

**We are here to partner with you. I am pleased to be your primary contact for**

- Group policy changes and renewals
- Group eligibility and underwriting
- New products and benefit designs
- Account planning and collaboration
- Group meetings

**Contact our Account Management Support Team for:**

- Backup support if I am not available
- Ad hoc group literature requests
- Agent of record changes

**Submit Renewal and Eligibility Certification forms to [small.group.respond@kp.org](mailto:small.group.respond@kp.org)**

- Renewal Decision Forms, 2-in-1 or 3-in-1 Employee Benefit Designation Forms, or Enrollment Forms pertaining to the renewal

**Our goal is to respond to you quickly and completely.** To speak with a manager, contact Kristin Cook, Manager, SBG Account Management. Phone: 503-867-1886. Email: [Kristin.D.Cook@kp.org](mailto:Kristin.D.Cook@kp.org)

**Support for escalated concerns**

- Unresolved enrollment, billing, contractual discrepancies, and more
- Benefit and claim payment concerns
- Member access to care concerns
- 5500 reports
- Request a copy of the group contract, *Evidence of Coverage*, or group premium bill

The **Employer Broker Services (EBS)** team helps our employer and broker community resolve escalated service issues often escalated to this team when not originally solved through our standard Kaiser Permanente channels

**Enrollment/disenrollment and reports**

- Membership enrollments and changes
- Eligibility/Premium Discrepancy reports
- Errors in enrollment and disenrollment

**Member services**

- Select a primary care provider
- Access services/get started
- Ask benefit questions
- File a claim/understand bills
- Question or appeal a company decision
- Update address/order a replacement ID card

**Online self-service account maintenance and resources**

- View and pay your premium bill
- Add or remove employees and dependents
- Access forms and enrollment materials
- Request member ID cards



**Mary Pierce**  
Senior Account Manager

Phone: 503-490-1611  
Email: [Mary.J.Pierce@kp.org](mailto:Mary.J.Pierce@kp.org)

**Account Management Support Team:**

**Amanda Dion-Watson, Associate Account Manager**

Phone: 503-813-2373  
Email: [Amanda.T.Dion-Watson@kp.org](mailto:Amanda.T.Dion-Watson@kp.org)

Main line: 503-813-2630, option 3  
Email: [small.group.respond@kp.org](mailto:small.group.respond@kp.org)  
Fax: 1-877-237-5548

Address: 500 NE Multnomah St. Portland, OR 97232

**Employer and Broker Services (EBS) Team**

Phone: 503-813-3613; 1-866-246-3613 (toll free)  
Fax: 503-813-3109  
Email: [nw.kp.ebs@kp.org](mailto:nw.kp.ebs@kp.org)

Hours: Monday through Friday, 8 a.m. to 5 p.m.

**Consolidated Service Center (CSC)**

Kaiser Permanente Membership Administration  
PO Box 203012  
Denver, CO 80220-9012

Phone: 1-866-868-7220  
Fax: 1-866-311-5974  
Email: [CSC-DEN-ROC-Group@kp.org](mailto:CSC-DEN-ROC-Group@kp.org)

Hours: Monday through Friday, 8 a.m. to 5 p.m.

Website: [kp.org/nw](http://kp.org/nw)

Phone: 503-813-2000; 1-800-813-2000 (toll free)  
Email: Log on to [kp.org](http://kp.org)

Hours: Monday through Friday, 8 a.m. to 6 p.m.

For brokers/consultants: [account.kp.org](http://account.kp.org)  
For employers: [account.kp.org](http://account.kp.org)

Web Support Team ([account.kp.org](http://account.kp.org)):  
1-866-575-3562