



November 2024

To: All Southern California Providers

RE: Notice of Southern California Overpayment Recovery/Refund Remittance Address Change Effective Immediately.

Dear Southern California Providers,

Effective immediately, our former Kaiser Permanente Southern California claims overpayment recovery/refund remittance lockbox location (File 50187, Los Angeles, CA 90074-0187) will no longer accept refund checks. This change requires you to use the address listed below when sending refund payments through the U.S. Postal Service (mail). Any mail sent to the former address will be returned to sender. As a result, please update your records and submit all future refund payments to the lockbox address below:

Kaiser Permanente  
Attn: Regional Claims Recovery  
PO Box 741639  
Los Angeles, CA 90074-1639

**This change only impacts overpayment recovery/refund payments sent to Kaiser Permanente Southern California; all other correspondence addresses remain unchanged.**

For more information, please contact us at: 1-800-390-3510

Sincerely,

SCAL Health Plan Claims Department  
Kaiser Foundation Health Plan