

IMPORTANT MEMBER CONTACT INFORMATION

Member Services

- Benefit inquiries
- Eligibility inquiries
- Explanation of benefits
- How to make an appointment or choose a doctor
- ID cards, including replacing lost or stolen cards
- Name or address changes
- Services, including health education classes and support groups

Member Services

1-800-966-5955

Monday to Friday, 8 a.m. to 5 p.m.

Saturday, 8 a.m. to noon

Patient Accounting

- Copayments and billing
- Member invoices for services rendered

Patient Accounting

Oahu: **808-432-5340**

Neighbor islands: **1-888-597-5340**

Fax: **808-432-5349**

Online Tools & Resources

kp.org

- Download member guides and forms
- Email your doctor
- Health and drug encyclopedias
- Refill prescriptions and have most mailed to your home
- Schedule or cancel routine appointments
- View most lab test results

kp.org/hawaii

- Virtual facility tour
- Facility locations
- Find a doctor
- Healthy living class catalog
- Member stories
- Accolades