EMPLOYER NEWS | CALIFORNIA

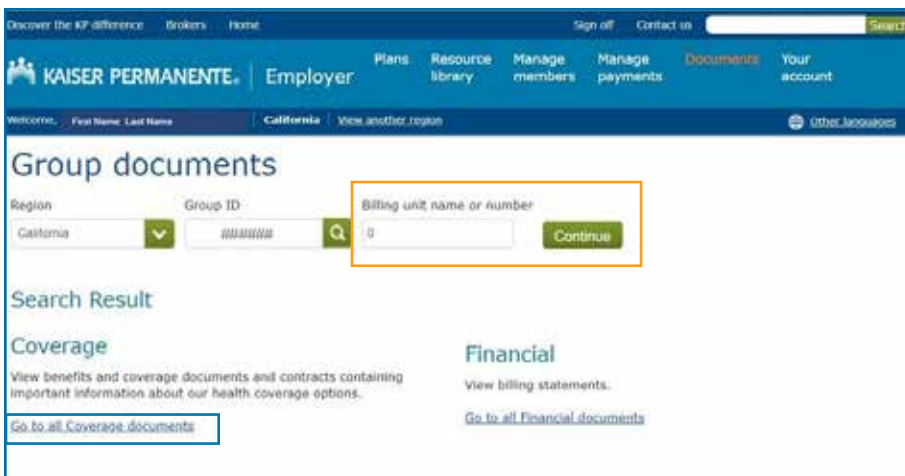# Save time, view your contracts online
Access your contracts 24/7 on account.kp.org

With account.kp.org, you can view your current and past contracts online anytime — just follow these 4 quick steps.
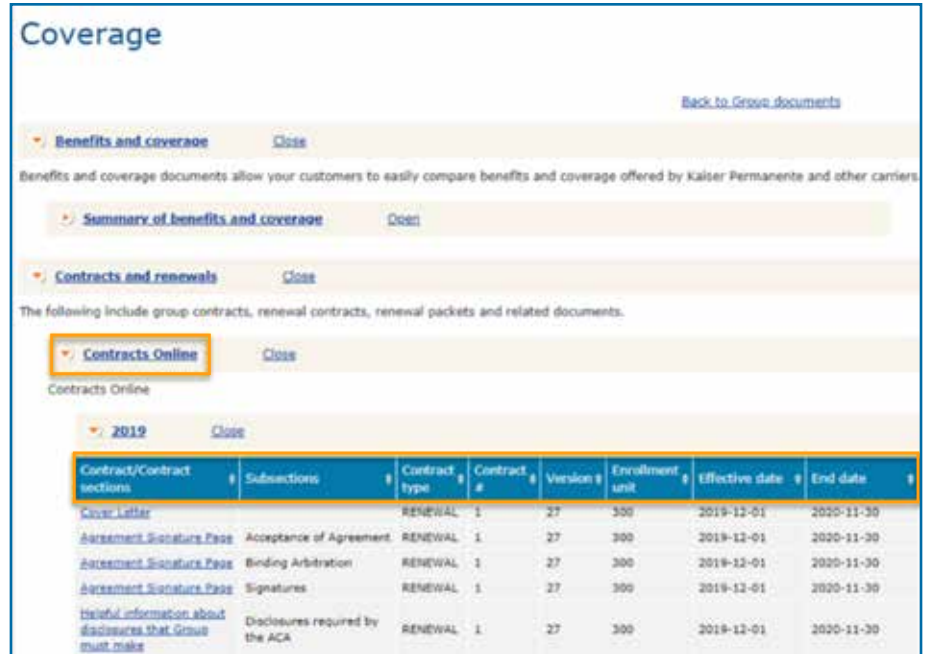
To view your contract

1. Sign in to account.kp.org and click "Documents." If you're not already registered, sign up at account.kp.org to start managing your account online.

2. Select **one** billing unit associated with the contract you want to access and click "Continue," then select "Go to all Coverage documents." The contracts are available under the "Contracts and Renewals" dropdown.

Quick tip: Your active contract is typically associated with the lowest numbered billing unit. If you have over 8,000 records, a date range filter will appear to narrow down your search.

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3. Select "Contracts Online." Your contract will be listed under the selected year dropdown. You can sort by column header to quickly identify the contract you want to view online.

4. A PDF of your contract will open in a new window. You can search the document, save it to your computer, or print a hard copy.

Quick tip: You need Adobe Reader installed on your computer to view your contracts. Download the latest version for free from get.adobe.com/reader or follow the onscreen link.

For technical support

For help accessing your contracts online — including assistance on how to sign in or retrieve sign-in information — contact the Web Support Team at **CSC-SD-CAS-Web-Support@kp.org** or call toll-free **866-575-3562.**

In addition to viewing your contracts, you can order member ID cards, pay your bills, and much more. Get started today by signing in to account.kp.org.

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Frequently asked questions

Q: Why am I getting an error message when I try to sign in?

A: To use account.kp.org, you may need to adjust your computer settings. Make sure cookies are enabled and that you're using a compatible browser.

Windows 10	Microsoft Internet Explorer 11.x, Edge, Mozilla Firefox, Google Chrome
Windows 7	Microsoft Internet Explorer 11.x, Mozilla Firefox, Google Chrome
Mac OS 10.14	Apple Safari 12.x, Mozilla Firefox, Google Chrome
iPad iOS 12	Apple Safari 12.x
Mobile operating systems	Apple iOS 12.x, Android 7.x, Android 8.x
Mobile browsers	Chrome, Safari 12.x, Samsung

Q: I'm signed in but don't see my contracts. What do I do?

A: For help accessing your contract online, please call us at **866-575-3562.** Or to get a copy of a contract that's not online:
- For large group, please contact your Kaiser Permanente account manager.
- For small group, please contact the Client Services Unit at **800-790-4661,** option 2.

Q: How do I select my preference to only receive contracts online?

A: If you're a large group administrator, please reach out to your account manager. For small groups, please contact the Client Services Unit at **800-790-4661,** option 2.

Q: If I elect to receive my contracts online, how do I know when my contract is available to view online?

A: You'll receive a letter informing you your contract is available to view online.

Q: How can I learn more about the features on **account.kp.org?**

A: By visiting **kp.org/manageyouraccount/ca**, you can access a range of resources to help you manage your member enrollments and administer your account online.

Need help?

For more information about your online contracts, please contact your broker or account manager.

The information in this flyer was accurate at the time of production. From time to time, new information becomes available. Please contact your Kaiser Permanente representative for the most current information.

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