

Updating Member Information

In this video, we'll show you how to update member information in account.kp.org.

First, make sure you've signed into account.kp.org and have clicked Manage Members where you can view your group.

From the Members tab, use the search box to find the member you want to update.

Click the member's name to view their personal information.

On this page, you can edit the member's demographic information, like address and phone number.

Click the Edit icon on the far right.

Type the changes into the fields.

Certain fields cannot be changed online. For these, please contact your representative for assistance.

Scroll to the bottom of the screen and click Save.

Coverage Information is driven by a member's enrollment into a particular subgroup. To change the coverage information, you'll need to transfer the member to another subgroup.