

Your Kaiser Permanente individual and family plans team



NATIONAL BROKER SUPPORT SERVICES

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

Option 1: Enrollment Status and Membership

- Application, enrollment, plan status
- Billing inquiries
- Current plan and product information
- Member administration requests
- Evidence of Coverage and ID card

*Option 2 is for CA compensation services.

Option 3: Northwest Compensation

- Appointments
- Book of business reconciliation and compensation, transfers, reports
- Commission
- Broker of record

Option 4: New Sales

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

For more information, email us at kpif@kp.org.

SELF-SERVICE SOLUTIONS

Broker Self-Service Website: account.kp.org

- Tools and information
- Includes all lines of businesses
- Newest rates and benefits
- Up-to-date forms and applications

KPIF Sign Me Up – Resources and Tools: kp.org/applyonline

- Generate a quote
- Submit applications online

Special Enrollment Periods: kp.org/specialenrollment

- Up-to-date SEP timelines
- Documentation rules

Formulary Information: kp.org/formulary

Kaiser Permanente Member Services: **1-800-813-2000**

REGIONAL BROKER SUPPORT TEAM

Contact for:

- Oregon and Southwest Washington renewals
- Strategic planning and development
- Escalated member enrollment issues
- Escalated member billing issues
- Complex sales questions
- Complex member benefit questions

TERRITORY MANAGER



Heather Williams Senior KPIF Territory Manager

Phone: 503-813-4216
Cell: 971-235-8936
Fax: 503-813-2821
Email: heather.j.williams@kp.org

ACCOUNT MANAGER



Melissa Hand KPIF Account Manager

Phone: 503-813-3545
Cell: 503-457-6766
Fax: 503-813-2821
Email: melissa.m.hand@kp.org

