

Making Health Plan Administration Easier

Kaiser Permanente is implementing a new membership system for customers who offer employees health care coverage in Colorado, Georgia, Hawaii, the Mid-Atlantic States, Oregon, and Washington.

This is the continuation of a multi-year investment to replace our current membership systems - which support eligibility and premium billing functionality - with an enterprise-wide solution that will simplify your experience and make it easier to do business with Kaiser Permanente.



You'll benefit from improved health plan administration, including:



Streamlined enrollment

- Faster and more accurate **enrollment processing** requiring less customer intervention
- New **self-service capabilities** on business.kp.org, including easier access to current member enrollments, contracts, benefit summaries, and renewal packages**



Simplified billing and payments

- **Redesigned**, easier-to-read invoices with a contemporary look and feel
- New **online self-service options** that will make it easier to pay monthly premiums and view important account-related financial information, including near real-time account balances*



Enhanced reporting

- Consolidated and simplified **enrollment discrepancy reports** across all markets where you do business with us
- Redesigned **premium discrepancy reports**: streamlined for clarity and efficiency, making it easier than ever for self-billed accounts to manage their finances with confidence

*Customers with contracts in California migrated to the new premium billing platform between 2021 and 2022 and are expected to move to the eligibility portion between 2027 and 2028

**New and enhanced for select markets