

Northwest Region (Oregon/SW Washington)

Important Contact Information for FMO Support Staff, Brokers & KP Medicare Members

Please keep the contact information below at your fingertips and refer to it when you or the KP Medicare members you helped enroll have a question. There are a variety of resources that are just a call or click away.

Important KP Contact			
Contact	Number (s) / Contact Info.	For Questions About	Hours of Operation
FMO Support	Contact your FMO	<ul style="list-style-type: none"> • Systemic, operational, or administrative issues • Commissions and overrides • Licensing & appointment • Escalations • MedicareCenter Issues 	Dependent on FMO
Kaiser Permanente Medicare Broker Service Support	Phone: 971-421-0212 Email: NW-MedicareBrokerSupport@kp.org	<ul style="list-style-type: none"> • Regional Value Prop training • Products • Sales • Client Support • Systemic operational or administrative issues • Agent of record and book of business • SunFire issues, tech support for enrollment 	Monday – Friday 8:30 a.m. – 5 p.m.
Dedicated Broker Site (NO SIGN IN NECESSARY) <i>Bookmark this site</i>	Enrollment Kit & Marketing Materials	<ul style="list-style-type: none"> • Electronic versions of plan information and broker resources. 	
Order KPNW Medicare Plan Kits <i>5 Kits will be sent</i>	Email: NW-MedicareBrokerSupport@kp.org	Provide: Name, NPN Mailing Address (FedEx) Phone number FMO Partner	
Broker or Client website for checking on Application/Enrollment Status	https://medicareselfservice.kp.org/home	<ul style="list-style-type: none"> • Has the application been accepted? • Is the application being processed? • What is the enrollment status of the client in the Medicare plan with Kaiser Permanente? 	
Kaiser Permanente Medicare Member Service Contact Center (Medicare MSCC) <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>	1-877-221-8221 (TTY 711)	<ul style="list-style-type: none"> • Enrollment status and effective date • Eligibility (coverage span, eligible Medicare entitlement) • Terminations • Benefit clarification • Appeals and complaints • Obtaining forms • Member ID cards • Member level demographic changes • ANOC and EOC • Billing 	Monday – Sunday 8 a.m. – 8 p.m.

Medical Advice/Make or Cancel Appointments	1-800-813-2000 or (TTY 711).	<ul style="list-style-type: none"> • Medical advice • Make appointments • Cancel appointment 	<p>Medical advice: 24 hours a day, 7 days a week.</p> <p>Routine and urgent appointments: Monday – Friday, 7 a.m. – 5 p.m.</p>
New Member Welcome Desk and Website	1-888-491-1124 kp.org/newmember	<ul style="list-style-type: none"> • New Member Onboarding (PCP selection, Rx transfers, continuity of care, KP.org registration) 	Monday – Friday 8 a.m. – 5 p.m.
Current member wanting to add Advantage Plus	1-855-244-8817 (TTY 711) kp.org/advantageplus	<ul style="list-style-type: none"> • To add Advantage plus within 30 days of Basic or Enhanced plan original effective date or between October 15 and March 31. 	7 days a week 8 a.m. – 8 p.m.
Mail-Order Pharmacy	800-548-9809	<ul style="list-style-type: none"> • Refill a prescription 	Monday – Friday 8 a.m. – 5:30 p.m.
Member Away from Home Travel Line	951-268-3900 (TTY 711) Long-distance charges may apply and collect calls will not be accepted. kp.org/travel	<ul style="list-style-type: none"> • Understand what services are covered • Helpful resources to help plan for your trip • Claim forms in case the member has to file a claim for reimbursement after their trip 	Anytime, anywhere. (Closed major holidays)
External Contact			
Medicare	1-800-MEDICARE (1-800-633-4227) or TTY 1-877-486-2048	<ul style="list-style-type: none"> • Billing -Part B • Low income subsidy (LIS) • Late enrollment penalty • Claims • Medical records • Expenses 	24 hours a day, 7 days a week
Social Security	1-800-772-1213 or TTY 1-800-325-0778	<ul style="list-style-type: none"> • Contact Social Security to request a replacement Medicare card • Ask for a form SSA-1020 to apply for help with Medicare prescription drug costs 	Monday – Friday 7 a.m. – 7 p.m.
Silver&Fit (for KP members)	1-877-750-2746 (TTY 711) silverandfit.com	<ul style="list-style-type: none"> • KP members accessing fitness locations • Membership questions/issues 	Monday – Friday 5 a.m. – 6 p.m.
Complimentary Healthcare Providers (Alternative Care)	Chpgroup.com	<ul style="list-style-type: none"> • KP Members Self Refer Alternative Care Benefits 	Monday – Friday 8a.m. – 5 p.m.

Electronic enrollment submissions-Sunfire Portals		
Contact	Number(s) / Contact Info.	For Questions About
Electronic enrollment submissions - Sunfire Portals	<p>HealthMarkets: HealthMarkets' Field Support 1-888-731-4447</p> <p>Integrity: MedicareCENTER@integritymarketing.com.</p>	<p>HealthMarkets: You will be given access to quote and sell Kaiser Medicare Advantage via QuoteConnect.</p> <ul style="list-style-type: none"> • Once you log on to QuoteConnect, Click on Dashboard. Next Click on "Build a Proposal" • After you complete the quote and click on APPLY, agents will be automatically redirected to sunfirematrix.com/app/agent/hthmkt • Kaiser Permanente Medicare quoting will be available in QuoteConnect if you have completed all the Ready the to Sell Requirements <p>Integrity: You will be given access to quote and sell Kaiser Medicare Advantage via MedicareLink (Sunfire) in MedicareCENTER.</p> <ul style="list-style-type: none"> • Please note, Kaiser quoting will be available in MedApp (Connecture), however, enrollments must be submitted via MedicareLink (SunFire). • MedicareCENTER: https://www.medicarecenter.com/welcome • Log in is provided by your FMO. If you already have access, then Kaiser Permanente Medicare Advantage plans will be visible once you have completed all your Ready to Sell requirements