



Welcome to the Kaiser Permanente Rollover Account (KPRA) website, where you have 24-hour access to your rollover account administered through Kaiser Permanente. This website features many convenient resources to help you manage your KPRA. It's designed to make it easier for you to get the most out of your health plan while staying on top of your medical expenses.

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- ▶ View up-to-the-minute account balances.
  - ▶ View your account activity, claims history, and reimbursement history.
  - ▶ Download plan information and forms, and receive important notifications.
  - ▶ File claims.
  - ▶ Upload receipts.
  - ▶ Set up direct deposit.
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## How do I sign on to the website to manage my account?

### 1. Go to [kp.org/healthpayment](http://kp.org/healthpayment).



### 2. Enter your **kp.org** user ID and password and click **Submit**. If you haven't registered on **kp.org** yet, just go to [kp.org/registernow](http://kp.org/registernow). If you're registering for the first time, it may take up to a week to set up access to [kp.org/healthpayment](http://kp.org/healthpayment).

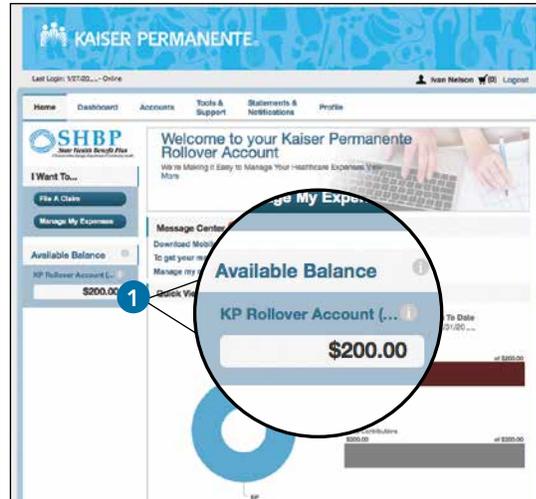


Navigating the home page is simple:

3. The **I Want To...** section on the left is where you can get started on important activities like filing claims and managing your expenses.
4. The **Available Balance** section to the left shows the available balance in your account(s). You can click on the link to go to the Account Summary page.
5. The **Message Center** in the middle of the screen shows any messages from Kaiser Permanente and lists important alerts and relevant links to help you avoid problems with your accounts.
6. The **Quick View** section breaks down election summary and contributions to date.

For more options, use the tabs at the top of the page.

## How do I view current account balances and activity?



1. For your current account balance, see the **Available Balance** section on the home page. For a more detailed summary, including information about your account activity, click **Available Balance**.



2. You'll be taken to the Account Summary page. In the chart, you can see how much has been contributed to your KPRA for the year in the **Eligible Amount** column. You can also see the total amount of your processed claims, which claims are pending or denied, and how much is available in your KPRA.
3. For details about your claim and payment history, click **Account Activity**.
4. To see a detailed claims history, click **Claims**.
5. For a history of reimbursements or payments made with your KPRA, click **Payments**.

### If needed, how do I file a claim for reimbursement?

Usually, you won't have to file a claim for payment or reimbursement for your eligible expenses. For most services at Kaiser Permanente facilities, your claim will automatically be submitted for you.

However, for certain services — like emergency or urgent care at a non-Kaiser Permanente facility — you may need to file a claim to get reimbursed. If so, just follow these steps:

1. On the home page, click **File A Claim** to create a new claim.
2. Select your account and a payee for the claim, then click **Next** to upload your supporting documentation.

NOTE: If you choose to make a payment to "Someone Else," you'll need to enter the provider's information on the next page before uploading your documentation.



3. Click **Upload Valid Documentation** to upload your Summary of Accumulation or Explanation of Benefits, bill, or itemized receipt. After submitting your documentation, click **Next**.

NOTE: Your supporting documentation should include the date of service, a description of the expense, the expense amount, and the provider's name and address. All files must be in JPG, GIF, PNG, or PDF format and cannot exceed 2 MB.



4. Enter your claim information on the form that appears and click **Next**.

5. When the Transaction Summary page appears, review your claim before submitting. To make changes, click **Update**. If you're not ready to submit your claim, click **Save for Later**. To submit another claim, click **Add Another** and repeat steps 2 through 4.

6. Once you're ready to file your claims, click **Submit**. You'll see a confirmation showing your submission was successful.

From	To	Expense	Amount	Approved Amount	
KP Rollover Account (4/1/... - 12/31/...)	Me	Health Plan Expense	\$50.00	\$50.00	Remove Update
<b>Total Amount</b>			\$50.00	\$50.00	

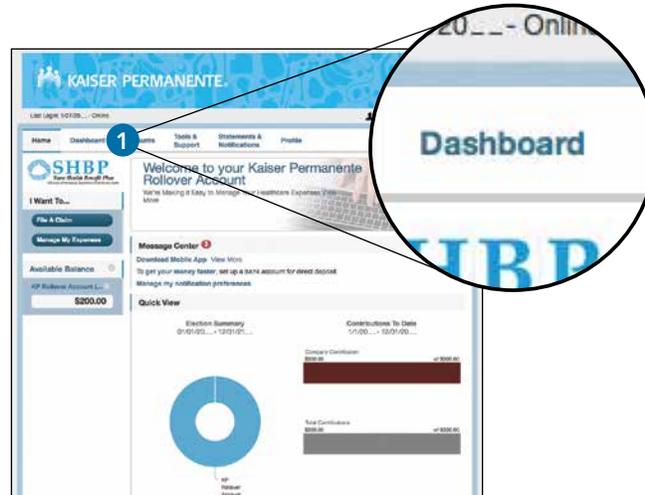
NOTE: You can also file your claims and upload supporting documentation online using the KP Balance Tracker app, which you can download to your smartphone or mobile device.

If you aren't able to upload your documentation online, you'll need to file your claim by mail or fax. To do so, print and complete a Reimbursement Request Form, which you can find by clicking the **Tools & Support** tab at the top of the page. Mail or fax the form with your Summary of Accumulation or Explanation of Benefits, bill, or itemized receipt to:

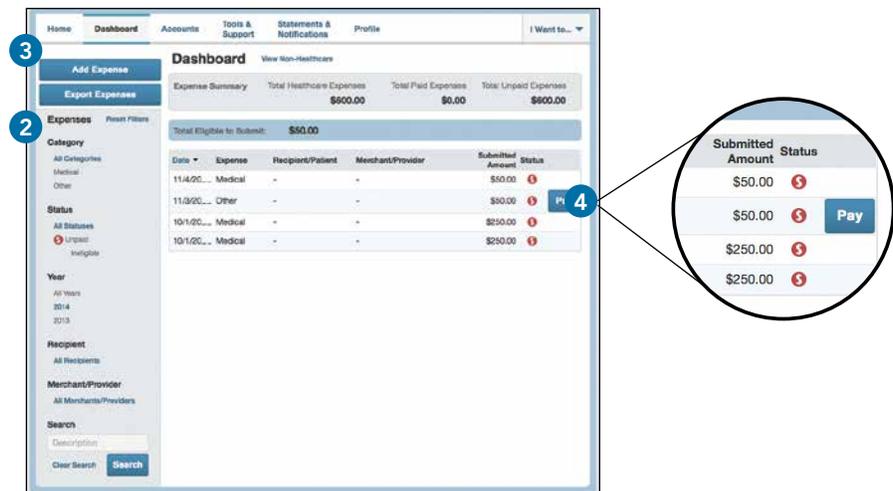
Kaiser Permanente Health Payment Services  
P.O. Box 1540  
 Fargo, ND 58107-1540  
 Fax: **1-877-535-0821**

## How do I use the Dashboard?

The Dashboard gives you an overview of your submitted claims and their payment statuses. You can also add any expenses that haven't been filed for reimbursement from your KPRO. This makes it easy to track all your eligible expenses in one location, and you can request reimbursement for them at any time.



1. Click the **Dashboard** tab at the top of the page or the **Manage My Expenses** button on the left to get started.



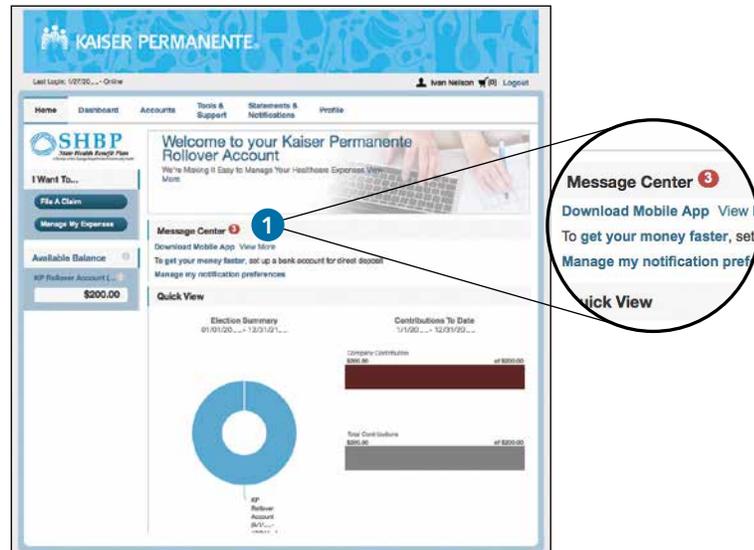
2. On the Dashboard page, you can use the filters on the left to sort your expenses by category, payment status, date, recipient, and merchant/provider.
3. To add an expense to the Dashboard, click **Add Expense**, fill in the expense information on the page that appears, and click **Add**.
4. To request reimbursement from your KPRO for an expense entered into the Dashboard, click the **Pay** button next to that expense. Click **Pay** on the pop-up window that appears and then follow the instructions for filing a claim listed in the previous question.

NOTE: If the qualified medical expense you're requesting reimbursement for isn't listed, you won't be able to use the Dashboard to make your request. Instead, follow the directions for filing a claim listed in the previous question.

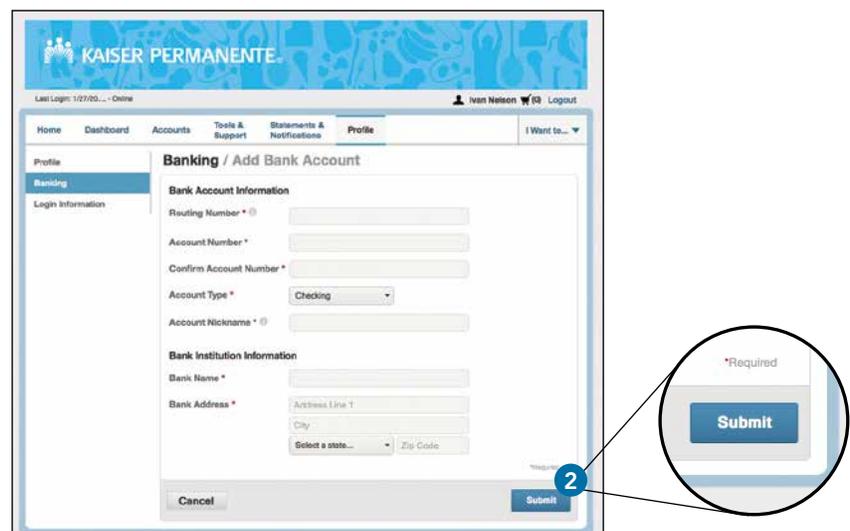
## How do I set up direct deposit?

By signing up for direct deposit to your personal checking account, you'll be able to get reimbursements for your filed claims more quickly.

1. From the home page, in the **Message Center**, click **get your reimbursement faster**.



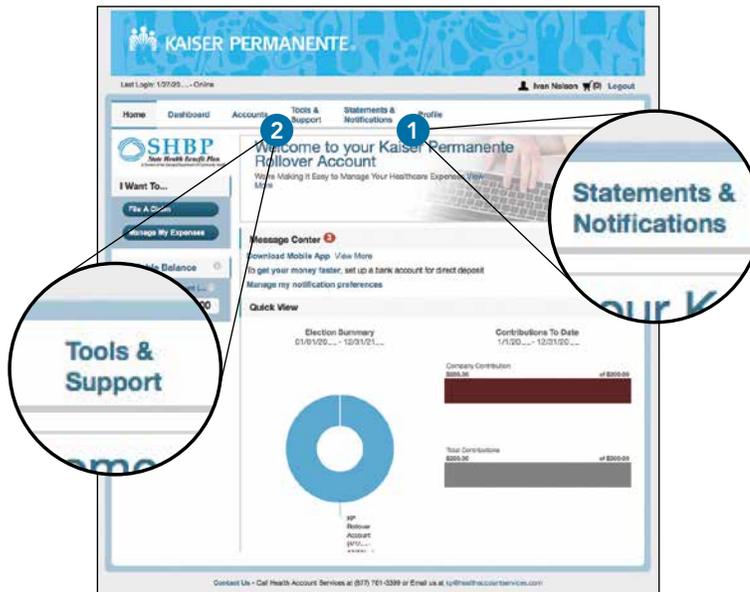
2. On the Banking/Add Bank Account page, enter your bank account information and click **Submit**. You'll see this confirmation: "Payment Method Changed."



NOTE: If you choose not to sign up for direct deposit, you'll receive your reimbursements by check. A minimum of \$10 in reimbursements is required before a reimbursement check will be mailed to you. However, any outstanding reimbursements will be mailed to you at the end of each month, regardless of the amount.

## How do I view or access additional resources?

You'll find a wide range of additional resources on the KPRA website. Just follow the directions below to find what you're looking for.



### 1. Forms and other materials

- From the home page, click the **Tools & Support** tab.
- Click any form of your choice.

### 2. Statements and notifications

- From the home page, click the **Statements & Notifications** tab.
- Click any link. Options include Receipt Reminders, Account Statements, Advice of Deposits, Denial Letters, and Denial Letters with Repayments.

### 3. Profile

- From the home page, click the **Profile** tab.
- Select **Login Information** from the left-hand menu.
- Update your login information for the KP Balance Tracker mobile app. You can also update your security questions.

## For more information

On the home page, click the **Tools & Support** tab and locate the list of **Quick Links** on the right. Here you will find helpful information, including resources for managing your health on **kp.org**, and other useful tools to help you get the most out of your health plan.

You can also call Kaiser Permanente Health Payment Services at **877-761-3399**, Monday through Friday from 8 a.m. to 10 p.m. ET (closed holidays), and we'll be happy to help you with your account.

If you have questions about your health plan, call your dedicated Kaiser Permanente Member Services at **855-512-5997**, Monday-Friday 7 a.m. to 7 p.m. ET (closed holidays). For TTY for the deaf, hard of hearing, or speech impaired, call **711**.

