KAISER PERMANENTE®

Colorado Kaiser Permanente Individual and Family Plans

Agent/Broker FAQ — Connect for Health Colorado

Thank you for your interest in selling Kaiser Permanente for Individuals and Families (KPIF) plans. We offer a wide range of high-quality plans to meet your client's needs.

Plus, we are here to provide the tools and resources you need to effectively support your clients. We've pulled together some of the basics of working with Kaiser Permanente and selling KPIF plans through Connect for Health Colorado. You can always reach out to us for assistance at any step in the process, and we're happy to help.

HELPFUL KPIF RESOURCES

- **business.kp.org** – Kaiser Permanente's broker and employer website, where you can find plan and product information, applications, rates and benefits, compensation information, your Book of Business and other tools to support you in selling KPIF plans, as well as relevant news and updates.
- **buykp.org** – Kaiser Permanente's online quoting tool where you can compare On and Off-Exchange KPIF plans, see if your client may be subsidy eligible, and get a fast quote.
- **kp.org/specialenrollment** – Find detailed information about Special Enrollment Periods (SEP) and qualifying life events, broken down by state. Get up-to-date forms, supporting documentation requirements, and instructions for submitting proof of a qualifying life event to Kaiser Permanente.

SELLING KPIF PLANS

1. How do I sell KPIF plans through Connect for Health Colorado?

a. **Obtain your license to sell health insurance.** If you're not already licensed in Colorado, you can become a licensed agent through the Colorado Division of Insurance (DOI).

a. **Get appointed to sell Kaiser Permanente plans.** Visit business.kp.org, KP's broker and employer website. Here, you can register for a broker account and apply online for a new KP broker appointment.

   For faster processing, make sure the information you provide on the broker appointment form is an exact match to the information on the DOI website.

b. **Get certified to sell plans on the health insurance marketplace.** Visit Connect for Health CO to become a Connect for Health Colorado Certified Insurance Broker, or call Connect for Health Colorado's Broker line at 1-855-426-2765.

ENROLLMENT AND PLAN CHANGES

2. How do I enroll clients applying for KPIF plans through Connect for Health Colorado?

- Start by visiting Buykp.org, KP's online quoting tool, to compare On and Off-Exchange plans, see if your client may be subsidy eligible, and get a fast quote.
- Once your client is ready to apply, visit Connect for Health CO to submit your client's On-Exchange application.

3. How can my client pay their monthly premium?

Your client has several ways to pay their KPIF CO On-Exchange monthly premiums, including:

- Signing up for autopay when applying.
- Online at kp.org/payonline - The Billing Unit ID (BUID) from their invoice is required.
- Calling KP at 1-877-799-4700.
- Mailing a check or money order to the KP address on their invoice.

4. How do I check my client's application/enrollment status?

You have several options to check your client's application status; choose what works best for you:

- Log into your Broker Marketplace account at Connect for Health CO.
- Log into business.kp.org to find your Book of Business report from Kaiser Permanente. Select "Book of Business" from the navigation bar, then click the "View all Book of Business" link.
  Note: You or the principal agent must acknowledge the Business Associates Agreement to obtain access.
- Email us: Complete the "Application Status and Billing Inquiry form" on business.kp.org, under "Broker-Individual and Family plans" and email it to the address on the form.
- Call us at 1-844-394-3978 option 1; please note, we can only review a maximum of 3-5 applicants/members with you via phone.

5. How can my client with an existing KPIF plan make a plan change?

If your client is enrolled in a KPIF plan through Connect for Health Colorado, your client can make a plan change by logging into his/her account on Connect for Health CO or by calling 1-855-752-6749.

If making a change during a Special Enrollment Period, visit kp.org/specialenrollment to learn what proof may be needed to qualify.

MISCELLANEOUS

6. How do I become the agent/broker of record for my client?

Agent/broker information is required on the application. If it's missing, here are the steps to take to ensure you get credit for the sale:

1. Your client can assign an agent/broker of record by:
   a. Logging in to their Connect for Health CO account dashboard, or

   b. Contacting Connect for Health Colorado by phone at 1-855-752-6749 and requesting to assign a broker/agent of record.
2. The broker/agent can contact the Connect for Health Colorado's Broker line at 1-855-426-2765 with your client in a conference call or in person and will be assisted with the agent/broker delegation.

COMPENSATION

For detailed information on Colorado compensation for the 2026 Plan Year (January 1 - December 31, 2026), please visit business.kp.org.

7. Where can I find my compensation statement?

Visit business.kp.org and log in to your account, where you can view and download up to 12 months of your compensation statements.

8. Where can I find my KPIF Book of Business report?

You have multiple ways to access your KPIF On-Exchange book of business.

1. Visit the Connect for Health Colorado Broker Marketplace to view your Book of Business report.
2. Log into business.kp.org to find your Book of Business report from Kaiser Permanente. Select "Book of Business" from the navigation bar, then click the "View all Book of Business" link.
   Note: You or the principal agent must acknowledge the Business Associates Agreement to obtain access.
3. You can also refer to your compensation statements to see all eligible members for which you were paid a commission.

GET HELP

If you have other questions, please contact us:

- Email kpif@kp.org, or
- Call 1-844-394-3978:
    - **Option 1**: Enrollment Status & Membership
      *(Inquiries in **bold** require subscriber authorization to release information or make a change)*
        - Application/enrollment status
        - Premium and billing inquiries
        - Claims status
        - **Submit claims/billing payment**
        - Client's current plan & benefit information
        - **Information about client's appointments/change PCP**
        - **Member administration requests (add/remove dependents, terminations, demographic changes)***
        - Evidence of Coverage & ID card requests

      *If your client is enrolled in a KPIF plan through Connect for Health Colorado, contact them at ConnectforHealthCO.com or call 1-855-426-2765 to make demographic changes (name, address, etc.), request plan changes or termination, add/remove family members, etc.

- **Option 2**: Compensation: California
  - Broker appointments
  - Book of business reconciliation, transfers, reports
  - Commission questions
  - Broker of record questions/requests
- **Option 3**: Compensation: CO, GA, HI, NW, MAS
  - Broker appointments
  - Book of business reconciliation, transfers, reports
  - Commission questions
  - Broker of record questions/requests
- **Option 4**: Sign Me Up (SMU) Technical Support & New Sales
  - General plan, benefit & rate questions
  - Material requests
  - Application submission questions
  - SMU broker technical support (password reset, report technical issues, etc.)