

BROKER BLAST

COMMERCIAL

July 2020

Additional Support for your Small Group Members

Kaiser Permanente just launched a new call center to help with small group onboarding. Now, employees working with newly active small groups can call 1-800-303-8905, 8 a.m. to 11 p.m. EST Monday through Friday, to get more information about their Kaiser Permanente plan options. They can also visit careyourway.kp.org.

Small Group onboarding call center: 1-800-303-8905
Small Group onboarding website: careyourway.kp.org

Once your new group receives their Kaiser Permanente welcome letter, please share the onboarding call center phone number and website as a reference for their employees.

By calling 1-800-303-8905, onboarding and prospective members will connect with our team of licensed call center agents to help answer questions about Kaiser Permanente's care and coverage, such as:

- High-level benefits and coverage
- How to find a doctor
- Facility locations
- How to understand network coverage
- Drug formulary lookup
- Ways to access care
- Guidance on how to utilize their plan

We hope these new resources will enhance the onboarding experience and help you and your clients with the transition to Kaiser Permanente.