

2. Key Contacts

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2.1 HAWAII REGION KEY CONTACTS

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|---|--|---|
| Appeals | Phone: 808-432-7535 Fax: 808-432-5667 Email: KPHawaii.Appeals@kp.org | Monday–Friday, 8 a.m.–5 p.m. |
| Authorization and Referrals | Phone: 808-432-5687 Fax: 808-432-5691 or 808-432-5667 | Monday–Friday, 8 a.m.–4:30 p.m. |
| Member Services | 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 |
| Claims Customer Service | Phone: 1-877-875-3805 | Monday–Friday, 8 a.m.–4:30 p.m. |
| Durable Medical Equipment | Phone: 808-432-5692 Fax: 808-432-5689 or 808-432-5691 Email: Hi-DME@kp.org | Monday–Friday, 8 a.m.–4:30 p.m. |
| Emergency Hotline | Phone: 808-432-7038 | 24 hours |
| Kauai, Lanai, and Molokai | 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. |
| Transfer Coordinators | 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 |
| Emergency Transfers – MD Call Center | Phone: 808-643-6363 | 24 hours a day, 7 days a week |
| Visiting Members | 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

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

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

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 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 or EDISupport@kp.org
 Visit your CPP site for more information: providers.kp.org