KAISER PERMANENTE®

MEMBER REIMBURSEMENT FORM

INSTRUCTIONS:

- Fill out this form to request reimbursement for amounts you PAID the provider.
- If you have not paid the provider, DO NOT USE THIS FORM. Ask the provider to bill us directly using a CMS 1500 or UB-04 claim form. Make sure the provider has your Kaiser Permanente membership information.
- Fill out the form completely and sign it. Send all required documents. Incomplete or unsigned forms will be returned to you.
- Keep a copy of this form and all documents for your records.
- For questions or help with the form, please call Member Services at the number listed below.

SECTION A: PATIENT INFORMATION

Last Name	First Name	Initial

Patient Address	City	State	Zip

Birthdate (MM/DD/YYYY)	Medical Record Number (found on ID Card)
/ /	

Is the patient covered under Medicare? ☐ Yes ☐ No
Is this a prescription reimbursement request? ☐ Yes ☐ No
Was the service due to an auto accident? ☐ Yes ☐ No
Does the patient have other health insurance coverage? ☐ Yes ☐ No. If "Yes" complete Section B, below.

SECTION B: OTHER COVERAGE INFORMATION

Name and Address of Other Coverage	Subscriber ID Number	Group Number
	Employer Name	Insurance Telephone Number
		( ) -

SECTION C: EXPLANATION OF TREATMENT

Please describe the services you received. Explain why treatment was not done at Kaiser Permanente.

Was an ambulance used? ☐ Yes ☐ No	If "Yes," who called the ambulance? ☐ Patient ☐ Kaiser Permanente ☐ Police/Fire ☐ Other: _____
Was the patient admitted to the hospital? ☐ Yes ☐ No	If "Yes" – Admit Date (MM/DD/YYYY) / / If "Yes" – Discharge Date (MM/DD/YYYY) / /

SECTION D: REQUIRED INFORMATION FOR REIMBURSEMENT

To prevent processing delays, you MUST provide the following information:

(1) **Proof of Payment: We need proof you paid the provider**. Send us your receipt, bank statement, copies of original checks (front and back), or any other documents showing how much you paid the provider; **AND**

(2) **Provider's Bill:** Send us a copy of the provider's bill you **paid**. Please include all pages and any detailed billing statements.

Or, if you do not have a copy of the bill, please provide the following information:

Name of patient and medical record number	
Dates of service	
Name of provider (doctor, hospital, ambulance service, pharmacy, laboratory, etc.)	
Address where service was provided (hospital address, doctor address, etc.)	
Services provided to you (x-ray, office visit, injection, prescription, etc.).	
Amount billed	

Note: All documents and information submitted must be legible or the form will be returned.

SECTION E: CRUISE OR FOREIGN TRAVEL REIMBURSEMENT REQUIRED DOCUMENTS

Was the service provided during a cruise or foreign travel? ☐ Yes ☐ No; If "No" please skip. If "Yes", please provide the following information.

☐ Proof of travel: Travel documents; such as a copy of airline tickets or a travel itinerary	☐ Any related medical records, including copies of medical reports, hospital admission notes, emergency room notes, etc.
☐ Copies of original, detailed bills of service (doctor, hospital, and prescriptions)	☐ Proof of payment for services received, including prescriptions (receipt or bank statement, copies of front and back of checks, or any other documents showing how much you paid the provider)

Note: All documents and information submitted must be legible or the form will be returned.

PATIENT SIGNATURE

I certify that the information provided on this form is correct to the best of my knowledge. I authorize the release of all information related to the health care services I received on the dates listed on this form. I understand that this information is necessary to allow Kaiser Foundation Health Plan, Inc, to process my claim for payment.

PATIENT / AUTHORIZING NAME: (PARENT'S SIGNATURE IF PATIENT IS A MINOR or LEGAL DEPENDENT)

PATIENT/ AUTHORIZING SIGNATURE: (PARENT'S SIGNATURE IF PATIENT IS A MINOR or LEGAL DEPENDENT)

DATE SIGNED:

REIMBURSEMENT MAILING ADDRESS AND MEMBER SERVICE PHONE NUMBER

Mail Claims to:

Kaiser Permanente Insurance Company
ATTN: Claims Administration
P.O. Box 30547
Salt Lake City, Utah 84130-0547

Member Services Phone:
Please reference the Customer Service Number on the back of your Physical ID Card or
Login to kp.org and reference the Customer Service Number on your Digital ID Card.