

Broker Quick Reference Guide: Small Business Resources



Thank you for representing Kaiser Permanente. We appreciate your partnership.

To help you better serve your clients—and our new group, here are a few key resources and suggested next steps.

Questions? Print these contacts and keep them handy.

We're here to help. Please use the following contacts when you need support.

Contact	For help with ...
Consolidated Service Center • 303-306-2727, option 1 • csc-den-roc-group@kp.org	<ul style="list-style-type: none"> • Group billing/invoicing and payment questions • Group eligibility updates (adds/terminations)
Client Service Unit • 303-306-2727, option 2 • co.kp.csu@kp.org	<ul style="list-style-type: none"> • Benefits and eligibility • Service resolution/escalated issues • Employer-initiated member concerns
Small Business Unit • 303-306-2727, option 5 • co-sbu-sales-new@kp.org	<ul style="list-style-type: none"> • Contract questions • Brochures and forms • New employee packets • Group cancellations • New sales and renewal questions
Broker Shared Service Center • 303-306-2727, option 6 • co-brokercomp@kp.org	<ul style="list-style-type: none"> • Licensing and appointments (updates/changes) • Commission questions/concerns

Take advantage of resources to help you sell.

Get to know us better – and use tools to help grow your business. Visit and bookmark these sites.

Better Way Website (kp.org/choosebetter):

- Learn more about what makes Kaiser Permanente unique.

Kaiser Permanente Share Site (share.kp.org):

- Stay up-to-date on Kaiser Permanente news, or find share-worthy stories and videos to help demonstrate the value of our unique care model.



Access easier administration for you and your groups at account.kp.org.

Account.kp.org provides you and your groups access to our many time-saving tools to manage eligibility and employee information, check enrollment status of employees, order ID cards, view and pay bills online, and more.

1. Register for an account for secure access to manage your book of business:

- Visit account.kp.org and select "Welcome Brokers," then choose "Register for an account," and follow the prompts
- Find plan information, forms, open enrollment and sales materials
- Reference our Underwriting Guidelines for new group underwriting questions
- Have visibility into all of your groups

2. Ask your groups to set up their accounts:

- Have groups visit account.kp.org and select "Welcome Employers," then choose "Register for an account," and follow the prompts
- Once they set up their account, they can grant you access as a third-party administrator and you will be able to manage your groups, add members, and more



Check out the [Group Administrator's Manual](#).

Designed to help you/your employer group administer the contract with Kaiser Permanente. It's full of information and insights.