

My Benefits Manager Member Portal

Create Your Account: Dependents

Creating a subscriber account is easy and takes only a few minutes. Dependents (a spouse or children over the age of 16) will need the policyholder's Subscriber Health Record Number, including the "KP" prefix, located on the front of the subscriber ID card. For confidentiality reasons, we cannot register you over the phone. However, we are here to help you walk through the registration process, if needed.

Due to HIPAA regulations, all dependents over the age of 16 must create their own member account, and allow or deny permission for the others on the account to view their claims. The policyholder can see all dependents listed on their account. Claims information is accessible to them once permission to the dependent account is granted. The policyholder and their spouse will be able to view claims for dependents under the age of 16.

To Create Dependent Account:

1. Go to kp.org/dental/nw/ppo and click on the member portal.
2. Each adult over the age of 16 will need to go to the My Benefits Manager Member Portal, select *Create account* and accept the license agreement, click next and follow the prompts.
3. Click on the *Are you a dependent?* box to open the top two dependent information fields.
4. In the Dependent First Name field, dependents will enter their name exactly as it was submitted during enrollment, which may include a middle initial or middle name that must also be entered in this field.
5. In the Dependent Date of Birth field, enter dependent's date of birth.
6. In the Member ID field, enter the policyholder's Subscriber Health Record Number to include the prefix "KP", located on the front of the policyholder's subscriber ID card.
7. Enter policyholder's First Name* and Last Name* exactly as they appear on the subscriber ID card.
8. Enter policyholder's Date of Birth.
9. Enter Group Number located on the front of the subscriber ID card and click next.
10. Create your username and password by:
 - Entering your email address
 - Creating/entering a password
 - Answering three security questions (to be used for username or password retrieval)
11. You will receive an email confirming you have successfully completed the sign-up process and will be able to login using your new username and password.

If you get an error message that states "Username already assigned," it usually means that the username you are trying to enter is already in use by someone else. Use another variation of the user name. Experiment with other formats (smithj or jsmith1, for instance) until the portal is able to accept the new username.

Important Notes When Registering

If a middle initial appears on your subscriber ID card, include it in the First Name field of the registration form.

If a period (.) appears on your subscriber ID card after the middle initial, be sure to include it. If no period (.) is present, be sure not to add one.

If a comma (,) appears on your subscriber ID card after the last name and before the suffix, be sure to include it. If no period (,) is present, be sure not to add one.

If a suffix appears, such as Jr. or Sr., add it in the Last Name field.

If a period (.) appears on your subscriber ID card after the suffix be sure to include it. If no period (.) is present, be sure not to add one. Exact legal names are required.