

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. As a reminder, benefits, eligibility and claim status inquiries can be obtained online using our self-service tool. Please visit www.providers.kp.org. Follow links to Online Affiliate for Registration instructions.

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 or NPI.

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: Kaiser Permanente supports electronic submission of claims. Please contact EDI support at EDISupport@kp.org for more information.