

CALIFORNIA

Help Center tour

The Help Center has all the essential information to quickly and easily guide you through the enrollment process. You'll also find contact information if you have questions or need technical support. To reach the Help Center at any time during a transaction, click the link at the top right of your screen.



Eligibility Information

Ensure your new group qualifies for coverage. Find all the basics you need to get started.

- Eligibility
 - Ineligibility
 - Re-Enrollment and Reinstatement
 - General Rules and Requirements
- [Learn More](#)

Plan and Benefit Options

Learn more about what's available to you, including chiropractic/acupuncture, infertility, dental, and vision.

- Chiropractic/acupuncture
 - Infertility
 - Family dental plans
 - Child dental
- [Learn More](#)

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Rating and Policy Information

Read about the rating factors for metal plans and grandfathered (nonmetal) plans, along with information on offering multiple plan options and key rules on PPO plans.

- General Rating Information
- Multiple Plan Options (MPO)
- PPO

[Learn More](#)

Contact Us

Refer to this section if you need to call or email us about technical issues, new group inquiries, billing, membership, and more.

For technical issues:

(866) 752-4737

OR email csu.ca@kp.org

For general underwriting questions,

Employers: (800) 730-4661

Brokers: (800) 789-4661, option 5

Existing Groups: (800) 790-4661

- Option 1 - Billing and membership inquiries
- Option 2 - Administrative support, forms, contract inquiries and employer collateral
- Option 3 - Renewal/Contract amendments OR email: amt@kp.org
- Broker compensation: (800) 440-2323

Documents for Successful Enrollment

Find out exactly what you need with the New Group Enrollment Checklist and the New Small Group Eligibility Guide. Essential forms for new customer setup are also included to help simplify your enrollment process.

Simplify your enrollment process by using the following

- New Group Enrollment Checklist
- New Small Group Eligibility Guide
- Employee application
- Electronic Check form
- Declination of Coverage
- Employer Attestation Declination of Coverage
- Owner/Officer eligibility

Quick Links

Access Small Business guidelines, valuable resource tools, training videos, and essential links to help you along the way.

- Small Business Guidelines
- Broker Resource Tools
- Employer Resource Tools
- account.kp.org
- kp.org/smallbusinessrenewals/ca
- SBCs
- Employee/Dependent Change Form
- amt@kp.org

HDHP or HRA plans - if you would like Kaiser Permanente to administer your health payment account, contact your Small Business Services Customer Connection team at (800)790-4661, as additional documents are required, and administration fees will apply