

## Whom do I contact with questions regarding my SDI Claim?

- If you filed your SDI claim online, you should first log into your account to see if you received a message from the State of California Employment Development (EDD) Office. You can also contact the EDD Office, Monday through Friday (except holidays) if you have any questions regarding your SDI Claim:

### California Disability Insurance

1-800-480-3287 (English)  
1-866-658-8846 (Spanish)  
1-866-352-7675 (California State Government employees only)  
1-800-563-2441 (TTY)

### California Paid Family Leave

1-877-238-4373 (English)  
1-877-379-3819 (Spanish)  
1-877-945-4747 (California State Government Employees Only)  
1-800-445-1312 (TTY)

- Patients can also obtain information from the EDD website on the Overview-State Disability Insurance Page.

## How do I file an Extension to my initial claim?

- The EDD Office will provide you with a Supplementary Certificate Form with your unique identified information. If you do not receive a Supplementary Certificate Form in the mail, you **must** contact the EDD Office. Kaiser Permanente is not authorized to issue a Supplementary Certification Form.

## Should I submit my claim online and mail in a paper form?

- You should only submit your State Disability Insurance (SDI) Claim either online **or** by mailing in a paper form. Doing both will cause a delay in processing your claim.

## What should I do if I lose my receipt number for my SDI Claim?

- You must call the State of California Employment Development Office. They will assist you with locating your receipt number. Without your receipt number, Kaiser Permanente will not be able to access your State Disability Insurance account to submit medical information on your behalf.

**Kaiser Permanente  
Northern California  
Release of Medical Information**

## State of California Disability Insurance Claim Filing

# Frequently Asked Questions

### Information provided by

**Kaiser Permanente**  
**South San Francisco Medical Center**  
*Release of Medical Information*  
*Disability Claims*





## How do I file a State Disability Insurance (SDI) Claim?

You can choose one of two ways to file your SDI claim. You can file your claim online or mail a paper claim form.

### To File for SDI Online

- To file a secure SDI claim online, log on the State of California Employment Development Department (EDD) website <http://www.edd.ca.gov/disability>
- Select SDI online;
- Select online registration (to begin using SDI online, a one-time registration is required);
- To register, select option: **Continue to Claimant Registration**. On the security check page type the text displayed then select next;
- Read and answer the Term& Conditions;
- On the **Claimant Account Verification Information** screen complete the fields. *Mandatory fields marked with red \* asterisk:*
  - Create a Username & Password;
  - Select Security Questions and provide an answer for each;
  - Select a Personal Image, create a caption for the image, then select 'Next'.

- After Account Creation is completed, you may file your claim online.
- Upon electronically submitting your claim to the EDD Office, you will be immediately provided with a receipt number. ***It is very important to print / write down your EDD receipt number for future reference.***
  - Check your SDI online account regularly to review messages from the EDD Office.
  - Keep your SDI online account information current (i.e., address, phone numbers, etc.)

### How do I provide Kaiser with my EDD Receipt Number?

- **Locate the Kaiser Permanente Medical Center where you receive your care.** Contact the local Release of Medical Information (ROMI) department to provide your EDD receipt number:  
<https://healthy.kp.org/care/doctors-locations/>
- **FOR KAISER PERMANENTE SOUTH SAN FRANCISCO PATIENTS ONLY:** Please provide your EDD receipt number, Kaiser Medical Record Number (MRN), full name, and date of birth to SSF ROMI **ONE** of the following ways:
  - Email: [SSF.ROI.DEPT@KP.ORG](mailto:SSF.ROI.DEPT@KP.ORG)
  - Fax: (866) 494-4046 or
  - Call SSF ROMI during business hours Monday - Friday, 8:45am to 4:30pm: (650) 827-6409

## Where can I obtain a SDI claim form (DE 2501 Rev. 78)?

SDI claim forms can be obtained from:

- State of California Employment Development Department (EDD) website <http://www.edd.ca.gov/disability>
- Local Employment Development Department (EDD) Offices
- Your Employer