



Kaiser Permanente Online Affiliate and Claims Status Online

What is Online Affiliate?

Online Affiliate is Kaiser Permanente's Epic-Based portal, that allows providers access to several time saving self-service features. As an **external provider** you are eligible to access Online Affiliate, which will allow you to:

- View member eligibility and benefits
- View referrals/authorizations* (for contracted providers)
- View and print EOP's (Explanation of Payments)
- View patient medical records (for contracted licensed clinical staff)

In addition, Online Affiliate offers **Claim Status Online**, which is a functionality enabled within Online Affiliate for providers to view the following claim information:

- Claim Status
- Claim number
- Check number/received date
- Claim details (service date, deductible, co-pay, billed amount, allowed amount)

How do I signup?

If you would like more information on accessing Online Affiliate, please navigate to providers.kp.org and select your region from the drop down.

On the **home page** or under the **claims tab** follow the instructions to set up access to Online Affiliate. You may also reach out to your regional Online Affiliate representative:

Region	Contact
Southern California	KP-SCAL-OnlineAffiliate@kp.org
Northern California	KP-NCAL-OnlineAffiliate@kp.org
Colorado	providers.kp.org/co
Mid-Atlantic	Patricia.X.Roberts@kp.org
Northwest	NW-Provider-Relations@kp.org
Hawaii	KP-HI-OnlineAffiliate@kp.org
Georgia	KP-GA-OnlineAffiliate@kp.org

Interested but don't have access yet?

You can still access the **Claims Status Guest Access tool**.

Navigate to providers.kp.org and select your region from the drop down.

On the **home page** or under the **claims tab** locate the link to **View claim status as a guest user**

*Functionality not available in all regions