



If you need assistance, have questions, or would like to learn how to best utilize your medical benefits, call your dedicated Kempton Care Advocates (KCAs).

*Your KCAs can assist you with things like:*

- KPPFree™ services and Cash Price Agreements
- KPPFree™ travel accommodations
- Medical benefits with zero out-of-pocket
- Medical benefit and coverage questions
- Finding a medical provider
- Obtaining a new or additional ID card
- How to save money by using your best benefit
- Claims and out-of-pocket questions
- Connecting to Zelis for pre-service or post-service advocacy
- Questions about our website, portal, or mobile apps

**Your KCAs are available Monday - Friday 8:00 a.m. - 5:00 p.m. CST.**

**Call directly to KCAs | Call the number on your ID card**

**Call our operator | (800) 324-9396**

**Send us an email | [CustomerService@KemptonGroup.com](mailto:CustomerService@KemptonGroup.com)**

**Visit our website | [KemptonGroup.com](http://KemptonGroup.com)**

*Note: For questions about your prescriptions, please contact the PBM.*