

San Diego Release of Information (ROI) Department is now virtual



While our ROI department is now virtual, we are committed to continue providing you the best possible service.

Below are information and instructions on how to submit some of the common requests to our office.

***State Disability Insurance (SDI) and Paid Family Leave (PFL) Claims

- Step 1: File your Claim by visiting the website, www.edd.ca.gov.
 - (Step-by-step instructions on website)
- Step 2: Go to www.kp.org/requestrecords, select “State Disability Insurance” and have your EDD receipt number ready to submit.
- Step 3: The ROI department will provide your medical certification electronically to the EDD office.
- Paid Family Leave for Baby Bonding is handled exclusively by EDD (refer to Step 1). (No Physician Certification is needed).

***State Disability Insurance (SDI) Extension Claims

- Go to www.kp.org/requestrecords, select “State Disability Insurance” and have your EDD Claim ID number ready to submit.

Virtual Service Options Available 24/7



Web:

www.kp.org/requestrecords



Email:

sdroui@kp.org

Telephone Option



619-583-4293

Telephone hours are
Monday- Friday from 9am-4pm.
We are closed all Major Holidays.

kp.org/requestrecords



Family Medical Leave Act (FMLA) Certifications

- Go to www.kp.org/requestrecords, select 'Family and Medical Leave Act (FMLA)' and follow the step-by-step instructions on website.
 - Please note that we complete a computer-generated version of a FMLA form, so we do not need a copy of the FMLA form you received from your employer or Third Party insurance.
 - Intermittent leave is for chronic conditions that cause occasional periods of incapacity and require treatment by a health care provider at least once every 6 months.
 - Blocked time FMLA certifications are for serious health conditions that incapacitate the employee for more than 3 consecutive days.

Form Completion by Physician

- Email form to the Release of Information Department at sdroi@kp.org.
 - Member section of the form must be completed prior to submission. Please include medical record number & date of birth on all correspondence.
 - This applies to any form requiring a physician's medical opinion and signature, other than State Disability or FMLA certification.

Medical Records / Radiology Images

- To request records for yourself or to send to a Third Party,
 - Go to www.kp.org/requestrecords, select 'Medical Records' and follow the step-by-step instructions on website.
- Medical records will be e-mailed in a password protected PDF format.
(Radiology images will be burned onto a CD and are only available by mail)

Other Disability Certification Requests (Attending Physician Statements/Accommodation forms)

- Disability certifications for Third Party insurance companies such as Aetna, MetLife, Hartford, Cigna, etc.
- Please note that we complete a computer-generated Attending Physician Statement or Accommodation form. We do not need a copy of the form you received from your employer or insurance.
- Email the Release of Information Department at sdroi@kp.org.
 - Please include Work Status Report dates, medical record number & date of birth on all correspondence.

***State Disability Insurance Initial and Extension Certifications

- Kaiser Permanente submits the Provider Certification online directly to the State Disability Insurance. We do not need a copy of the Provider Certification form that you receive from the EDD. Simply submit your request by logging on to www.kp.org/requestrecords or for patients that receive an Industrial Work Status form, send us an email to sdroi@kp.org.