



FAQ: General Agent Self-Service @business.kp.org

Question	Answer
What is the benefit of the portal?	The Kaiser Permanente self-service portal, which can be accessed via business.kp.org, provides our partner users with the ability to submit new group enrollments, manage delegation with their agency, obtain quotes, requote, and make purchases (MAS, CO, GA). The self-service portal also includes optimized processing methods such as Spreadsheet Membership enrollment, E-Sign solutions (CA), and an embedded payment method (CA).
Does Kaiser Permanente prefer one submission path over another?	Yes. We prefer that all new submissions be completed through electronic enrollments. This will eliminate the need for paper forms and redundant data entry, reduce administrative overhead, and significantly improve turnaround times. Additionally, it will provide real-time confirmation and status updates for each submission.
Does submission through the portal improve TATs?	Yes. Complete submissions via business.kp.org average of 1-3 business days for contract approval.
What can we do on our side to make the TATs faster?	Providing a complete submission with all required documents and signed forms along with the submission workflow will expedite each group's processing.
Is portal submission the same as API submission?	No. The Kaiser Permanente self-service portal via business.kp.org submissions are not the same as API or emailed submissions. While all are viable methods based on the submitter's connectivity and region, each method is not linked and handled separately.

What happens next after the new group enrollment is submitted via business.kp.org?	After submission, users will receive an email communication with a submission confirmation.
How are changes/corrections handled after submission and approval?	After a new group enrollment is submitted, it will be sent to Kaiser Permanente for internal review. A Kaiser Permanente representative will contact the submitter to provide updates on the submission and to request any pending items, if necessary. In California, a representative may send submissions back to the submitter for corrections, while in all other regions, the representative may make the corrections themselves when necessary.
How are late new group enrollment submission processed?	The portal will not accept submissions even with exceptions after the 5 th business day of the requested effective month. Approved late submissions must be sent offline.
How will the portal handle SOE/SEP groups (Guaranteed Availability)?	Business rules will allow for groups to be submitted via business.kp.org during the Special Enrollment Period.
Can the CA portal accept a copy of the check in lieu of the EFT within the workflow?	Groups that elect to submit a copy of a check and not the EFT in CA, must submit their groups offline. The EFT cannot be bypassed.
Can we submit a Multi-Market group via electronic enrollment?	No. Multi-Market submissions must be sent offline.
How many administrators can a General Agency have?	Four
Will delegates retain access to self-service tools if an administrator leaves the company?	Delegates are linked to the firm, not the General Agency administrator who granted access. This means that delegates retain their access even if the administrator leaves or becomes inactive.
Who should General Agency reach out to at KP if a delegation administrator leaves their firm?	GAsupport@kp.org

Need Help?

For additional help, please contact the following:

Have general questions about delegation, registration, or self-service?	Employer Broker Services (EBS)	Email: ebs-web-support@kp.org Phone: 855-327-0507
Have specific quoting questions?	Regionals Sales Team	CA: GASBUNEWGROUP@kp.org CO: CO-SBU-Sales-New@kp.org GA: BrokerQuotes.GA@kp.org MAS: MAS-SMALL-GROUP-NEW-BUSINESS@kp.org
Have specific enrollment questions?	Shared Service Team	CA: GASBUNewgroup@kp.org CO, GA, MAS: KPSBUBrokerNewGroups@kp.org