



Dental Care Made Easy! Welcome to your new Member Portal.

Thank you for your enrollment in the Kaiser Permanente Dental Choice (PPO) plan.

Kaiser Permanente Dental Choice (PPO) plans give you access to high-quality dental care from Kaiser Permanente and the ability to see any licensed dentist nationwide, including 9,300 dentists in Oregon and Washington.

DENTAL WEBSITE OFFERS YOU IMMEDIATE ACCESS TO INFORMATION

You will be able to visit kp.org/dental/nw/ppo to access the My Benefits Manager Member portal by clicking on **Member Portal** and create a personal account. Once you've created your secure account you will have access to all your benefit information including:

- Print, view, share or request an ID card
- Find a network doctor
- Review deductible and out-of-pocket status
- Access your claims and explanation of benefits (EOBs)
- Access forms
- 24-hour a day ability to email Customer Service with your question

My Benefits Manager Member Quick Start Guide can be found at kp.org/dental/nw/ppo. This Guide includes detailed instructions on how to create your "Policyholder" and/or "Dependent" secure account(s) within the My Benefits Manager Member Portal.

SUBSCRIBER ID CARD

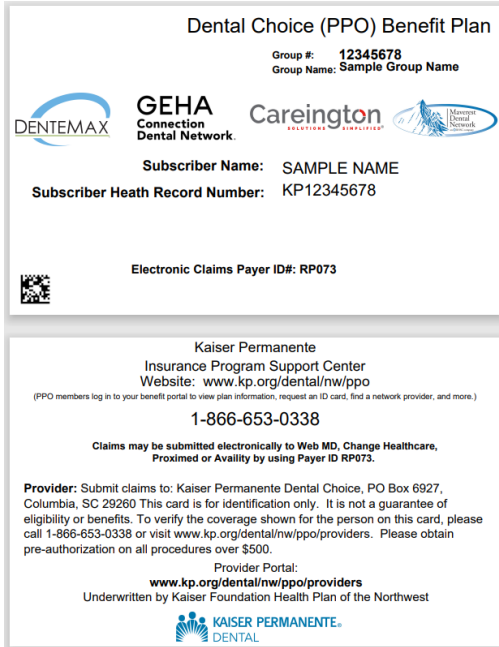
Please make sure to show your new identification card(s) to your dental providers. Your ID card holds vital information for your provider when seeking care. Be sure to keep a copy of your card with you, or make sure you can access, view, print and download an image of your ID card through the member portal.

If you have had a recent address change:

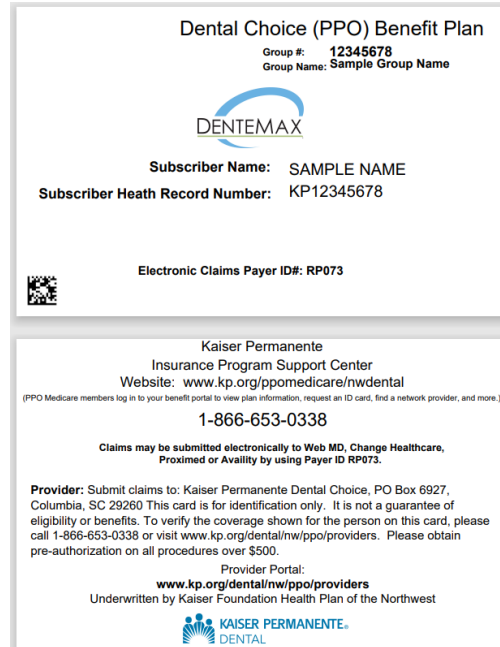
- Please follow the appropriate process to ensure you receive your ID cards timely.
 - Please Note: Only the primary contract holder name will appear on your ID Card(s), even if you have registered dependents.
- With any dependent coverage, you will receive two ID cards.

- Should additional ID cards be needed, you can contact customer service using the telephone number on your ID card—or request them through your Member Portal “My Benefits Manager” online account.

Sample PPO ID Card:



Sample Medicare ID Card:



CUSTOMER SERVICE

Your dedicated Customer Service Advocates are ready to assist you with any questions you have! Please note, the phone number and claims address has changed.

Customer Service Advocates

866-653-0338

Monday – Friday

7:00 a.m. to 7:00 p.m. (PST)

Or

Our email your Customer Service Advocate feature, through your My Benefits Manager account, is available 24 hours a day, 7 days a week.

Claims Address

P.O. Box 6927
Columbia, SC 29260