Health Payment Online User Guide

Managing your Health Payment Account online

KAISER PERMANENTE®

Welcome to kp.org/healthpayment, where you have 24-hour online access to your Health Payment Account administered through Kaiser Permanente. This website features many convenient resources to help you manage your health reimbursement arrangement (HRA), health savings account (HSA), and flexible spending account (FSA). 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.

- View up-to-the-minute account balances.
- File claims.*
- Upload receipts.
- View your account activity, claims history, and reimbursement history.
- Report a lost or stolen card and request a new one.
- Update your personal profile information.
- Download plan information and forms, and receive important notifications.

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*Feature not available for HSA.

How do I log on to kp.org/healthpayment to manage my account?

1. Go to **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**.

Navigating the home page is simple:

3. The top section shows messages from your employer* and links to your information.

4. The **Action Required** section in red shows alerts and relevant links to help you avoid any problems with your accounts.

5. The **Account** section includes links to account activity and balances. When you click on the account name or **View Account Summary** highlighted in blue in the table, you'll find account details like balances, contribution amounts, and payments.

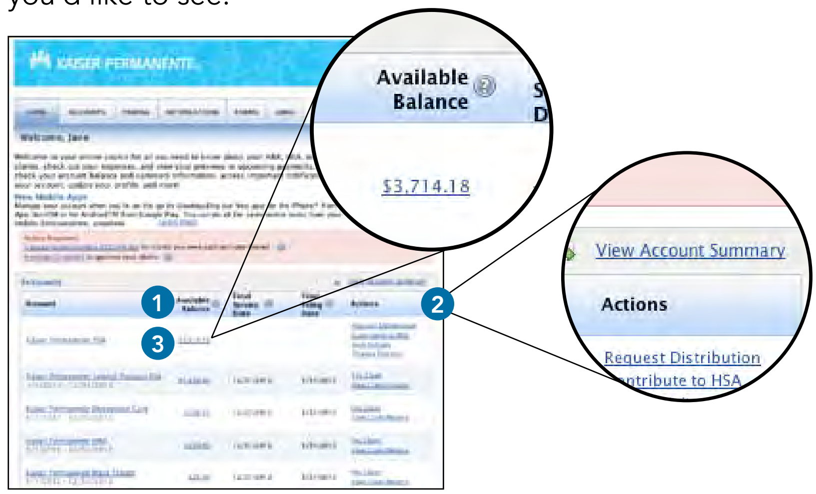
6. The **Next Scheduled Reimbursement** section at the bottom of the page lets you know how much you're projected to receive from any of your plans, and when you can expect to receive it.

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

*If you are a retiree, this refers to your former employer.

How do I view current account balances and activity?

You have three options, depending on the account information you'd like to see:



1. For your current account balance, go to the **Account** section on the home page and view the **Available Balance** column next to the appropriate account.

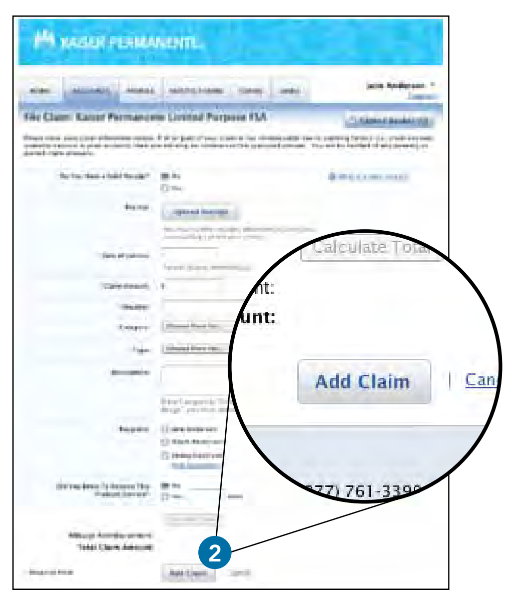
2. For a summary of an account that includes your current balance, go to the top right corner of the **Account** section on the home page. Then click **View Account Summary.**

3. To see all account activity, on the home page click the dollar amount under **Available Balance** next to the appropriate plan.

How do I file a claim and upload a receipt?

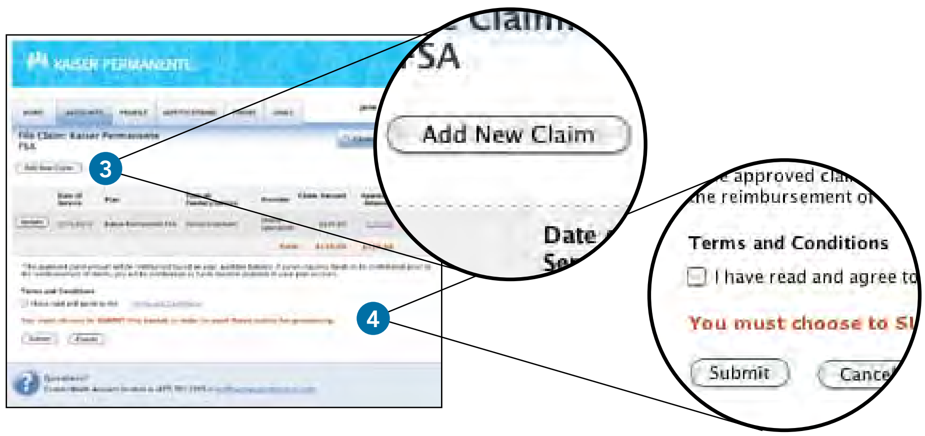
1. On the home page, use the **Accounts** tab and select **File Claim** from the drop-down menu. Then click **File Claim** next to the appropriate account.

2. Enter your claim information on the form that appears. Then click **Add Claim** at the bottom of the page. It will be added to your Claims Basket.

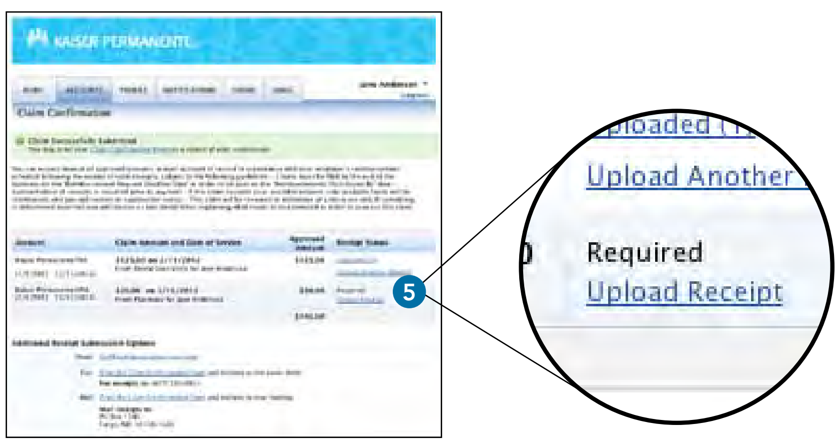


3. To submit additional claims go to the Claims Basket and click **Add New Claim.** Select the appropriate plan, then repeat step 2.

4. Once all claims are entered in your Claims Basket, agree to the terms and conditions and click **Submit.** When the confirmation message appears, print the Claim Confirmation Form for your records.



5. For any claim that still requires a receipt, click **Upload Receipt** on the far right and follow the instructions. Your receipt must be in Word, PDF, BMP, or GIF format. If you aren't able to upload your receipts online, you can email, mail, or fax them using the contact information provided on-screen. Be sure to print a copy of your Claim Confirmation Form and send it with your receipts.



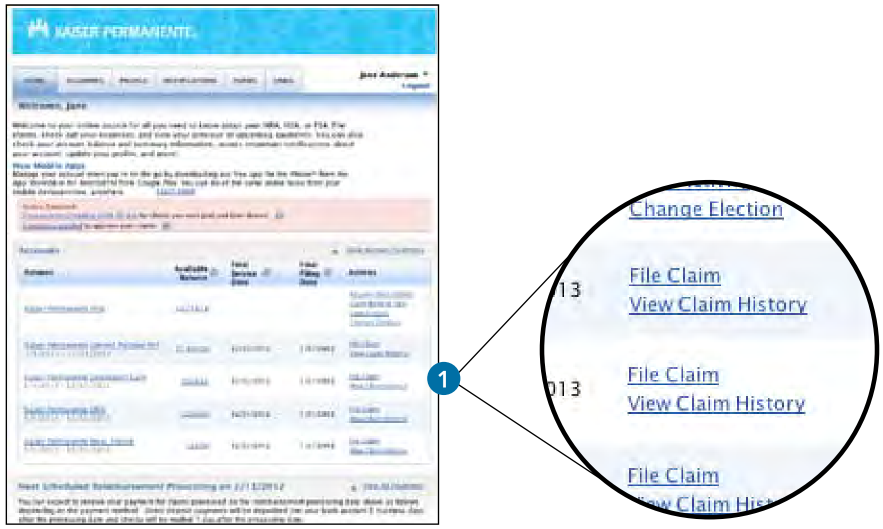
6. After you upload your receipt, this confirmation will appear: "Your receipt has been uploaded. You may upload additional receipts if needed until the claim is approved."

NOTE: If you see a **Receipts Needed** link in the **Action Required** section of the home page, click on it to see a list of any claims requiring receipts.

Filing claims online is not currently an option for members with an HSA.

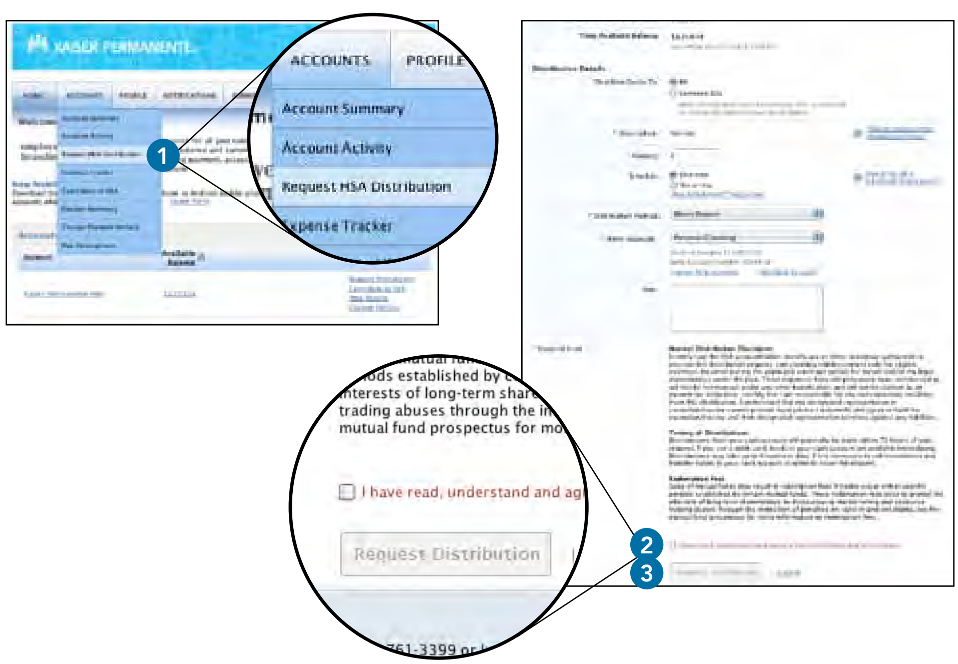
How do I view my claims history?

1. In the **Account** section on the home page, click **View Claim History** next to the appropriate account.
2. The claim history for the selected account will appear on-screen.



I have an HSA. How do I request a distribution from my account?

1. Under the **Accounts** tab on the home page, select **Request HSA Distribution** from the drop-down menu.
2. Fill out the Distribution Details and check the box indicating you've read, understand, and agree to the information and terms above.
3. Click **Request Distribution** and answer your security question. You'll see this confirmation: "Your distribution has been submitted and is displayed as pending below. Distributions may take between 3–6 business days to process."

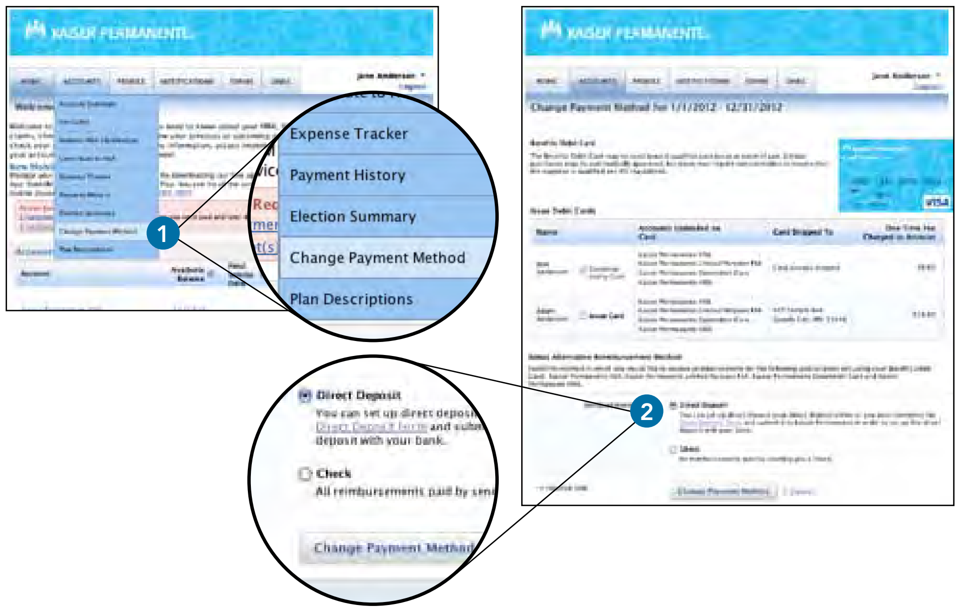


What's the fastest way to get reimbursed for the claims I've filed?

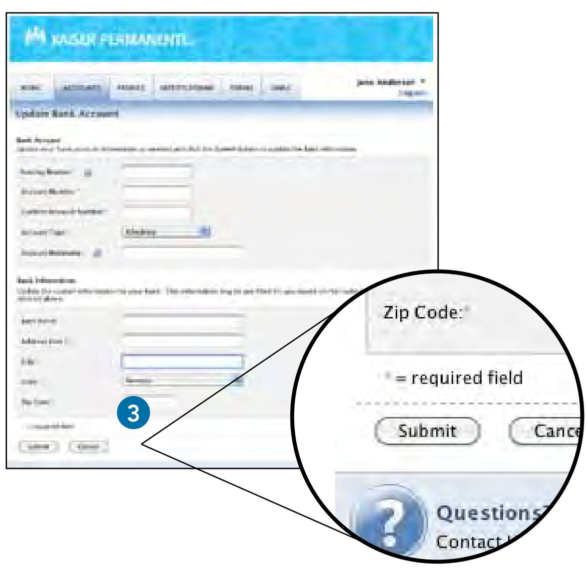
The fastest way to get reimbursements for filed claims is to make sure you've signed up online for direct deposit to your personal checking account. Before signing up, make sure your employer* offers the direct deposit setup online.

1. From the home page, under the **Accounts** tab, select **Change Payment Method** from the drop-down menu.

2. Select **Direct Deposit** and click **Change Payment Method.** In the pop-up box that appears, select your account and click **Next.** The **Update Bank Account** page will appear.



3. Enter your bank account information and click **Submit.** You'll see this confirmation: "Payment Method Changed."



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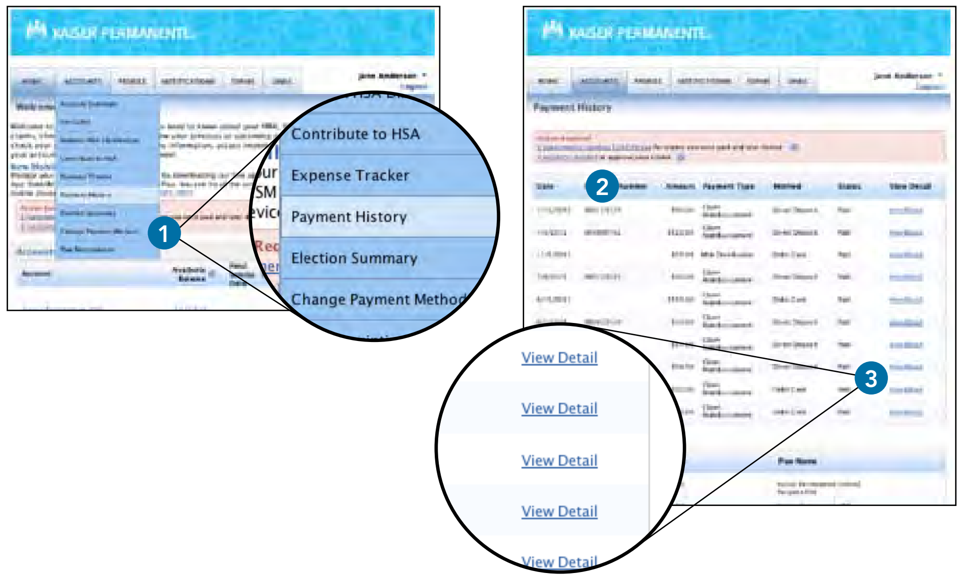
How do I view my reimbursement history?

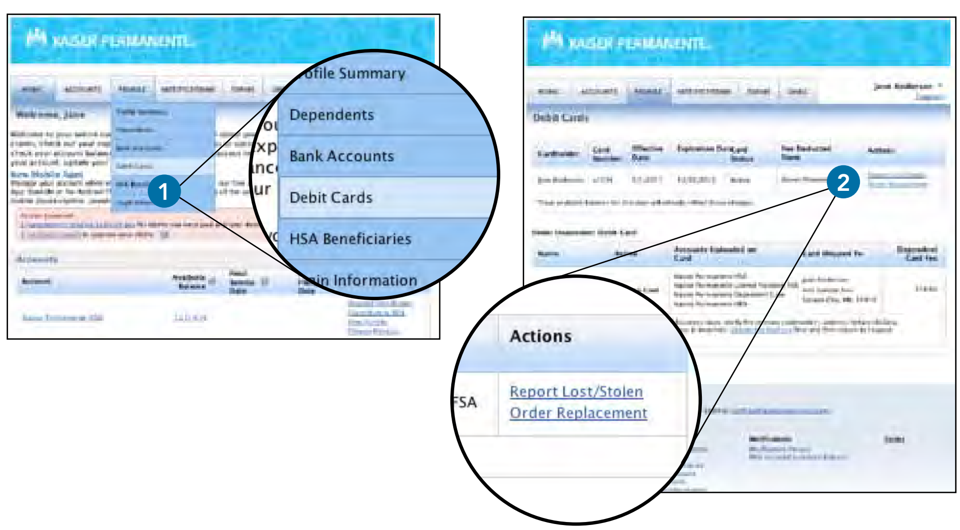
1. Under the **Accounts** tab on the home page, select **Payment History** from the drop-down menu.
2. You'll see reimbursement payments made to date, including health payment card transactions.
3. Click **View Detail** on the far right to see claim details.



How do I report a missing health payment card or request a new card?

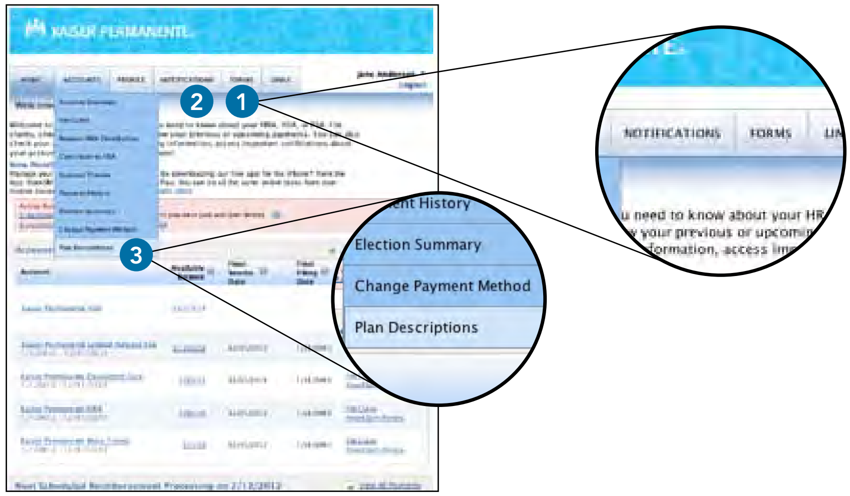
If your plan features a health payment card, it's important to report any loss or theft of your card as soon as possible. You can do this online.

1. On the home page, under the **Profile** tab, select **Debit Cards** from the drop-down menu.
2. Under the **Actions** column on the Debit Cards form, click **Report Lost/Stolen** or **Order Replacement** and follow the instructions.



How do I view or access additional resources?

You'll find a wide range of additional resources at **kp.org/healthpayment**. Just follow the directions below to find what you're looking for.



1. Forms and other materials

- From the home page, use the **Forms** tab.
- Click any form of your choice.

2. Notifications

- From the home page, under the **Notifications** tab, select **Notification History** from the drop-down menu.
- Click any link. Options include **Receipt Reminders, Account Statements, Advice of Deposits, Denial Letters,** and **Denial Letters with Repayments.**

3. Plan information

- From the home page, under the **Accounts** tab, select **Plan Descriptions** from the drop-down menu for basic information.
- Then you'll see a general description of how your account works.

For more information

On the home page, under the **Links** tab, you'll find links that connect you to helpful information, including our deductible plan website, resources for managing your health on kp.org, and other useful tools to help you get the most out of your health plan.

kp.org/healthpayment