

SECTION 4

KEY CONTACTS

Each Kaiser Permanente Region handles Claims, Payments, Services with some slight variation. Please see the contacts for each region.

National Buy to Pay, Sourcing for Home Independent Care	
• National BuytoPay, Sourcing	BuytoPay-HomeIndependentCare@KP.org

NORTHERN CALIFORNIA

Member Service		
<ul style="list-style-type: none"> • Member Issues • Member Appeals • Member Claims Inquiries 	<u>Phone</u> (800) 464-4000	<u>TTY (teletypewriter)</u> (800) 777-1370
Claims Services & Authorization Questions		
<ul style="list-style-type: none"> • Claim Submissions • COB Claims Status • Appeal & Dispute Questions 	<u>Phone</u> (800) 337-0115	
Paper Claim Submissions		
Kaiser Foundation Health Plan, Inc. National Claims Administration P.O. Box 12923 Oakland, CA 94604-2923	1-800-390-3510 Monday - Friday 8 A.M. to 5 P.M., Pacific Time Zone (PT)	
Facility	Business Hours	Main Phone / Fax
Diablo Valley		
200 Muir Road Martinez, CA 94553	Monday-Friday 8:30 a.m. - 5:30 p.m.	925-372-1795 Main# 925-372-1306 925-372-1071 Fax
East Bay		
301 Eigenbrodt Way Union City, CA 94587	Monday-Friday 8:00 a.m. - 5:00 p.m.	510-675-5555 Main# 510-675-5561 Fax
Fresno		
Kaiser Permanente DME Dept. P.O. Box 577680 Modesto, CA 95357	Monday-Friday 8:00 a.m. - 6:00 p.m.	209-557-1014 Main# 209-557-6910 Fax
Golden Gate / Marin / Sonoma		
Kaiser Permanente DME Dept. 4131 Geary Blvd., 3rd Floor San Francisco, CA 94118	Monday-Friday 8:00 a.m. - 5:00 p.m.	415-833-4879 Main # 415-833-6349 Fax
Sacramento		
Kaiser – Sacramento Attn: DME Department 2025 Morse Avenue Sacramento, CA 95825	Monday-Friday 8:00 a.m. - 5:00 p.m.	916-833-2766 Main# 916-977-3157 916-486-5684 Fax
San Francisco		
DME Dept, 3rd Floor 4131 Geary Blvd. San Francisco, CA 94118	Monday-Friday 8:00 a.m. - 5:00 p.m.	415-833-2766 Main# 415-833-4879 415-833-6349 Fax
South Bay		
50 Great Oak San Jose, CA 95119	Monday-Friday 8:30 a.m. - 5:30 p.m.	408-972-6139 Main# 408-574-2745 408-574-2749 Fax
Regional Offices		
1950 Franklin Street, 1 st Floor Oakland, CA 94612		

SOUTHERN CALIFORNIA

Member Service		
<ul style="list-style-type: none"> • Member Issues • Member Appeals 	<u>Phone</u> (800) 464-4000	<u>TTY (teletypewriter)</u> (800) 777-1370
Claims Services & Authorization Questions		
<ul style="list-style-type: none"> • Electronic Data Interchange (EDI) • Claims Submission • EDI Lead • COB • Claims Status • Member Claims • Inquiries • Appeals & Dispute • Questions 	<u>Phone</u> 866-213-3062 800-390-3510	
Paper Claim Submissions		
Kaiser Permanente Claims Administration Department PO Box 7004 Downey, CA 90242-7004	Monday - Friday 8 A.M. to 5 P.M. Pacific Time Zone (PT)	<u>Phone</u> 1-800-390-3510
Facility / Loc Code	Business Hours	Main Phone / Fax
Antelope Valley / Kern County / Panorama City / Woodland Hills		
13652 Cantara Street, 3 rd Fl, Panorama City CA 91405	Monday – Friday 8:30 a.m. – 6:00 p.m. Saturday 8:30 a.m. – 5:00 p.m.	855-80KPDME or 855-805-7363 818-375-4260 Fax
Fontana / Riverside / Moreno Valley / Coachella Valley		
17284 Slover Ave Fontana, CA 92337	Monday – Friday 8:30 a.m. – 6:00 p.m. Saturday 8:30 a.m. – 5:00 p.m.	855-80KPDME or 855-805-7363 909-609-3710 Fax
Los Angeles / West Los Angeles		
3699 Wilshire Blvd, 3 rd Fl Los Angeles, CA 90010	Monday – Friday 8:30 a.m. – 6:00 p.m. Saturday 8:30 a.m. – 5:00 p.m.	855-80KPDME or 855-805-7363 213-351-4587 Fax
Irvine / Anaheim		
12254 Bellflower Blvd. Downey, CA 90242	Monday – Friday 8:30 a.m. – 6:00 p.m. Saturday 8:30 a.m. – 5:00 p.m.	855-80KPDME or 855-805-7363 562-658-2907 Fax
San Diego - 203		
8010 Parkway Drive La Mesa, CA 91942	Monday – Friday 8:30 a.m. – 6:00 p.m. Saturday 8:30 a.m. – 5:00 p.m.	855-80KPDME or 855-805-7363 619-589-3194 Fax
Baldwin Park / Downey / South Bay		
12254 Bellflower Blvd Downey, CA 90242	Monday – Friday 8:30 a.m. – 6:00 p.m. Saturday 8:30 a.m. – 5:00 p.m.	855-80KPDME or 855-805-7363 562-658-2901
Regional Offices		
393 E. Walnut St. Pasadena, CA 91188	626-405-5000	

GEORGIA

Authorization	
<ul style="list-style-type: none"> Referrals/ Authorizations 	<u>Phone</u> 404-364-7320 or 800-221-2412 <u>Fax</u> 866-452-4565
<ul style="list-style-type: none"> Quality Resource Management Dept 	<u>Fax</u> 404-364-7187
Member Service	
<ul style="list-style-type: none"> Member Issues 	<u>Phone</u> 404-261-2590 or 888-865-5813 <u>FAX</u> 404-364-4939 <u>TTY (teletypewriter)</u> 800-255-0056
<ul style="list-style-type: none"> Member Appeals Member Claims Inquiries 	<u>Phone</u> 404-261-2825
Claims Services & Authorization Questions	
<ul style="list-style-type: none"> COB 	<u>Phone</u> 404-261-2825 <u>FAX</u> 404-949-5001
<ul style="list-style-type: none"> Claims Status Appeal & Disputes Questions 	<u>Phone</u> 800-221-2131

MID-ATLANTIC STATES

Authorization	
<ul style="list-style-type: none"> Provider Service Center 	<u>Phone</u> 800-810-4766 <u>FAX</u> 301-879-6192
<ul style="list-style-type: none"> Denial Reconsideration 	<u>Phone</u> 800-810-4766
Member Services	
<ul style="list-style-type: none"> Eligibility 	<u>Phone</u> 800-777-7902 or 301-468-6000 <u>TTY (teletypewriter)</u> 301-879-6380
Member Grievance & Appeals	
<ul style="list-style-type: none"> Non-Medicare Plus Members 	<u>Phone</u> 301-468-6000 or 800-777-7902 <u>FAX</u> 301-816-6192 <u>TTY (teletypewriter)</u> 866-5130-0008
<ul style="list-style-type: none"> Medicare Plus Members 	<u>Phone</u> 888-777-7902 <u>FAX</u> 301-816-6192
Claims Services	
<ul style="list-style-type: none"> COB 	<u>Phone</u> 877-806-7470
<ul style="list-style-type: none"> Claims Status 	<u>Phone</u> 800-810-4766
<ul style="list-style-type: none"> Appeal & Dispute Questions 	<u>Phone</u> 877-806-7470 or Initiate Electronic Claims Submission: EDISupport@kp.org

COLORADO

Authorizations		
• Provider Service Center	<u>Phone</u> 877-895-2705	<u>Fax</u> 800-660-2019
• Denial Reconsideration	<u>Phone</u> (303) 338-3800	
Member Services		
• Eligibility • Claims Issues • Member Claims	<u>Phone</u> (303) 338-3800	<u>TTY:</u> 303-338-3820
• Colorado Springs	<u>Phone</u> (719) 867-2100 (888) 681-7878	
Member Grievance & Appeals		
• Provider Claim Appeals	<u>Phone</u> (303) 338-3800	
Paper Claim Submissions		
Kaiser Permanente of Colorado Claims Administration P.O. Box 373150 Denver, CO 80237		

NORTHWEST

Authorizations		
• Authorization Questions	<u>Phone</u> 503-813-4550	<u>Fax</u> 866-518-3437
Member Services		
• Appeals/Denials	Portland Area:	
	<u>Phone</u> 503-813-2000 <u>Fax</u> 866-518-3437	<u>TTY:</u> 503-813-2000
• Continued Services • Additional Services	All Other Areas:	
	<u>Phone</u> 800-813-2000	
Claim Services		
• Claims Submissions <ul style="list-style-type: none"> • COB • TPL 	<u>Phone</u> 503-735-2727 866-441-1221	
• Claims Inquiries <ul style="list-style-type: none"> • Benefits/Co-pay Info • Claim Payment Inquiries • LiClaims Status • Explanation of Benefits • LiMember Eligibility • LiWorkers' Compensation • LITTRICARE • LiMedicare Primary 	<u>Fax</u> 866-518-3437	
• Questions regarding refunds • Refund requests	<u>Phone</u> 503-735-2727 866-441-1221	
Paper Claim Submissions		
Kaiser Permanente of Colorado Claims Administration P.O. Box 373150 Denver, CO 80237	<u>Phone</u> (503) 735-2727	

Hawaii

Member Services		
<ul style="list-style-type: none"> • Member Issues • Member Appeals • Member Claims Inquiries 	<u>Phone</u> (808) 432-2020 (808) 432-7518 <u>Fax</u> (808) 432-7518	<u>TTY:</u> (877) 447-5990
Paper Claim Submissions		
Claims Administration Department 80 Makalani Street Wailuku, HI 96793		

Washington

Member Services		
<u>Eastern Washington</u> <ul style="list-style-type: none"> • Member Issues • Member Appeals • Member Claims Inquiries 	<u>Phone</u> (509) 241-7824 (888) 901-4636 <u>Fax</u> (509) 241-7824	
<u>Vancouver/Longview & Northern Oregon</u> <ul style="list-style-type: none"> • Member Issues • Member Appeals • Member Claims Inquiries 	<u>Phone</u> (503) 571-5051 (888) 901-4636 <u>Fax</u> (503)571-2624	
Paper Claim Submissions		
Claims Processing Kaiser Permanente P.O. Box 30766 Salt Lake City, UT 84130-0766		