

Start using your new Health Payment Card in 4 simple steps

Step 1: Start using your account online

- Before using your card, visit kp.org/healthpayment¹ and sign on with your kp.org user ID and password. If you haven't registered, visit kp.org/register today.²
- Once you've signed on, you can track your expenses, see how much money is in your account, and more.
- Always make sure you have enough money in your account before using your card.

Step 2: Activate and sign your card

- For your protection, you'll need to activate your card before you use it. Once you've signed on to your account online, just call the number on the label on top of your card to activate it.
- Once your card is activated, take off the label and sign the back.

Step 3: Start using your card

- You can use your card to pay for care, also known as qualified medical expenses, for you and your dependents.³
- Pay for care when you check in for your appointment or when you get a bill — just write your card number on your bill and send it in.
- Don't throw your card away at the end of the year. As long as you stay enrolled in the plan, your card can be used to access the money in your account.

Step 4: Save your paperwork

- Keep your Explanation of Benefits (EOBs), bills, and itemized receipts. You may need these documents later for when you do your taxes or to validate your expenses.

Need help?

Call Health Payment Services at 1-877-761-3399, Monday through Friday from 5 a.m. to 7 p.m. Pacific time (closed holidays). We look forward to serving you.

¹ If you're not enrolled in a Kaiser Permanente health plan, you'll need to activate your account on kp.org/healthexpense. When signing on for the first time, your temporary user ID and password will be the same: the first initial of your first name, plus your first name, plus the last 4 digits of your Social Security number.

² It may take up to 9 days from when you register on kp.org before access to your account will be available through kp.org/healthpayment.

³ A qualified medical expense is defined under Internal Revenue Code Section 213(d). To download IRS Publication 502, Medical and Dental Expenses, visit irs.gov/publications. Depending on the type of account(s) your employer offers, the expenses that you can pay for using your health payment account may be more limited. Check with your employer's plan administrator for details.

Kaiser Foundation Health Plan, Inc. (KFHP, Inc.), and Kaiser Permanente Insurance Company (KPIC) provide HRA, FSA, HSA, and HIA administration services through KFHP, Inc.'s, contractual relationships with administrative and banking entities.

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