

Small Business Services

Monday–Friday, 8:30 a.m.–5 p.m. (PST)

Billing and Eligibility

California Service Center

- Billing questions
 - copies of bills
 - non-payment arrangements
 - bill reconciliation questions
- Membership status inquiries
- Reinstatement
- Schedule A-5500 form/report request

Phone: 1-800-790-4661, **option 1**

E-mail forms to: csc-sd-sba@kp.org

- enrollment applications
- member terminations
- account changes

Fax all other information to:

1-858-614-3345 (Southern California)

1-858-614-3344 (Northern California)

Employer/Broker Services

Client Services Unit

- Benefit inquiries
- BrokerNet inquiries
- COBRA inquiries
- Contract/eligibility inquiries
- Enrollment/renewal materials

Phone: 1-800-790-4661, **option 2**

E-mail: csu.ca@kp.org

Fax: 1-800-369-8010

Employer/Broker Account Administration

Customer Connection Team

- Broker of record change
- Contact changes
- Group address change
- Mid-year downgrade inquiries
- Plan changes
- Renewal changes

Phone: 1-800-790-4661, **option 3**

E-mail: AMT@kp.org

Fax: 1-800-369-8010

Online Resources

businessnet.kp.org (for employers)

- Manage your account online
- Download forms and publications
- View worksite wellness information
- Download summary of benefits and coverage (SBCs)

brokernet.kp.org (for brokers)

- Manage your client's account online
- Download your client's renewal information
- Download forms and publications
- Download summary of benefits and coverage (SBCs)
- View worksite wellness information
- View commission

kp.org (for members)

- Access facility and physician locator
- Download guidebooks
- Order prescription refills
- Access plan and coverage information
- Request routine appointments

kplitorders.com (for brokers)

- Order enrollment kits
 - Order marketing materials
 - Order SBCs
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Member Service Contact Center

1-800-464-4000