

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

<b>Medical Advice/Make or Cancel Appointments</b>	<b>1-800-813-2000</b> or (TTY 711).	<ul style="list-style-type: none"> <li>• Medical advice</li> <li>• Make appointments</li> <li>• Cancel appointment</li> </ul>	<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>
<b>New Member Welcome Desk and Website</b>	<b>1-888-491-1124</b> <a href="http://kp.org/newmember">kp.org/newmember</a>	<ul style="list-style-type: none"> <li>• New Member Onboarding (PCP selection, Rx transfers, continuity of care, KP.org registration)</li> </ul>	Monday – Friday 8 a.m. – 5 p.m.
<b>Current member wanting to add Advantage Plus</b>	<b>1-855-244-8817 (TTY 711)</b> <a href="http://kp.org/advantageplus">kp.org/advantageplus</a>	<ul style="list-style-type: none"> <li>• To add Advantage plus within 30 days of Basic or Enhanced plan original effective date or between October 15 and March 31.</li> </ul>	7 days a week 8 a.m. – 8 p.m.
<b>Mail-Order Pharmacy</b>	<b>800-548-9809</b>	<ul style="list-style-type: none"> <li>• Refill a prescription</li> </ul>	Monday – Friday 8 a.m. – 5:30 p.m.
<b>Member Away from Home Travel Line</b>	<b>951-268-3900 (TTY 711)</b> Long-distance charges may apply and collect calls will not be accepted. <a href="http://kp.org/travel">kp.org/travel</a>	<ul style="list-style-type: none"> <li>• Understand what services are covered</li> <li>• Helpful resources to help plan for your trip</li> <li>• Claim forms in case the member has to file a claim for reimbursement after their trip</li> </ul>	Anytime, anywhere. (Closed major holidays)
<b>External Contact</b>			
<b>Medicare</b>	<b>1-800-MEDICARE (1-800-633-4227)</b> or TTY 1-877-486-2048	<ul style="list-style-type: none"> <li>• Billing -Part B</li> <li>• Low income subsidy (LIS)</li> <li>• Late enrollment penalty</li> <li>• Claims</li> <li>• Medical records</li> <li>• Expenses</li> </ul>	24 hours a day, 7 days a week
<b>Social Security</b>	<b>1-800-772-1213</b> or TTY <b>1-800-325-0778</b>	<ul style="list-style-type: none"> <li>• Contact Social Security to request a replacement Medicare card</li> <li>• Ask for a form SSA-1020 to apply for help with Medicare prescription drug costs</li> </ul>	Monday – Friday 7 a.m. – 7 p.m.
<b>One Pass Fitness Program</b>	<b>1-877-614-0618 (TTY 711)</b> <a href="http://youronepass.com">youronepass.com</a>	<ul style="list-style-type: none"> <li>• KP members accessing fitness locations</li> <li>• Membership questions/issues</li> </ul>	Monday – Friday 6 a.m. – 7 p.m.
<b>Heraya Health (Alternative Care)</b>	<b>herayahealth.com</b>	<ul style="list-style-type: none"> <li>• KP Members Self Refer Alternative Care Benefits</li> </ul>	Monday – Friday 8 a.m. – 5 p.m.

Contact	Number(s) / Contact Info.	For Questions About
Electronic enrollment submissions - Sunfire Portals	<p><b>AmeriLIFE:</b>  <a href="mailto:Info@YourFMO.com">Info@YourFMO.com</a></p> <p><b>GS National Insurance:</b>  <a href="mailto:agentinfo@gsnational.com">agentinfo@gsnational.com</a>  1-855-330-5566</p> <p><b>HealthMarkets:</b>  <a href="mailto:HMfieldsupport@healthmarketshq.com">HMfieldsupport@healthmarketshq.com</a>  1-888-731-4447</p> <p><b>Integrity:</b>  <a href="mailto:MedicareCENTER@integritymarketing.com">MedicareCENTER@integritymarketing.com</a></p>	<p><b>AmeriLIFE</b></p> <ul style="list-style-type: none"> <li>• Log in to YourFMOsunfire.com or visit YourFMO.com</li> <li>• Leverage SunFire to submit enrollments.</li> <li>• For questions or assistance contact: <a href="mailto:Info@YourFMO.com">Info@YourFMO.com</a></li> </ul> <p><b>GS National Insurance:</b></p> <ul style="list-style-type: none"> <li>• Once you log into Propelcity account, you will access SunFire through the Enrollment Section with a single sign on</li> <li>• You will click on the enrollment icon in the top right corner of the screen and then click on the Quote &amp; Enroll. This will automatically log you into your SunFire account,</li> </ul> <p><b>HealthMarkets:</b> You will be given access to quote and sell Kaiser Medicare Advantage via QuoteConnect.</p> <ul style="list-style-type: none"> <li>• Once you log on to QuoteConnect, Click on Dashboard. Next Click on "Build a Proposal"</li> <li>• Continue enrollment leveraging Connecture DRX or you have the option to use Sunfire (bookmark for future use):  <a href="https://sunfirematrix.com/app/agent/hthmkt">sunfirematrix.com/app/agent/hthmkt</a></li> <li>• Kaiser Permanente Medicare quoting will be available in QuoteConnect if you have completed all the Ready the to Sell requirements</li> </ul> <p><b>Integrity:</b> You will be given access to quote and sell Kaiser Medicare Advantage via MedicareLink (Sunfire) in MedicareCENTER.</p> <ul style="list-style-type: none"> <li>• Please note, Kaiser quoting will be available in MedApp (Connecture), however, enrollments must be submitted via MedicareLink (SunFire).</li> <li>• MedicareCENTER: <a href="https://www.medicarecenter.com/welcome">https://www.medicarecenter.com/welcome</a></li> <li>• 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</li> </ul>