

2. Key Contacts

2.1 Key Contacts for Self-Funded Member Inquiries

Department	Contact information	Help or Information Available from this Department
Self-Funded Customer Service	Customer service representatives are available Monday through Friday 7 A.M. to 9 P.M. Eastern Time Zone (4 A.M. to 6 P.M. Pacific Time Zone) Self-Service Interactive Voice Response (IVR) System available: 24 hours / 7 days a week (866) 213-3062 Website available: 24 hours / 7 days a week https://kpclaimservices.com	<ul style="list-style-type: none"> • General enrollment questions • Eligibility and benefit verification • Claims management • Billing and payment inquiries • Electronic Data Interchange (EDI) questions • Member appeals • Claims inquiries and disputes • Co-pay, deductible and co-insurance information • Members presenting without Health ID Card or MRN • Verifying Member’s PCP assignment

2.2 Self-Funded Customer Service Interactive Voice Response System (IVR)

Self-Funded Customer Service IVR can assist you with a variety of questions. Call **(866) 213-3062** to use this service. Please have the following information available when you call into the system to provide authentication:

- Provider Tax ID or National Provider Identifier (NPI)
- Member’s MRN
- Member’s date of birth
- Date of service for claim in question

The IVR can assist you with verification of eligibility, benefits, authorizations, referrals, status of a Member’s accumulator (amount applied toward deductible); claims and payment status; or connect you to a customer service representative. Follow the prompts to access these services.

2.3 Self-Funded Website

KPIC’s TPA maintains a website that allows you and your staff to easily access claims, benefits, and eligibility information for our Self-Funded Members.

The Self-Funded website is mobile compatible and can be directly accessed at <https://kpclaimservices.com>. Utilizing this website is recommended as the most efficient method for obtaining claims, benefits, and eligibility information. Registration instructions are on the website.

NOTE: This website is restricted to information for individuals enrolled in Self-Funded plans administered by Northern California KPIC only. Information regarding Members enrolled in KP’s fully funded plans (e.g., HMO), cannot be accessed from the Self-Funded website.

2.4 Northern California Region Key Contacts

Department	Area of Interest	Contact Information
Medical Services Contracting	<u>Contract Network Development and Provider Services</u> <ul style="list-style-type: none"> • Updates to Provider demographics, such as Tax ID, address and ownership changes • Practitioner additions/terminations to/from your group • Provider education and training • Contract interpretation • Form requests 	(844) 343-9370 (510) 987-4138 (fax) P.O. Box 23380 Oakland, CA 94623-2338 mscprovcontractinbox@kp.org
TPMG Consulting Services	Practitioner Credentialing	(510) 625-5608
Medical Services Contracting	Facility/Organizational Provider Credentialing	(844) 343-9370 MSCOPCRED@kp.org
Referral Operations	Authorizations, Referrals by Service	Referral Coordinators - Facility Listing - Section 2.5
Outside Services Case Management	Case Management by Service	Facility Listing - Section 2.6
Emergency Prospective Review Program (EPRP) CA Statewide Service	Emergency Notification	(800) 447-3777 Available 24 hours a day, 7 days a week

Department	Area of Interest	Contact Information
The “HUB”	Non-Emergency Ambulance and Medical Transportation	(800) 438-7404
Nephrology Specialty Department	Management of Adult Kidney Transplant patients 91 days and beyond after transplant	San Francisco: (415) 833-8726 So. Sacramento: (916) 688-6985
National Transplant Network	Transplants: All Other	(510) 625-4134 (510) 625-5605

2.5 KP Outside Services

Referral Coordinators and Outside Services Case Managers work directly with Plan Physicians to authorize services to Providers.

Referral inquiries, including requests for additional authorized services, pending authorizations and details regarding the scope of authorized services should be addressed with the Referral Operations department (see Section 2.4). The Member Services Contact Center (MSCC) is an additional contact for questions about authorized referrals such as services and dates authorized.

KP Facilities and Referral Operations departments may be reached at the telephone numbers listed on the following pages.

SERVICE AREA	FACILITY	GENERAL INFORMATION	REFERRAL COORDINATORS	RENAL CASE MANAGERS	UTILIZATION MANAGEMENT
East Bay	Oakland	(510) 752-1000	(510) 752-6610	(510) 752-7513 (510) 752-6526	(510) 752-7645
	Richmond	(510) 307-1500	(510) 307-2496	(510) 752-7518	(510) 307-2943
	San Leandro	(510) 454-1000	(510) 675-6759	(510) 784-2082	(510) 454-4892
	Fremont	(510) 795-3000	(510) 675-6759	(510) 248-3345	(510) 248-7039
Marin/Sonoma	San Rafael	(415) 444-2000	844-359-5661	(415) 492-6522	(415) 444-2638
	West Marin/ Coastal Health Alliance	(415) 899-7525	844-359-5661	(415) 492-6522	(415) 444-2638
	Santa Rosa	(707) 393-4000	(707) 571-3900	(707) 393-4301	(707) 393-3169
Greater San Francisco Service Area	San Francisco	(415) 833-2000	(844) 359-5661	(415) 833-8890	(415) 833-2801
	So. San Francisco	(650) 742-2000	(844) 359-5661	(650) 742-3141	(650) 742-2332
San Mateo	Redwood City	(650) 299-2000	(844) 359-5661	(650) 299-3726	(650) 299-3290
South Bay	Santa Clara	(408) 851-1000	(408) 851-3728	(408) 851-4405	(408) 851-7050
	San Jose	(408) 972-3000	(844) 359-5661	(408) 363-4544	(408) 972-7208
Santa Cruz	Watsonville Community Hospital	(831) 724-4741	(844) 359-5661	408) 363-4544	NA
Diablo	Walnut Creek	(925) 295-4000	(844) 359-5661	(925) 295-4315	(925) 295-5175
	Antioch	(925) 813-6500	(844) 359-5661	(925) 813-3440	(925) 813-3720
Napa/Solano	Vacaville	(707) 624-4000	N/A -	N/A	(707) 624-2950
	Vallejo	(707) 651-1000	(707) 651-2520	(707) 651-4028	(707) 651-2061
	Vallejo Rehab-KFRC	(707) 651-2311	N/A	N/A	(707) 651-2313
North Valley/ S. Sacramento	Sacramento	(916) 973-5000	(844) 359-5661	(916) 973-6110	(916) 973-6903
	Roseville	(916) 784-4000	(844) 359-5661	(916) 973-6110	(916) 784-4802
	So. Sacramento	(916) 688-2000	(844) 359-5661	(916) 688-6837	(916) 688-2585
Central Valley	Manteca	(209) 825-3700	(844) 359-5661	(209) 476-5099	(209) 825-2441
	St. Joseph's Medical Center	(209) 943-2000	(844) 359-5661	N/A	N/A
	Modesto	(209) 557-1000	(844) 359-5661	(209) 735-4348	(209) 735-5600
Fresno	Fresno	(559) 448-4500	(559) 448-3348	(559) 448-5149	(559) 448-3352
Out of Service Area		(877) 520-4773			

SERVICE AREA	FACILITY	OUTSIDE SERVICES CASE MANAGEMENT HUBS	SKILLED NURSING FACILITY COORDINATOR Mon - Fri (8:30A.M. - 5:00P.M.)	SKILLED NURSING FACILITY COORDINATOR Evenings, Weekends & Holidays	HOME HEALTH CASE MANAGERS	HOSPICE CASE MANAGERS
East Bay	Oakland	(925) 926-7303	(510) 675-5539	(877) 233-6752	(510) 752-6295	(510) 752-6390
	Richmond	(925) 926-7303	(510) 675-5539	(877) 233-6752	(510) 752-6295	(510) 752-6390
	San Leandro	(925) 926-7303	(510) 675-5539	(877) 233-6541	(510) 675-6620	(510) 675-5777
	Fremont	(925) 926-7303	(510) 675-5539	(877) 233-6541	(510) 675-6620	(510) 675-5777
Marin/Sonoma	San Rafael	(925) 926-7303	(415) 893-4046	(877) 829-8615	(415) 893-4132	(415) 893-4132
	West Marin/ Coastal Health Alliance	(925) 926-7303	(415) 893-4046	(877) 829-8615	(415) 893-4132	(415) 893-4132
	Santa Rosa	(925) 926-7303	(707) 571-3869	(877) 829-8615	(707) 566-5488	(707) 566-5488
Greater San Francisco Service Area	San Francisco	(925) 926-7303	(415) 833-4906	(877) 331-2110	(415) 833-2770	(415) 833-3655
	So. San Francisco	(408) 361-2140, Option 1	(650) 827-6405	(877) 263-5756	(415) 833-2770	(415) 833-3655
San Mateo	Redwood City	(408) 361-2140, Option 1	(650) 299-2708	(877) 263-5756	(650) 299-3940	(650) 299-3971
South Bay	Santa Clara	(408) 361-2140, Option 1	(408) 366-4322	(877) 263-5756	(408) 235-4000	(408) 235-4100
	San Jose	(408) 361-2140, Option 1	(408) 361-2164	(877) 263-5756	(408) 361-2100	(408) 361-2150
Diablo	Walnut Creek	(925) 926-7303	(925) 229-7765	(925) 229-7756	(925) 313-4600	(925) 229-7800
	Antioch	(925) 926-7303	(925) 229-7765	(925) 229-7756	(925) 313-4600	(925) 229-7800
Napa/Solano	Vacaville	(925) 926-7303	(707) 651-2085	(707) 651-2085	(707) 645-2720	(707) 645-2730
	Vallejo	(925) 926-7303	(707) 651-2085	(707) 651-2085	(707) 645-2720	(707) 645-2730
North Valley/ S. Sacramento	Sacramento	(916) 648-6770	(916) 977-3135	N/A	(916) 486-5400	(916) 486-5300
	Roseville	(916) 648-6770	(916) 977-3135	N/A	(916) 486-5400	(916) 486-5300
	So. Sacramento	(916) 648-6770	(916) 977-3135	(877) 829-8616	(916) 486-5400	(916) 486-5300
Central Valley	Manteca	(916) 648-6770	(209) 735-7333	(209) 602-7389	(209) 735-7333	(209) 735-7333
	St. Joseph's Medical Center	(916) 648-6770	(209) 735-7333	(209) 602-7389	(209) 735-7333	(209) 735-7333
	Modesto	(916) 648-6770	(209) 735-7333	(209) 602-7389	(209) 735-7333	(209) 735-7333
Fresno	Fresno	(408) 361-2140, Option 1	(559) 448-5763	(559) 448-5763	(559) 448-5507	(559) 448-3535
Out of Service Area		(877) 520-4773				

SERVICE AREA	FACILITY	PSYCHIATRIC HOSPITAL AUTHORIZATION/ NOTIFICATION: Weekdays	PSYCHIATRIC HOSPITAL AUTHORIZATION/ NOTIFICATION: Evenings/Weekends	PSYCHIATRIC CASE MANAGERS
East Bay	Oakland	(925) 372-1103	(925) 229-7713	(925) 372-1103
	Richmond	(925) 372-1103	(925) 229-7713	(925) 372-1103
	San Leandro	(925) 372-1103	(925) 229-7713	(925) 372-1103
	Fremont	(925) 372-1103	(925) 229-7713	(925) 372-1103
Marin / Sonoma	San Rafael	(925) 372-1103	(925) 229-7713	(925) 372-1103
	West Marin/ Coastal Health Alliance	(925) 372-1103	(925) 229-7713	(925) 372-1103
	Santa Rosa	(925) 372-1103	(925) 229-7713	(925) 372-1103
Greater San Francisco Service Area	San Francisco	(925) 372-1103	(925) 229-7713	(650) 299-4112
	So. San Francisco	(925) 372-1103	(925) 229-7713	(650) 299-4112
San Mateo	Redwood City	(925) 372-1103	(925) 229-7713	(650) 299-4112
South Bay	Santa Clara	(925) 372-1103	(925) 229-7713	(650) 299-4112
	San Jose	(925) 372-1103	(925) 229-7713	(650) 299-4112
Diablo	Walnut Creek	(925) 372-1103	(925) 229-7713	(925) 372-1103
	Antioch	(925) 372-1103	(925) 229-7713	(925) 372-1103
Napa/Solano	Vacaville	(925) 372-1103	(925) 229-7713	(925) 372-1103
	Vallejo	(925) 372-1103	(925) 229-7713	(925) 372-1103
North Valley/ S. Sacramento	Sacramento	(925) 372-1103	(925) 229-7713	(916) 525-3114
	Roseville	(925) 372-1103	(925) 229-7713	(916) 525-3114
	So. Sacramento	(925) 372-1103	(925) 229-7713	((916) 525-3114
Central Valley	Manteca	(925) 372-1103	(925) 229-7713	(209) 476-3111 (925) 372-1103
	Modesto	(925) 372-1103	(925) 229-7713	(209) 476-3111
Fresno	Fresno	(925) 372-1103	(925) 229-7713	(925) 372-1103
Out of Service Area		(925) 372-1336	(925) 372-1336	

Addiction Medicine Recovery Services (AMRS) Day Treatment Programs

Service Area	Facility	Department Number	Program Director/Manager	Email Address
Central Valley	Manteca Modesto Stockton Tracy	(855) 268-4096	Ester Baldwin	Ester.Baldwin@kp.org
Diablo	Antioch Martinez Pleasanton Walnut Creek	(925) 295-4145	Curtis Arthur	Curtis.John.Arthur@kp.org
East Bay	Oakland Richmond	(510) 251-0121	Olena Geller	Olena.A.Geller@kp.org
Fresno	Fresno	(559) 448-4620	Michael Nunes	Michael.A.Nunes@kp.org
Greater Southern Alameda	Fremont Union City	(510) 675-2377	Jennifer Miller	Jennifer.K.Miller@kp.org
Napa/Solano	Petaluma/San Rafael Vallejo Vacaville	(707) 651-2619	Kurt Meyers	Kurt.A.Meyers@kp.org
North Valley	Roseville Sacramento South Sacramento	(916) 482-1132	Kristy Schwee	Kristy.N.Schwee@kp.org
San Francisco	Redwood City San Francisco San Rafael South San Francisco	(415) 833-9402	Sofia Gonzalez	Sofia.N.Gonzalez@kp.org
Santa Clara	Redwood City San Jose Santa Clara Santa Cruz	(408) 366-4200	H.B.(Tresy) Wilder	H.B.Wilder@kp.org
Santa Rosa	San Rafael Santa Rosa	(707) 571-3778	Christopher Evans	Christopher.S.Evans@kp.org

2.6 Northern California Resource Management (RM) Contacts

Coordination of Care Service Directors (COCSO), UM/RM Managers, and Social Workers may be reached at the telephone numbers listed on the following pages.

Location	Address	COCSO	UM/RM Manager	Social Worker
Antioch	4501 Sand Creek Road Antioch, CA 94531	Haeyong Sohn (925) 813-6997 (925) 303-8816 (cell)	Dena Grosse (ANM) (925) 813-3736 (925) 813-3721	Charles Brigham (925) 813-3760
Fremont	39400 Paseo Padre Pkwy Fremont, CA 94538	Elsamma Babu (510) 248-7601	Winnie Huang (510) 248-5302	Jenny Vo (510) 248-5327
Fresno	7300 North Fresno Street Fresno, CA 93720	Michelle Garcia-Wilkins 559-448-3323	Sheila Brillante (559) 448-3193 (559) 352-2358 (cell)	Iris DeYoung (559) 448-5174
Manteca	1777 West Yosemite Ave Manteca, CA 95337	Julie Ann Gist (209) 735-4207 (209) 402-6953 (cell)	Kristine Biehl (209) 825-2442 209) 573-3880 (cell)	Debbie Vieira (209) 735-5602
Modesto	4601 Dale Road, Ste 1H7 Modesto, CA 95356	Julie Ann Gist (209) 735-4207 (209) 402-6953 (cell)	Lexlee Cunningham (209) 402-4349 (209) 402-6633 (cell)	Debbie Vieira (209) 735-5602
Oakland	275 West MacArthur Blvd Oakland, CA 94611	Shannon D Bradley (510) 752-5569 (510) 871-7913 (cell)	Natalie Archangel-Montijo (510) 752-8120 (510) 915-6830 (cell)	Reva Levias (510) 752-6306 (510) 507-0800 (cell)
Redwood City	1100 Veterans Blvd Redwood City, CA 94063	Ursula Lavelle (650) 299-2829 (650) 207-7968 (cell)	Monica Moniz (650) 299-4601 (650) 2128-8297 (cell)	Kathleen Steele (650) 299-3194
Richmond	901 Nevin Avenue Richmond, CA 94801	Shannon D Bradley (510) 752-5569 (510) 871-7913 (cell)	Heather Rodriguez (510) 307-2893	Nancy Jacobson (510) 307-2972
Roseville	1600 Eureka Road Roseville, CA 95661	Dee Ford (916) 784-5297	Ronaviv M Garcia (916) 784-4802 (916) 297-1000 (cell)	Erica Menzer (916) 784-4483
Sacramento	2025 Morse Avenue Sacramento, CA 95825	Yvonne Speer (916) 973-7528 (916) 297-3725 (cell)	David J Thomas (916) 973-6931	VACANT
San Francisco	2425 Geary Blvd San Francisco, CA 94115	Rochelle (Marie) Arenas (415) 833-6686 (415) 314-8531 (cell)	Joan Ngando-Agbor (415) 833-7837	VACANT

Location	Address	COCSD	UM/RM Manager	Social Worker
San Jose	250 Hospital Parkway San Jose, CA 95119	Evigeniy Satanovskiy (408) 728-1264 (cell)	Maria C. Arevalo (408) 972-6424 Christyle Tabuan (Interim)	Greg Dalder (408) 927-9817
San Leandro	2500 Merced Street San Leandro, CA 94577	Irina Y. Lewis 510-454-4831	Shirley Ng (Mgr) (510) 363-6041 Paula Breen (ANM) (510) 362-6497	Clay Van Batenburg (510) 454-4954
San Rafael	99 Montecillo Road San Rafael, CA 94903	Ruth Vosmek (415) 444-4689	Cyntia Boter (415) 444-4880	Ruth Vosmek (415) 444-4689
Santa Clara	700 Lawrence Expressway Dept. 312 Santa Clara, CA 95051	VACANT	Janarei Castillo (408) 851-7047 (408) 529-7616 (cell) Shefalia Singla (408) 594-6383 Teresa Raya (ANM) (408) 594-6686 (cell)	George Fogle (408) 851-7090
Santa Rosa	401 Bicentennial Way Santa Rosa, CA 95403	Janet A Cappurro (707) 393-4619 (707) 328-7098 (cell)	Karen Hulsey (707) 393-4302 (707) 806-4617 (cell) Diana Samour (ANM) (707) 867-2313	Diane Sloves (707) 393-3149
South Sacramento	6601 Bruceville Road, South Sacramento, CA 95823	Baljinder (Pepi) Lall 916-688-2997 (916) 203-0347 (cell)	Sukheet (Sukhee) Gill (916) 688-6519 (916) 531-9491 (cell)	Jennifer Park (916) 686-2998
South San Francisco	1200 El Camino Real South San Francisco, CA 94080	Margaret Williams (925) 788-1278 (cell)	VACANT	Sharmila Grant (650) 742-3085
Stockton	1800 N California St Stockton, CA 95204	Julie Ann Gist (209) 735-4207 (209) 402-6953 (cell)	Kelly Widger (209) 402-1840 (cell)	N/A (See Modesto)
Vacaville	One Quality Drive Vacaville, CA 95687	Deborah Aragon (707) 624-1007	VACANT (See COCSD)	Charlotte Richardson (707) 624-2572
Vallejo and Vallejo Rehab	975 Sereno Boulevard Vallejo, CA 94589	Carrie Robertshaw (707) 651-3521 (707) 334-8417 (cell)	Joan Divinagracia (707) 651-1593	Jean Broadnax (707) 651-4423

Location	Address	COCSD	UM/RM Manager	Social Worker
Walnut Creek	1425 South Main Street Lilac Building #29 Walnut Creek, CA 94596	Miraslava Harter (925) 295-4473 (925) 239-9391 (cell)	Joanna Macinning (925) 393-1749 (cell) Bernadette Yee (925) 393-4768 (cell)	Carol McMenemy (925) 295-5128
Watsonville Community Hospital		See San Jose: Evgeniy Satanovskiy (408) 728-1264		

Resource Management Functional Unit 1950 Franklin Street, 12 th Floor Oakland, CA 94612	
Marie Holtz Group Leader, Consulting (510) 541-7553 (cell)	Vernester Sheeler Group Leader Consulting (510) 418-4085 (cell)

Health Plan Utilization Management
Dorothy L. Snow, MPH, CPPS, CPHQ Regional Director Health Plan Regulatory Services (510) 987-4389