

## Important Contact Information for FMO Support Staff, Brokers & Kaiser Permanente Medicare Members in Hawaii

Please keep the contact information below at your fingertips and refer to it when you get questions from your brokers. There are a variety of resources that are just a call or click away.

Important Kaiser Permanente Contact Information			
Contact	Number(s) / Contact Info.	For Questions About	Hours of Operation
<b>FMO Support</b> <ul style="list-style-type: none"> <li>Commissions</li> <li>Escalations</li> </ul>	Contact your FMO Curtis Yee Premier Benefit Consultants <b>808-738-4500</b> (office) <a href="mailto:curtis@pbchawaii.com">curtis@pbchawaii.com</a>	<ul style="list-style-type: none"> <li>Systemic, operational, or administrative issues</li> <li>Commissions and overrides</li> <li>Licensing &amp; appointment</li> <li>Escalations</li> </ul>	Dependent on FMO
<b>Kaiser Permanente Medicare Broker Service Support</b>	Reach out to FMO Contact first  Email: <a href="mailto:HI-MedicareBrokerSupport@kp.org">HI-MedicareBrokerSupport@kp.org</a>	<ul style="list-style-type: none"> <li>Regional Value Prop training</li> <li>Products</li> <li>Billing</li> <li>Sales</li> <li>Systemic operational or administrative issues</li> <li>Agent of record and book of business</li> <li>Sunfire issues, tech support for enrollment</li> </ul>	Monday through Friday 8:30 a.m. to 5 p.m. HST
<b>Broker or Client website for checking on Application/ Enrollment Status</b>	<a href="https://medicareselfservice.kp.org/home">https://medicareselfservice.kp.org/home</a>	<ul style="list-style-type: none"> <li>Has the application been accepted?</li> <li>Is the application being processed?</li> <li>What is the enrollment status of the client in the Medicare plan with Kaiser Permanente?</li> </ul>	
<b>Kaiser Permanente Medicare Member Services Contact Center (Medicare MSCC)</b>  <i>If a member needs assistance with or has questions about their health plan or specific benefits, they can speak with one of our Member Service representatives.</i>	<b>1-800-805-2739 (TTY 711)</b>	<ul style="list-style-type: none"> <li>Enrollment status and effective date</li> <li>Eligibility (coverage span, eligible Medicare entitlement)</li> <li>Terminations</li> <li>Benefit clarification</li> <li>Appeals and complaints</li> <li>Obtaining forms</li> <li>Member ID cards</li> <li>Member level demographic changes</li> <li>ANOC and EOC</li> </ul>	7 days a week 8 a.m. to 8 p.m. HST
<b>Medical Advice/Make or Cancel Appointments</b>	<b>808-432-2000 (TTY 711)</b>	<ul style="list-style-type: none"> <li>Medical advice</li> <li>Make appointments</li> <li>Cancel appointment</li> </ul>	24 hours a day, 7 days a week

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Current member wanting to add Advantage Plus Optional Supplemental Benefits	1-855-244-8817 (TTY 711) <a href="https://kp.org/advantageplus">kp.org/advantageplus</a>	<ul style="list-style-type: none"> <li>To add Advantage Plus within 30 days of Basic or Enhanced plan original effective date, or between October 15 and March 31.</li> </ul>	7 days a week 8 a.m. to 8 p.m. HST
New Member Pharmacy Consult	808-643-5744 (TTY 711)	<ul style="list-style-type: none"> <li>Refills, assistance with mail order, medication questions, clinical assistance, transfer prescriptions</li> </ul>	Monday through Friday  9 a.m. to 5 p.m. HST (except Holidays)
Prescription Refills	808-432-7979	<ul style="list-style-type: none"> <li>Refill a prescription</li> </ul>	24 hours a day, 7 days a week
Member Away from Home Travel Line	951-268-3900 (TTY 711) Long-distance charges may apply and collect calls will not be accepted. <a href="https://kp.org/travel">kp.org/travel</a>	<ul style="list-style-type: none"> <li>Understand what services are covered</li> <li>Helpful resources to help plan for your trip</li> <li>Claim forms in case the member has to file a claim for reimbursement after their trip</li> </ul>	Anytime, anywhere. (Closed major holidays)
Medical Financial Assistance Program	808-432-7940 or TTY 1-800-255-0056 <b><u>Medical Financial Assistance Program   Kaiser Permanente</u></b>  <a href="https://kp.org/mfa">kp.org/mfa</a>	<ul style="list-style-type: none"> <li>Request program information</li> <li>Request application</li> <li>General questions about program and qualifications</li> </ul>	Monday through Friday 8:30 a.m. to 5 p.m. HST
See next page for External Contact Information			

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External Contact Information			
<b>Medicare</b>	<b>1-800-MEDICARE (1-800-633-4227)</b> or TTY <b>1-877-486-2048</b>	<ul style="list-style-type: none"> <li>• Billing -Part B</li> <li>• Low-income subsidy (LIS)</li> <li>• Late enrollment penalty</li> <li>• Claims</li> <li>• Medical records</li> <li>• Expenses</li> </ul>	24 hours a day, 7 days a week
<b>Social Security</b>	<b>1-800-772-1213</b> or TTY <b>1-800-325-0778</b>	<ul style="list-style-type: none"> <li>• Contact Social Security to request a replacement Medicare card</li> <li>• Ask for a form SSA-1020 to apply for help with Medicare prescription drug costs</li> </ul>	Monday through Friday  7 a.m. to 7 p.m. EST  1 a.m. to 7 p.m. HST
<b>Silver&amp;Fit (Kaiser Permanente members)</b>	<b>1-800-805-2739 (TTY 711)</b> Register at <a href="https://silverandfit.com">silverandfit.com</a>	<ul style="list-style-type: none"> <li>• Kaiser Permanente members accessing fitness locations</li> <li>• Membership questions/issues</li> </ul>	Monday through Friday 8 a.m. to 8 p.m. HST
<b>Hawaii Dental Service</b>	<b>808-529-9248</b> <b>1-844-379-4325</b> <a href="https://hawaiidentalsservice.com">hawaiidentalsservice.com</a>	<ul style="list-style-type: none"> <li>• Member services</li> <li>• Benefits questions</li> <li>• Dental Provider assistance</li> </ul>	Monday through Friday 7:30 a.m. to 4:30 p.m. HST
<b>ASHN – Routine Chiropractic Care or Acupuncture</b>	American Specialty Health ASH Customer Service <b>1-800-678-9133</b> TTY <b>1-877-710-2746</b>	<ul style="list-style-type: none"> <li>• Provider Directory Assistance</li> </ul>	Monday through Friday 5 a.m. to 8 p.m. PST  2 a.m.- 5 p.m. HST
<b>My Advocate</b>	<b>1-855-368-9644</b> <a href="https://kp.myadvocatehelps.com">kp.myadvocatehelps.com</a>	<ul style="list-style-type: none"> <li>• Advocacy for qualifying for various resources/programs (i.e., Medicaid, LIS, etc.)</li> </ul>	Monday through Friday 9 a.m. to 6 p.m. EST  3 a.m. to 12 p.m. HST