



# Broker Support Services

KPIF Telephone Support Solutions: 1-844-394-3978

## Option 1

### Enrollment Status & Membership

- Application, enrollment, plan status
- Billing inquiries
- Current plan & product information
- Member administration requests
- *Evidence of Coverage* & ID cards

## Option 2

### Compensation: California

- Appointments
- Book of business reconciliation & compensation, transfers, reports
- Commissions
- Broker of record

## Option 3

### Compensation: CO, GA, HI, NW, MAS

- Appointments
- Book of business reconciliation & compensation, transfers, reports
- Commissions
- Broker of record

## Option 4

### New Sales

- Plan, benefits, & rates
- Material requests
- Application submission
- SMU broker technical support

## KPIF Online Self-Service Solutions

### Broker Self-Service Website

[account.kp.org](http://account.kp.org)

- Self-service tools & information
- Includes all lines of business
- Download newest rates & benefits
- Up-to-date forms and applications

### KPIF Sign Me Up – Resources/Tools

[kp.org/applyonline](http://kp.org/applyonline)

- Register Kaiser Permanente Broker ID
- Generate a quote
- Submit applications online