Agent Appointments & Commissions

1) **How and where do I go to begin selling Kaiser Individual and Family plans through Quotit?**
   A: To begin selling Kaiser Permanente Individual and Family Plans, broker/agents must be appointed. To begin the appointment process CA, GA, CO, HI, NW (OR and WA - Clark and Cowlitz counties), MAS (VA, MD and DC) and KPWA click here: How to Get Appointed and fill out the form. For additional assistance contact Quotit Broker Services: 877-228-8773.

2) **Is the appointment process 100% online?**
   A: Process varies by region

3) **Are there costs to be appointed?**
   A: No, not with Kaiser Permanente.

4) **How long does it take to get appointed?**
   A: Please allow 7-10 business days for the carrier to process your appointment and provide a writing number.

5) **What identification number do I use to receive credit for a sale?**
   A: An Agent ID is required in Georgia, Hawaii, Oregon and Washington for application submissions, all other regions require an NPN. For California, to avoid delays with an applicant's effective date, complete, sign, and submit the agent attestation form.

6) **How soon can I begin selling plans?**
   A: Once appointed, agents will be notified via email.

7) **Is there training available and is it required?**
   A: There is no training required. You can refer to the broker training guides for more information.

8) **What is my commission percentage?**
   A: For any commission question please contact Kaise Permanente Individual and Family Broker Service Line 844-394-3978 or Broker Compensation Shared Services (BCSS) at 800-440-2323 (CA) or 844-268-2943 (ROC) or 800-474-1079 (KPWA)

Enrollment & Contacts

1) **How do I enroll my clients electronically?**
   A: You'll use Quotit to generate a proposal for your client. Once they select the desired plan from the proposal, they will be directed to register an online account where they can enroll online. Agents make sure you have your NPN or broker number added to you Quotit account.

   Login to Quotit
   - Click on the Settings tab at the top of the page.
   - You will be led to Settings & Preferences page, under Individual & Family box in Agency Preferences section you will select Online Application Settings.
   - You will be directed to a new page with your list of Companies and Products. At the bottom of the page click on the Add button.
     - Add Online Application Settings.
     - Select your State from drop down.
     - Select Product Type from drop down.
     - Select Company Name from drop down.
   - Once all the fields are displayed follow the instructions for: **OES Instructions**:
   - Add your **NPN**
   - Click **Save**
   - Repeat steps for all states where appointed.

   B: **Kaiser On-Exchange Enrollment** – Agent must enroll through the specific states exchange.

   Maryland Health Benefit Exchange
   DC Health Link
   Washington Health Benefit Exchange
   Virginia's Insurance Marketplace

2) How do I submit paper applications?

A: Online Enrollment through Quotit for Off Exchange Individual and Family Plans is the most effective way to submit application. You can also fax off-exchange KP apps to 1-855-355-5334

3) What forms of payment do you accept?

A: Payment Options - choose either credit / debit card (Visa, Mastercard, American Express or Discover) or back EFT.

4) Is there an enrollment fee?

A: No fees. Only bonus/rewards for submitting enrollments

5) When do plans become effective?

A: KPWA: 2 months out; Other Regions: OE - 12/15 for 1/1, then 1/15 for 2/1, 1/31 for 3/1 (DC); CA - 12/31 for 1/1, 1/31 for 2/1 SEP varies by QLE - visit Click for Special Enrollment Details

6) What is the contact number to broker support?

A: Kaiser Permanente Individual and Family Broker Line Service at 1-844-394-3978

7) How do I submit an Agent of Record form?

A: New broker to contact Broker Compensation Shared Services (BCSS) at 800-440-2323 (CA) or 844-268-2943 (ROC), or KPWA: Submit broker of record form to ifsales@kp.org or Sales & Producer Support at 1-800-474-1079

Submit Broker of Record form to shared inboxes:

- BrokerSupport-NW@kp.org
- brokersupport-mas@kp.org
- hi-bkrlac@kp.org
- broker.services-ga@kp.org
- co-brokercomp@kp.org
- BCS_CA_DocAdministration@kp.org
- (KPWA region) ifsales@kp.org

Eligibility for Coverage

1) What are the valid ages of dependents?

A: Dependat age are birth to 25 yrs. old.

2) Are child only applications accepted?

A: Yes

Enrollment Escalations

1) How are escalations submitted?

A: Pre-Enrollment:
KPIF@KP.org
KPIF-WBE@KP.ORG
KPWA: angie.a.vanbrocklin@kp.org w/cc to katerina.v.plushko@kp.org

B: Post-Enrollment:
KPIF@KP.org
KPIF-WBE@KP.ORG
KPWA: angie.a.vanbrocklin@kp.org w/cc to katerina.v.plushko@kp.org