**What to expect after you apply…**

Please allow 30 days for mailing and processing before receiving an acceptance/denial letter

* If you have a questions regarding the status of your application, contact CHCO at 1-888-387-0180.
* If accepted, you may use your acceptance letter and Health Record Number to begin receiving services, your membership card will arrive at a later date.
* If your application is missing information, fax documents to 1-877-705-6970 or scan to [CHCO-Georgia@kp.org](mailto:CHCO-Georgia@kp.org). Please include your name, date of birth, and phone number.

**\*\*NOTE: Please allow up to 5 business days for mailing to ensure your application is received by the deadline.**

|  |  |
| --- | --- |
| **Application Received Date** | **Effective Date** |
| November 1, 2016 — December 15, 2016 | January 1, 2017 |
| December 16, 2016 — January 15, 2017 | February 1, 2017 |
| January 16, 2017 — January 31, 2017 | March 1, 2017 |

**Important Contact Information**

|  |  |
| --- | --- |
| **Inquiry** | **Contact** |
| Programmatic Issues | Emily Markette, Sr. Specialist, CHC  Email: [emily.markette@kp.org](mailto:emily.markette@kp.org)  Ph. (404) 279-4636  Amber Martinez, CHC Intern  Email: [amber.martinez@kp.org](mailto:amber.martinez@kp.org)  Ph. (404) 364-7373 |
| General Program Information | Website: www.kpgabridge.org  Voice mail: (404) 364-3811 |
| Application Status | Charitable Health Coverage Operations (CHCO)  Ph. 1-888-387-0180  Hours of Operation: M-F 10:00am-2:30pm; 3:30-5:00pm EST |
| Benefit Question | Member Services  Ph. 1-888-865-5813 (toll free) *or* 1-800-255-0056 (toll-free TTY for the hearing/speech impaired) |
| Appointment Hotline | Website: www.kp.org  Ph. (404) 365-0966 |
| Fax Number for CHCO | 1-877-705-6970 |
| Email for CHCO | [CHCO-Georgia@kp.org](mailto:CHCO-Georgia@kp.org) |