

Kaiser Permanente
BROKER

blast

June 2, 2017

Fast. Easy. Secure.

Delivery of group documents now available online

Kaiser Permanente of the Mid-Atlantic States, Inc., recently launched a group Web portal that allows your small and large group employers to easily view, download, save, and print copies of their group agreement or Evidence of Coverage (EOC) documents from their computer.

This Web portal replaces the postal mail delivery of all hard copy *Group Agreement* or EOC documents.

Your groups, of all sizes, can now enjoy the advantages of receiving their documents online:

- **Fast.** View documents as soon as they are available.
- **Secure.** Access documents safely online.
- **Sustainable.** Manage costs by reducing paper waste and clutter.

All employer groups, except national accounts, will receive a postcard notification when their online documents are ready for review starting June 1, 2017. Please view the [postcard for large groups](#) and a separate [postcard for small groups](#).

National account employers will continue their current paper process. Contact your account representative with any questions.

When your group receives the postcard notification, they need to register online with the new portal. Take a look at the [simple step-by-step instructions](#) to aid you in walking your groups through how to create their login and password to access their benefit contract documents. Keep this information handy as a quick reference should you need them.

If the document does not open automatically, click the "Download" icon in the bottom left hand corner.

For your reference, here is a copy of the [employer blast](#) that will be distributed in the next few days.

Questions? Contact the Client Services Unit at:

Large Group (51+ eligible employees)

Call: 877-514-5114

Email: KPMAS-ClientServicesUnit@kp.org

Small Group (1-50 eligible employees)

Call: 866-812-5371

Email: Small_Group_CSU@kp.org