Dear Provider,

Your patient's health benefits are offered through a self-funded health plan provided by their employer. The Kempton Group Administrators, Inc. is the Third Party Administrator for this health plan.

Our goal is to make this change simple and easy for you and your patient. This letter includes information that will help you file claims, check benefits, and get answers to your questions.

To File a Claim:

Claims can be filed electronically or by mail.

- To file a claim electronically: EDI # 73100
- To file a claim by mail: P.O. Box 211422, Eagan, MN 55121

PPO Network

- Your patient's health plan accesses no network. All claims are processed at the Maximum Allowable Charge, generally a certain percentage above your Medicare rate.
- No provider contracts are needed, network contracting and negotiating issues are eliminated, and administrative burdens are eliminated.

Enhanced Benefits

Enhanced benefits are available when a member chooses to make valuable healthcare purchasing decisions. You can help your patient by working with them to identify their best benefit for medical services.

- Procedures, tests, and diagnostic imaging through KPP*Free*™.
- Direct agreements with individual facilities.

Learn More

To learn more, or if you have questions about your patient's benefits, our Provider Portal and Provider Faxback system can provide you with eligibility, benefits, out-of-pocket information, claims status, and more. Instructions are included to assist you in using these systems.

We hope you find this information helpful and informative.

Sincerely,

The Kempton Group Administrators, Inc.

Claims & Benefits Help

Answers to your coverage questions are available 24/7.

The Provider Portal lets you upload documents, ask questions, and request additional assistance.

Check benefits, out-of-pocket information, claims status, payment details, and EOBs through our Faxback system.

Portal & Faxback Instructions

Online Secure Portal Instructions

- To access the Provider Portal go to KemptonGroup.com.
- To search for multiple claims, add each claim number on a new line by hitting return.
- To create a new account:
  - Under the login fields, choose "*Proceed to our sign-up process*."
  - Review the license agreement, check Accept, and then Next.
  - Fill out the contact details on the next screen, then choose Add Provider. You will need your TIN(s) and NPI(s) to complete the process.
  - To add multiple TIN(s) and NPI(s), add each number on a separate line by hitting return.

Provider Fax Back Instructions

- Call (800) 324-9396 and choose option 3, then option 1.
- Enter your TIN, fax number, the Member ID, and patient's date of birth.
- Once the member has been identified by the system, choose eligibility and benefits or claims information.
- Follow the remaining prompts and receive your fax!