

Kaiser Foundation Health Plan, Inc.

Southern California Region

MEMBER SERVICE CALL CENTER

AUTOMATED TELEPHONE SYSTEM

Please utilize our Automated Telephone system (1-888-576-6789) for Eligibility, Effective Dates, Benefits, and Member Claim/Billing inquiries.

1. The automated service is available 24 hours a day, seven days a week.
2. You can check eligibility and benefits for an unlimited number of members in one call, per tax ID.

You will need:

- Tax ID Number
- Member's Patient Medical Record Number (or last 4-digits of Social Security Number)
- Member patient's date of birth
- Member patient's zip code

The IVR is a Voice Response System

- Thank you for calling the Kaiser Permanente Member Service Contact Center. If you are reporting an admission to a non-Kaiser Permanente hospital or emergency room, please call 1-800-225-8883 to ensure processing of the claim. For quality of service, we may record or monitor your call.



- Please say or enter your TAX ID or NPI.



- Please say or enter the member's health record number one digit at a time, or the last four digits of the social security number. **(I heard XXXXXXXX is that right? Yes (Option 1) No (Option 2) or Voice Response)**



- Just a moment. Please say or enter the member's zip code, one digit at a time. **(I heard XXXXX is that right? Yes (Option 1) No (Option 2) or Voice Response)**



- Do you want eligibility (1), benefits (2), or claims (3) or deductible status (4)?



- Disclosure: Please note the member must receive services from Kaiser Permanente or a Kaiser Permanente contracted facility. The information provided is not a guarantee of payment or eligibility as there are times the membership eligibility could be terminated retroactively at the employer request or for non-payment of premium. The subscriber's summary of benefit and coverage contains a full list of benefits and plan details.



- ELIGIBILITY: Eligibility for Medical or Chiropractic services?



- BENEFITS: Which benefits would you like information about? primary care physician visit, prescription, urgent and emergency care, inpatient hospital, lab and x-ray, optical, outpatient behavioral health, deductible status or say other benefits.



- CLAIMS: Benefits, eligibility and claims status inquiry can be obtained online and through this IVR. Please visit www.providers.kp.org. Follow links to Online Affiliate to register for access. Kaiser Permanente supports electronic submission of claims. Please contact EDI support at EDISupport@kp.org for more information. Which would you like? Claims status, ambulance billing address or claims mailing address?