

# 1. Self-Funded Program Overview

## 1.1 Kaiser Permanente Insurance Company (KPIC)

Kaiser Permanente Insurance Company (KPIC), an affiliate of Kaiser Foundation Health Plan, Inc. (KFHP), administers KP’s Self-Funded Program. KPIC contracts with each Self-Funded Plan Sponsor (an “Other Payor” under your Agreement) to provide administrative services for the Plan Sponsor’s Self-Funded plan. KPIC has a dedicated team to coordinate administration with the Plan Sponsors. KPIC provides network management and certain other administrative functions through an arrangement with KFHP.

## 1.2 Third Party Administrator (TPA)

KPIC has contracted with a Third Party Administrator (TPA), HealthPlan Services, a Wipro Company (formally known as Harrington Health), to provide certain administrative services for KP’s Self-Funded Program, including claims processing, eligibility information, and benefit administration.

The TPA administers the Customer Service System, with automated functions as well as access to customer service representatives, which allows you to check eligibility, benefit, and claims information for Members.

The automated system (interactive voice response or IVR) is available 24 hours a day, 7 days a week. Customer service representatives are available Monday–Friday from 7 A.M. to 9 P.M. Eastern Time Zone (ET) (4 A.M. to 6 P.M. Pacific Time Zone) – see Section 2.2 of this Provider Manual.

## 1.3 Self-Funded Products

KP offers a Self-Funded Exclusive Provider Organization product administered by KPIC.

### 1.3.1 Exclusive Provider Organization (EPO)

- Mirrors our HMO product, offered on a Self-Funded basis
- Self-Funded EPO Members choose a KP primary care provider and receive care at KP or (contracted) plan medical facilities
- Except when referred by The Permanente Medical Group, Inc. (TPMG) physician or their designee, Self-Funded EPO Members will be covered for non-emergency care only at designated plan medical facilities and from designated plan practitioners


## 1.4 Identification Cards


Each Member is issued a Health Identification Card (Health ID Card). Members should present their Health ID Card and photo identification when they seek medical care.

Each Member is assigned a unique Medical Record Number (MRN), which is used to locate membership and medical information. Every Member receives a Health ID Card that shows their unique number. If a replacement card is needed, the Member can order a Health ID Card online or call Self-Funded Customer Service.


The Health ID Card is for identification only and does not give a Member rights to services or other benefits unless they are eligible. Anyone who is not eligible at the time of service is responsible for paying for services provided.


Exclusive  
Provider  
Organization  
(EPO)

 <b>KAISER PERMANENTE®</b> Kaiser Permanente Insurance Company	
<b>Exclusive Provider Organization (EPO)</b> Northern California Region <span style="float: right;">kp.org</span>	
<b>Name:</b>	<b>Date of Birth:</b> 01/1950
<b>OGOMGBUNAM M CHUKWUNET</b>	
<b>Medical Record Number:</b>	<b>OV (PCP/Spec) \$00/\$00</b>
<b>12345678</b>	<b>RX \$00/\$00/\$00</b>
<b>RxPCN: NCSF</b>	<b>Coinurance 10%</b>
<b>RxBIN: 610127</b>	<b>Deductible \$0000/\$0000</b>
	<b>Out of Pocket \$0000/\$00000</b>


Emergency	911	
Appointments, 24/7 medical advice, and refills	1-866-454-8855 TTY 711	
Customer Service	1-800-663-1771	
Pharmacy benefit	1-866-427-7701	
Away from Home Travel Line (If you seek medical services away from home)	1-951-268-3900	
<b>Mail claims to:</b> KPIC Self-Funded Claims Administrator, P.O. Box 30547, Salt Lake City, UT 84130-0547 Payor ID # 94320 If you think you have a medical or psychiatric emergency, call 911 or go to the nearest hospital. If you receive emergency care in a non-Plan hospital, please call us at 1-800-225-8883 (TTY 711) as soon as your condition is stabilized so that a Kaiser Permanente physician can access your medical information and discuss your care with the treating physician. Your call will facilitate authorization for post-stabilization care and will also help protect you from financial responsibility. Not an insurance product. Self-Funded Plan administered by Kaiser Permanente Insurance Company. This card is for identification only; possession of this card confers no right to services or other benefits unless the holder complies with all provisions of the applicable coverage agreement.		
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 Kaiser Permanente Insurance Company

**Exclusive Provider Organization (EPO)**  
 Northern California Region kp.org


**Name:** **OGOMGBUNAM M CHUKWUNET**      **Date of Birth:** **01/1950**

**Medical Record Number:**  
**12345678**

<b>RxPCN:</b> NCSF	<b>Deductible</b> \$0000/\$0000
<b>RxBIN:</b> 610127	<b>Out of Pocket</b> \$0000/\$00000

000001

Emergency	911	
Appointments, 24/7	1-866-454-8855	
medical advice, and refills	TTY 711	




Customer Service 1-800-663-1771  
 Pharmacy benefit 1-866-427-7701  
 Away from Home Travel Line 1-951-268-3900  
 (If you seek medical services away from home)


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**KAISER PERMANENTE®**  
 Kaiser Permanente Insurance Company


 Sandia  
National  
Laboratories

**Exclusive Provider Organization (EPO)**  
 Northern California Region kp.org

**Name:** **OGOMGBUNAM M CHUKWUNET**      **Date of Birth:** **01/1950**


**Medical Record Number:** **12345678**

	<b>RxPCN:</b> NCSF
	<b>RxBIN:</b> 610127

	<b>In Network</b>	<b>Out of Network</b>
<b>Deductible</b>	\$0000/\$0000/\$0000	\$0000/\$0000/\$0000
<b>Out of Pocket</b>	\$0000/\$00000/\$00000	\$0000/\$00000/\$00000

000001

Emergency	911	
Appointments, 24/7	1-866-454-8855	
medical advice, and refills	TTY 711	



Customer Service 1-877-568-0774  
 Pharmacy benefit 1-866-427-7701  
 Away from Home Travel Line 1-951-268-3900  
 (If you seek medical services away from home)

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