



MHBE JOB AID: **KP MembershipConnect Transition**

Relevant to: Brokers, CSCRs, Navigators, MHBE Staff

Overview

On September 16, 2024, Kaiser Permanente exchange consumers will have their billing transitioned to a new KP MembershipConnect (KPMC) platform. **This transition only applies to billing and is not a coverage or service freeze.**

Subscribers will gain additional features including viewing member and dependent coverage, broker information, premium account balances, payment history, making payments via ACI, and more.

- Current payment systems will experience an outage and cannot accept payment via the online portal or phone:
 - September 3 to September 16 (HPS)
 - September 8 to September 16 (InfoSend & TMS)
- Subscribers must choose an alternate payment option to make their premium payment for October coverage.
- Subscribers will receive a new premium bill statement that includes the new payment instructions (online, mail, and phone), payment address, and correspondence address.
- Automatic payments will be processed September 1st and will be stopped; consumers will need to reinstate automatic payments after the update is live.
- Binders Resets will apply to new subscribers; the first month's due date will be extended and an updated invoice will be sent.
- Historical payment and billing information prior to September 2024 will not be available for subscribers to access and download once the new premium payment system goes live.
- Once live, consumers can make payments online at www.kp.org/payonline, with more instructions available in the [How to Pay Your Premium Online](#) instructional video.

Bill payment options during outage

There are two options to pay a bill on time when the system is unavailable:

1. Make a payment in the new premium payment system as soon as it is live. A letter or email will arrive the week of September 16 with step-by-step instructions.
2. Mail a check to the billing address found on the September billing statement, and mail both the check and payment coupon together.

Automatic Payments

- The consumer's last automatic payment will be drafted the first week of September and autopay will be stopped.
- If the consumer experienced a late change in their autopay amount (for example, an increase or decrease), the last automatic payment was drafted at the end of July and autopay will be stopped.
 - Any unpaid balances for August coverage will be included in the next billing statement, resulting in 2 months of premiums due.
- To continue using automatic payments, consumers must set up recurring payments with the new system when it goes live.

Notices Sent to Consumers

- [Coming Soon Letter/email](#), August 13-August 15
- [Alternate Payment During Cutover](#) email, August 28-29
- [Autopay Draft Change](#) email, August 29
- [Binder Reset](#) robocall, September 16
- [Coming Soon Reminder](#), email/robocall/text, September 9-12
- [Bill Payment Video and FAQ](#) available on KP.org, September 16
- [Binder Reset](#) robocall/text, September 16
- [ACI Registration](#) letter/email/robocall/text, September 17-October 2

FAQ - General Questions

- I'm trying to pay my premium online, but the system won't let me.

From September 3 to September 16, the current premium payment system will be unavailable and cannot accept payments via the online portal or pay-by-phone number.

- How do I pay my bill on time when the system is unavailable?

To ensure timely payment, you can choose one of two alternate payment options in September:

- Make a payment in the new premium payment system as soon as it is live. A letter or email will arrive the week of September 16 with step-by-step instructions.
- Mail a check to the billing address found on your September billing statement, and mail both your check and payment coupon together.

- What happens to my coverage if my payment is late?

Rest assured that during this time, your coverage won't be canceled if you're up to date on your payments.

- I made my premium payment, so why is my current balance wrong?

We're upgrading our online system, and beginning September 12 at 6 p.m. PT, your premium balance may not reflect your most recently processed payment. Please check back the week of September 16 for updated balances.

- Will this affect my health care coverage?

This one-time occurrence will not affect your payment history or health care coverage.

- I tried to pay my premium online, but the system wouldn't let me. Why?

From September 3 to September 16, the current premium payment system was unavailable, and we could not accept payments via the online portal or pay-by-phone number.

- What do I need to do if I have already submitted my payment?

If you have already submitted your payment, no action is needed.

- Can you help me find my billing and payment history before 2024?

Note: Before September 16, 2024, find all historical billing and coverage information for KPIF On subscribers in Common Membership (CM).

- Can you help me find my current billing and coverage information?

Note: Before September 16, 2024, find all current billing and coverage information for both KPIF On Exchange subscribers in Membership Quick View (MQV).

FAQ - Autopay

- I pay my premium payment via autopay. When will my last payment be drafted?

Your last premium payment will be drafted by September 2. If you scheduled a one-time premium payment to draft on or after September 3, that payment will be voided.

- Is there anything I need to do to ensure autopay continues monthly?

Yes. To keep automatic payments active, you must set up recurring payments with the new system when it goes live.

FAQ - New Subscriber/Binder Reset

- I'm new to Kaiser Permanente and have not paid my first premium. What do I do now?

Since the system was unavailable, we extended your first month's due date. An invoice will be mailed to you with payment instructions.

- How long before I receive a new invoice?

The day we go live on the new premium payment system – September 16 – the system will generate a new binder invoice that will be mailed to you. You should receive it within a week. Your actual due date depends on when your transition transaction date is and, in theory, that would be about 30 days from going live.