



CBIZ
M.T. Donahoe &
Associates LLC

Kaiser Permanente BROKER blast

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Client Services Unit is expanding for better, faster response Introducing your new Client Services Unit for small groups

Your Client Services Unit (CSU) is growing! Kaiser Permanente is happy to announce the expansion of the Client Services unit to now include all small group broker and employer groups. This team is your single-point-of-contact, dedicated to quickly addressing all service inquiries including billing, eligibility, and claims.

Call or email your appropriate CSU representative as indicated below:

Small Group (1-50 eligible employees)

Call: 866-812-5371

Email: Small_Group_CSU@kp.org

Large Group (51+ eligible employees)

Call: 877-514-5114

Email: KPMAS-ClientServicesUnit@kp.org

When to contact CSU

Brokers: Unresolved billing, eligibility and claims issues.

Employer Groups: Unresolved billing and eligibility issues. For all other day-to-day member issues (i.e.: member ID cards), please continue reaching out to Member Services.

Your CSU is available to call Monday through Friday 8 a.m.-5 p.m. Or, simply email at your convenience.

Remember:

Keep this information close at hand to quickly resolve any issues that may arise.