m.)
- Press 2 for precertification
(24 hours a day, 7 days a week)
- Press 3 for customer service
(Monday through Friday, 8 a.m. to 5 p.m.;
Saturday, 8 a.m. to noon)

Where to file claims

Kaiser Permanente Added Choice:

P.O. Box 261205
Plano, TX 75026-1205

All other plans:

Kaiser Foundation Health Plan, Inc.
Attn: National Claims – Hawaii Region
P O Box 378021
Denver, CO 80237

Online resources – kp.org

- Locate facilities and physicians
- Member guides and forms
- Order prescription refills
- Plan and coverage information
- Request routine appointments

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