

**Action may be required: Delinquency pause lifted**

Dear [Employer Name],

In recent months, Kaiser Permanente's Membership Administration function has been in the process of replacing our nearly 30-year-old billing system with a new, more modern system. This transition to a new billing system is the first in a series of deployments to replace our current membership systems with an enterprise-wide solution that will continue to improve and simplify your Membership Administration experience with Kaiser Permanente. This includes future enhancements to online self-service capabilities via our employer and broker Web portal, [account.kp.org](https://account.kp.org).

We are also pleased to share that based on customer feedback, in the coming months we are introducing additional enhancements to the new premium bill design with more information that will better help you reconcile your account.

With the transition to the new system almost complete, we want to make you aware that we are lifting a pause on the delinquency process that has been in place throughout recent months. **If your account is missing a payment or has a past due payment amount, we ask that you pay your balance in full to avoid delinquency.**

**We're here to help**

**If your payment is being impacted by an ongoing issue, we want to work with you to ensure that we address your concerns as soon as possible.** You can contact us at **1-800-731-4661 (TTY 711), Option 4** Monday through Friday, 8 a.m. to 5 p.m. You may also check your account status (including current balance) and make a payment on [account.kp.org](https://account.kp.org).

Thank you for choosing Kaiser Permanente as your partner in health.

Sincerely,

Kaiser Permanente  
California Service Center

\*COBRA plans delinquency and termination timelines have been adjusted based on the federal Joint Notice and Public Health Emergency regarding COVID.