



## PROVIDER PORTAL & FAXBACK SYSTEM

HOME

ELIGIBILITY

CLAIMS & PAYMENT

Welcome to the your **Kempton Group & Advantage Health Plans** Provider Portal.

This site provides quick access to member eligibility and benefits, claims payment details, preauthorizations information and more!



### Contact Us

The Kempton Group  
13431 Broadway Ext.  
Suite 130  
Oklahoma City, OK 73114

Our customer service hours are Monday - Friday, 8:00 to 5:00 CST. We are closed for training Tuesdays and Thursdays from 4:00-5:00PM.

[Service Request / Contact Us](#)

## 24/7 CLAIMS & BENEFITS INFORMATION



**Our secure online benefit resource portal is your 24/7 connection.**



**Our provider fax system sends you the information you need 24/7.**



**Check claims status, payment details, benefits, eligibility, and out-of-pocket details.**



**Receive a fax of claims status, payment details, and EOBs.**



**Ask a question, upload documents, and more!**



**Receive a fax of benefits, eligibility, out-of-pocket details, and more.**

### Online Secure Portal Instructions

- Visit **KemptonGroup.com** go directly to the provider login screen at **KemptonNOW.com**.
- Create a user name and password and set up your account. To set up your account, please have your TIN(s) available. To add multiple tax IDs, please input each TIN on a new line (using the return or enter key after each number).
- Once you have logged in, you can search for claims and payment details, eligibility and benefit information, and send a service request. To search for multiple claims at once, please input each claim number on a new line (using the return or enter key after each number).

### Provider Fax Back Instructions

- Call (800) 324-9396 and choose option 3, then option 1.
- Enter your TIN and fax number.
- Enter in the Member ID and patient DOB. Once the patient has been identified by the system, choose eligibility and benefits or claims information.
- Follow the remaining prompts and receive your fax!

