



Kaiser Foundation Health Plan Of The Northwest (NW002) PRE-ENROLLMENT INSTRUCTIONS

WHICH FORM(S) SHOULD I DO?

- [Citi Bank ERA/EFT Enrollment Portal](#)
 - Enter the Activation Code: **R3ML96**
- 1. Enter the Company and Location Information and select Office Ally from the dropdown menu.
- 2. Add your contact information and create a Citibank user access account.
- 3. Verify your contact email

WHAT IS THE TURNAROUND TIME?

- 7-10 business days

HOW DO I CHECK STATUS?

- If you find that you have issue accessing the Citi enrollment function we recommend contacting Citi's helpdesk: services@citipaymentexchange.citi.com or 1-877-930-2111.