CAPABILITIES AVAILABLE FOR SMALL GROUP ENROLLMENT

Kaiser Permanente Self-Service offers capabilities to submit new group enrollments. Self-Service portal submissions are different from API (Application Program Interface) submissions and are handled separately. The chart below highlights the capabilities available when using API through Word & Brown for Small Group Enrollments, as compared to Self-Service.

Capabilities	W&B Group API	Kaiser Self-Service
Turn-around time for Contract Installation & Welcome Letter generation	1-2 Minutes	2-3 Business Days
Faster access to Medical Record Numbers (MRN) for members, facilitating their access to healthcare services, with greater ease*	**2-3 Minutes**	**7-10 Business Days**
Data entry to submit the New Group	None	Yes
Automated business rule validation	✓	✓
Auto approval bypassing internal review process	✓	✗
Real-time system to system integration and error management	✓	✗
Minimal supporting documents	✓	✗
New Group **submission deadlines**	8th business day	5th business day

*Some cases may be routed for internal review. If cases are routed, the medical record numbers would be available within 1-2 business days of approval