

## Member Service Contact Center Shared Services Telephone Numbers, Addresses and Hours of Operation (Commercial and Senior Advantage)

Note: Unless indicated otherwise, numbers are for both commercial and Medicare members.

Kaiser Permanente Region and Address	Member Services Phone Number	Hours of Operation
<b>California</b>  Member Service Contact Center P.O. Box 1840 Corona, CA 92881	800-464-4000 (English) 800-788-0616 (Spanish) 800-757-7585 (Chinese dialects) 800-443-0815 (Medicare) or TTY 711	7 days, 24 hours Closed holidays  8 a.m.–8 p.m. daily PST (Medicare)
<b>Colorado</b> Denver/Boulder/Longmont Area  Member Service Contact Center 7901 Lowry Blvd Denver CO, 80230	Denver/Boulder: 303-338-3800 or TTY 711, Medicare 800-576-2167 or TTY 711  Northern Colorado: 844-201-5824 or TTY 711  Southern Colorado: 888-681-7878 or TTY 711, Medicare 800-476-2167 or TTY 711	Denver/Boulder: M-F 8 a.m.-6 p.m, Medicare open 7 days a week from 8 a.m.-8 p.m.  Northern Colorado: M-F 8 a.m.-6 p.m.  Southern Colorado: -F 8 a.m.- 6 p.m, Medicare open 7 days a week from 8 a.m.-8 p.m.
<b>Georgia –</b>  Member Service Contact Center 3120 Breckinridge Blvd. Duluth, GA 30096	404-261-2590 888-865-5813 or TTY 711  Medicare: 800-232-4404 or TTY 711	M–F: 7 a.m.–7 p.m. EST  Medicare 8 a.m.–8 p.m. EST daily
<b>Hawaii</b>  Member Service Contact Center 711 Kapiolani Boulevard Honolulu, HI 96813	800-966-5955 or TTY 711  Medicare: 800-805-2739 or TTY 711	M–F: 8 a.m.–5 p.m. HT Sa: 8 a.m.–noon HT Medicare 8 a.m.–8 p.m. HT daily
<b>Mid-Atlantic States</b>  Member Service Contact Center PO Box 1001 Fulton MD 20759	Washington DC: 301-468-6000 or TTY 711, 800-777-7902 (from other areas), Medicare: 888-777-5536 or TTY 711.  Maryland: 301-468-6000 or TTY 711 (D.C. metro area), 800-777-7902 or TTY 711 (from other areas), Medicare: 888-777-5636 or TTY 711  Virginia: 301-468-600 or TTY 711 (D.C. metro area), 800-777-7902 or TTY 711 (from other areas), Medicare: 888-777-5636 or TTY 711	Washington DC: M-F 7:30 a.m.-5:30 p.m. EST, Medicare: 7 days a week, 8 a.m.-8 p.m. EST  Maryland: M-F, 7:30 a.m.- 5:30 p.m., Medicare: 7 days a week, 8 a.m.-8 p.m. EST  Virginia: M-F, 7:30 a.m.-5:30 p.m., Medicare: 7 days a week, 8 a.m.-8 p.m. EST
<b>Northwest</b> Washington (Vancouver/Longview area) Kaiser Foundation Health Plan of the Northwest 500 NE Multnomah St. Suite 100 Portland, OR 97232  Washington (outside Vancouver/Longview area)	Oregon: 503-813-2000 or TTY 711 (from Portland), 800-813-2000 or TTY 711 (from other areas), Medicare: 877-221-8221 or TTY 711	Oregon: M–F: 8 a.m.–6 p.m. PT, Medicare 8 a.m.–8 p.m. PT daily  Washington (Vancouver/Longview area): M–F: 8 a.m.–6 p.m. PT,

<p>320 Westlake Ave. N., Suite 100 Seattle, WA 98109</p>	<p>Washington (Vancouver/Longview area): 800-813-2000 or TTY 711, Medicare: 877-221-8221 or TTY 711</p> <p>Washington (outside Vancouver/Longview area): 206-901-4636, 1-888-901-4636 (toll free) or TTY 711, Medicare: 206-901-4600, 1-888-901-4600 or TTY 711</p>	<p>Medicare 8 a.m.–8 p.m. PT daily</p> <p>Washington (outside Vancouver/Longview area): M–F: 8 a.m.–5 p.m. PT, Medicare: 8 a.m.–8 p.m. PT daily</p>
<p><b>Washington –</b></p> <p>Customer Service Center P.O. Box 34590 Seattle, WA 98124-1590</p>	<p>888-901-4636 888-901-4600 (Medicare) 800-833-6388 (TTY from Washington) 800-377-3529 (TTY from Idaho) 800-442-4014 (Billing-Financial Dept.) 888-767-4670 (Provider Service to verify eligibility)</p> <p>Fax: (Provided by customer service rep based on service need)</p>	<p>M–F: 8 a.m.–5 p.m. PT</p>
<p><b>Traveling outside of Kaiser Permanente service areas</b></p>	<p>800-446-4296 (Kaiser Permanente members planning on using services outside of the Kaiser Permanente service areas should call this call center to be set up for visiting members status.)</p>	<p>M–F: 8 a.m.–5 p.m. PT</p>