

# Kaiser Permanente Bridge Program

## A Health Care Helping Hand

### Submitting Your Applications and Supporting Documents:

Application Received Date	Effective Date
November 1, 2023 – December 15, 2023	January 1, 2024
December 16, 2023 – January 15, 2024	February 1, 2024

- Applications must be submitted by the Community Partner OR the applicant. Kaiser Permanente of Georgia cannot submit applications on your behalf.
- You may submit your applications and supporting documents to the CSC in the following ways:
  - Email documents to [CHC-Applications@kp.org](mailto:CHC-Applications@kp.org) (**preferred method**)
  - Fax documents to 1-855-355-5334
  - Mail documents to:
    - Kaiser Permanente
    - Attn: CHC
    - P.O. Box 23127
    - San Diego, CA 92193-3127

**\* To ensure your application is received by the deadline, allow up to 5 business days for mailing.**

### What to Expect After You Apply:

- Allow **30 business days** for mailing and processing before receiving an acceptance/denial letter.
- If you have questions regarding the status of your application, contact Member Services toll free at 1-888-865-5813. **Be sure to give them your name, date of birth, and phone number.**
- If your application is missing information, submit documents to the California Service Center (CSC) by faxing to 1-855-355-5334 or scanning and emailing to [CHC-Applications@kp.org](mailto:CHC-Applications@kp.org). *You have 7 calendar days from the time of request to submit.* **Be sure to include your case ID.**

### Important Contact Information

Inquiry	Contact
<b>Application Status</b>	Member Services Contact Center Phone: 1-888-865-5813 Hours of Operation: Monday – Friday, 7:00 a.m. – 7:00 p.m. EST  <b>Note: Allow 30 business days to process before reaching out</b>
<b>Missing Information</b>	Fax: 1-855-355-5334 Email: <a href="mailto:CHC-Applications@kp.org">CHC-Applications@kp.org</a>
<b>Benefit Question</b>	Member Services Contact Center Phone: 1-888-865-5813 Hours of Operation: Monday – Friday, 7:00 a.m. – 7:00 p.m. EST
<b>Appointment Hotline</b>	Phone: (404) 365-0966
<b>General Program Information</b>	Website: <a href="http://www.kp.org/gabridge">www.kp.org/gabridge</a> Email: <a href="mailto:bridge@kp.org">bridge@kp.org</a>