

## 2. Key Contacts

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### 2.1 HAWAII REGION KEY CONTACTS

<b>Appeals</b>	Phone: 808-432-7535 Fax: 808-432-5667 Email: <a href="mailto:KPHawaii.Appeals@kp.org">KPHawaii.Appeals@kp.org</a>	Monday–Friday, 8 a.m.–5 p.m.
<b>Authorization and Referrals</b>	Phone: 808-432-5687 Fax: 808-432-5691 or 808-432-5667	Monday–Friday, 8 a.m.–4:30 p.m.
<b>Member Services</b>	Oahu: 808-432-5955 Neighbor Islands: 1-800-966-5955 Fax: 808-432-5300	Monday–Friday, 8 a.m.–5 p.m. Saturday 8 am – 12 pm
<b>Claims Customer Service</b>	Phone: 1-877-875-3805	Monday–Friday, 8 a.m.–4:30 p.m.
<b>Durable Medical Equipment</b>	Phone: 808-432-5692 Fax: 808-432-5689 or 808-432-5691 Email: <a href="mailto:Hi-DME@kp.org">Hi-DME@kp.org</a>	Monday–Friday, 8 a.m.–4:30 p.m.
<b>Emergency Hotline</b>	Phone: 808-432-7038	24 hours
<b>Kauai, Lanai, and Molokai</b>	Call 808-286-4360 for questions regarding nonurgent care delivery and operational processes. For claims, referrals, or contract questions, refer to contact numbers above.	Monday–Friday, 8 a.m.–5 p.m.
<b>Transfer Coordinators</b>	Phone: 808-432-7252 After 4:30 p.m.: 808-432-7250 Fax: 808-432-7251	Daily, 8 a.m.–4:30 p.m., except holidays
<b>Emergency Transfers – MD Call Center</b>	Phone: 808-643-6363	24 hours a day, 7 days a week
<b>Visiting Members</b>	Contact respective area listed as 1-800# on back of Member’s Kaiser Permanente card.	See Section 7 for additional details.

### 2.2 PROVIDER CONTRACTING

Department	Area of Interest	Contact Information
HPMG Contracting	Physician (MD, DO) Optometrist (OD) Midwife (CNM) Podiatrist (DPM) Physician Assistant (PA-C) Oral Surgeon (DDS-DMD)	Monday–Friday, 8 a.m.–4:30 p.m. 808-432-5897

Department	Area of Interest	Contact Information
Health Plan Provider Contracting	Facilities (Hospital, SNF, Hospice) Behavioral Health Provider (PhD, PsyD, LCSW) Non-Physician Professional (AU, PT, OT, ST)	Monday–Friday, 8 a.m.–4:30 p.m. 808-432-5658

## 2.3 LISTING OF KP CLINICS (Click on link for location, services and details)

### OAHU

- [Behavioral Health Services - Ala Moana](#)
- [Hawaii Kai Clinic](#)
- [Honolulu Medical Office](#)
- [Kahuku Clinic](#)
- [Kailua Clinic](#)
- [Kapolei Clinic](#)
- [Koolau Medical Office](#)
- [Mapunapuna Medical Office](#)
- [Moanalua Medical Center](#)
- [Nanaikeola Clinic](#)
- [Waipio Medical Office](#)

### MAUI

- [Kihei Clinic](#)
- [Lahaina Clinic](#)
- [Maui Lani Elua Clinic](#)
- [Maui Lani Medical Office](#)
- [Wailuku Medical Office](#)

### HAWAII ISLAND

- [Hilo Clinic](#)
- [Kona Medical Office](#)
- [Waimea Clinic](#)

### KAUAI

- [Lihue Clinic](#)

## 2.4 MEMBER SERVICES INTERACTIVE VOICE RESPONSE SYSTEM (IVR)

KP Member Services IVR can assist you with a variety of questions. Call **1-800-464-4000** to use this service. Please have the following information available to provide authentication when you call into the system:

- Provider tax ID or national provider identifier (NPI)
- Medical record number
- Member's date of birth
- Date of service for claim in question

## 2.5 COMMUNITY PROVIDER PORTAL

Website with useful Provider information: [providers.kp.org/hi](http://providers.kp.org/hi)

# Provider Self Service Tools



**Contracted Providers**



**All Providers**

**You are eligible to access Online Affiliate!**

Clinicians holding a valid license to practice should register for **clinical** access, while non-clinical staff such as the billing department should apply for **administrative** access.

**Registering for this tool allows you to view your patients'...**

- Claim details and status
- Benefits & Eligibility
- Referrals\*\*
- Medical records\*\*

\*\*For clinical users only

Visit your Community Provider Portal Site (CPP) to learn more!  
[providers.kp.org](http://providers.kp.org)

**Go paperless and submit Claims Electronically with EDI and see the benefits!**

- Don't worry about postal delays
- Submit claims anytime – 24/7
- Avoid calling for status by checking claim status online

**Electronic Remittance Advice (ERA)** is offered when you submit electronically, allowing you to post payments automatically!

Providers seeking to register or manage account changes for **EFT** and **ERA** will need to use the [Council for Affordable Health Care \(CAQH\)](#) Enrollment tool.

For EDI, EFT, or ERA questions email [EDISupport@kp.org](mailto:EDISupport@kp.org)

**If you're in the process of gaining access to Online Affiliate, you can still view claim status online!**

Simply go to the CPP site, [providers.kp.org](http://providers.kp.org) select your region, and click the "view claim status as a guest user".

For questions and more information, please contact the  
**Provider Self Service Strategy Team**  
 E-mail: [KP-HI-OnlineAffiliate@kp.org](mailto:KP-HI-OnlineAffiliate@kp.org) or [EDISupport@kp.org](mailto:EDISupport@kp.org)  
 Visit your CPP site for more information: [providers.kp.org](http://providers.kp.org)