

You have several payment options

1. Pay online using our one-time payment option or use our mobile app
 - Members registered for secure online services may log in to www.kp.org/wa
 - Visa, MasterCard, Discover and American Express are accepted
2. Pay by mail
 - Detach the coupon from the bill
 - Include a check, money order, cashier's check, or credit card information
3. Pay via your bank's online bill pay service
 - Include the Guarantor ID # from your bill
 - Direct payments to

Kaiser Permanente, Patient Financial Services
PO BOX 740488 Los Angeles CA 90074-0488

4. Pay by phone with credit card
 - 24 Hours x 7 Days Per Week: toll-free 1-844-632-2064

Kaiser Permanente is here to help. If you are experiencing financial hardship at this time you may be eligible for additional assistance. To speak to a Patient Financial Services Representative and learn about your options, call us Monday through Friday between 8 am and 5 pm at 1-800-442-4014 and stay on the line to be connected.

Questions about your billing statement or Kaiser Permanente coverage?

Contact:

Kaiser Permanente Member Services
Monday - Friday, 8 a.m. to 5 p.m. Toll-free 1-888-901-4636
TTY/TTD relay service, dial 711 or 1-800-833-6388
Online: www.kp.org/wa/memberservices

Please note: The guarantor ID number included on the front of this statement is for billing purposes only. It does not replace your member ID number.

Please complete if you have a change of address or additional non-Kaiser Permanente insurance to bill. For all other inquiries, please contact Member Services directly.

Patient name, new address and/or phone: _____

Guarantor / subscriber name: _____

Insurance company name, address, and group or policy number: _____
