

## Important Contact Information for Brokers & KP Medicare Members in Georgia

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> <ul style="list-style-type: none"> <li>Commissions</li> <li>Escalations</li> </ul>	Contact your FMO	<ul style="list-style-type: none"> <li>Systemic, operational, or administrative issues</li> <li>Commissions</li> <li>Contracting, Licensing &amp; appointment process</li> <li>Escalations</li> </ul>	Dependent on FMO
<b>Kaiser Permanente Medicare Broker Service Support</b>	Email: <a href="mailto:GA-MedicareBrokerSupport@kp.org">GA-MedicareBrokerSupport@kp.org</a> Phone: 1-800-700-7131	<ul style="list-style-type: none"> <li>Regional Value Prop training</li> <li>Products</li> <li>Billing</li> <li>Sales</li> <li>Systemic operational or administrative issues</li> <li>Agent of record and book of business</li> <li></li> </ul>	Monday-Friday 8:30 a.m.-5 p.m.
<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>	1-800-232-4404 (TTY 711)	<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> </ul>	Monday-Sunday 8 a.m. - 8 p.m.
<b>Medical Advice/Make or Cancel Appointments</b>	404-365-0966 or 1-800-611-1811 (TTY 711).♦	<ul style="list-style-type: none"> <li>Medical advice</li> <li>Make appointments</li> <li>Cancel appointment</li> </ul>	24 hours a day, 7 days a week.
<b>New Member Welcome Desk and Website</b>	404-760-3540 <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 7 a.m.- 7 p.m.
<b>New Member Pharmacy Consult</b>	404-504-5578	<ul style="list-style-type: none"> <li>Refills, assistance with mail order, medication questions, clinical assistance, transfer prescriptions</li> </ul>	Monday-Friday 8:30 a.m.- 5:30 p.m.

<b>Prescription Refills</b>	<b>770-434-2008</b>	<ul style="list-style-type: none"> <li>• Refill a prescription</li> </ul>	24 hours a day, 7 days a week.
<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>Medical Financial Assistance Program</b>	<b>404-949-5112 or TTY 1-800-255-0056</b>  <a href="http://kp.org/mfa/ga">kp.org/mfa/ga</a>	<ul style="list-style-type: none"> <li>• Request program information</li> <li>• Request application</li> <li>• General questions about program and qualifications</li> </ul>	Monday-Friday 8:30 a.m.- 4:30 p.m.
<b>External Contact</b>			
<b>Medicare</b>	<b>1-800-MEDICARE (1-800-633-4227) or TTY 1-877-486-2048</b>	<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 or TTY 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>SilverSneakers (for KP members)</b>	<b>1-866-584-7389 (TTY 711)</b> <a href="http://silversneakers.com">silversneakers.com</a>	<ul style="list-style-type: none"> <li>• KP members accessing fitness locations</li> <li>• Membership questions/issues</li> </ul>	Monday-Friday 8 a.m.- 8 p.m.
<b>Delta Dental (DeltaCare USA)</b>	<b>1-844-519-8693 (TTY 711)</b>	<ul style="list-style-type: none"> <li>• Member services</li> <li>• Benefits questions</li> </ul>	Monday-Friday 8 a.m.- 9 p.m.
<b>Non-Emergency Medical Transportation</b>	<b>1-855-955-7433 (TTY 711)</b>	<ul style="list-style-type: none"> <li>• Schedule a Ride</li> <li>• Check Ride Balance</li> </ul>	Monday-Saturday 7 a.m.- 6 p.m.
<b>Healthy Food Card</b>	<b>1-800-232-4404 (TTY 771)</b> <a href="http://otcnetwork.com">otcnetwork.com</a>	<ul style="list-style-type: none"> <li>• Download the app</li> <li>• Questions regarding Healthy Food Card</li> </ul>	7 Days a Week 8 a.m. – 8 p.m.
<b>Over-the-Counter Wellness Credit</b>	<b>1-844-232-6906 (TTY 711)</b> <a href="http://kp.org/otc/ga">kp.org/otc/ga</a>	<ul style="list-style-type: none"> <li>• Place an Order</li> <li>• Check on Product Availability</li> </ul>	Monday-Friday 8 a.m.- 8 p.m.
<b>My Advocate</b>	<b>1-855-368-9644</b> <a href="http://kp.myadvocatehelps.com">kp.myadvocatehelps.com</a>	<ul style="list-style-type: none"> <li>• Advocacy for qualifying for various resources/programs (ie: Medicaid, LIS, etc.)</li> </ul>	Monday-Friday 8 a.m.- 8 p.m.