

## Affiliate Link Updates

As a contracted provider with Kaiser Permanente, you are eligible to access our secure portal called Affiliate Link. All contracted providers are encouraged to register for access to Affiliate Link, our Epic-based online tool for providers to confirm member eligibility, view member benefits, create and view referrals authorizations, and view members' clinical data.

In the past year, we have made significant strides in creating an even more robust tool! Additionally, in the very near future, Affiliate Link will have the capability for online messaging, including the ability to submit claim reconsiderations/appeals, upload documents/attachments for claims,

and respond to KPCO requests for information by utilizing the self-service portal to streamline the RFI (Request for Information) process.

We are also working toward enabling providers to submit claim submissions as a "first-time pass" through the portal. Stay tuned!

### To register for Affiliate Link access, visit:

<http://providers.kaiserpermanente.org/cod/index.html>



If you need assistance, please contact your provider representative at 1-866-866-3951.



## KPCO Provider Insider

*This communication is for Kaiser Permanente Colorado network providers.*

### January - March 2020

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We want to start out by welcoming you to a new and improved Provider Insider and thank you for your continued patience as we work through a series of significant changes across our organization.

A few of the recent changes include:

- Professional, Hospital and Ancillary Contracting have merged into one department led by Executive Director Guy Thomas.
- The following team members are now serving in new roles:
  - Renae Pemberton, Senior Director, Contracting
  - Robin Einhorn, Manager, Network Operations & System Administration
  - Joe Giannetto, Senior Contract Manager
  - Mireya Ortega, Contract Manager

We are working diligently to restructure contracts, familiarize ourselves with these new assignments, and fill remaining vacant positions. We appreciate your patience and look forward to our continued collaboration in service to Kaiser Permanente members.



If you have any questions, please call your provider representative at 1-866-866-3951.

# Total Knee and Hip Replacement Surgery Updates

On behalf of Kaiser Permanente Colorado, we wish to extend our appreciation for the high-quality care you deliver to our members.

We want to ensure you are aware of a change to the Centers for Medicare and Medicaid Services (CMS) venue requirements regarding total knee and total hip replacement surgeries. Effective Jan. 2, 2020, the following is now allowed:

- 1.) Medicare total KNEE replacements are now allowed in Ambulatory Surgery Centers (ASCs), effective Jan. 2, 2020.
- 2.) Medicare total HIP replacements have been removed from CMS inpatient only (IPO) and moved to Hospital Outpatient Dept (HOPD) effective Jan. 2, 2020.

[Learn more about the CMS change here.](#)

As you know, we strive to constantly provide affordable, convenient and safe surgical options for our Kaiser Permanente members. We know that with outpatient surgery patients may be able to get home more quickly to recover.

**Our request is that moving forward, as a Kaiser Permanente network provider, you perform any appropriate Kaiser Permanente members' total knee or total hip replacements in a contracted hospital outpatient setting or contracted ASC. Per our contracted agreement, we reserve the right to redirect care based on venue.**

Thank you for your attention to these matters as our members trust their care is delivered according to our provider services agreement.



**If you need assistance, please contact your provider representative at 1-866-866-3951.**

## KPCO 30-Day Hospital Readmission Policy for Payment Considerations

Effective April 1, 2020, the purpose of the policy is to promote clinically effective, cost-efficient, and improved quality of health care through appropriate and safe hospital discharge of patients.

KPCO will review acute care hospital readmissions for the same or similar diagnosis to a same or related health system occurring within 30 days following an initial discharge for same-day readmissions, planned readmissions, and unplanned readmissions.



**If you need assistance, please contact your provider representative at 1-866-866-3951.**

The policy can be found at [http://providers.kaiserpermanente.org/info\\_assets/cpp\\_cod/KPCO\\_Provider\\_Manual\\_Section\\_4\\_Utilization\\_Management.pdf](http://providers.kaiserpermanente.org/info_assets/cpp_cod/KPCO_Provider_Manual_Section_4_Utilization_Management.pdf)

## Believe Me Policy

Kaiser Permanente's focus is on providing excellent service and care for our members.

Each month Kaiser Permanente welcomes many new and renewing members. For some of these members there can be delays in processing their enrollments and issuing their ID cards, especially at the beginning of the year.

If this occurs, the member can still begin accessing health care services immediately.

If a member presents at a network provider's office without a KP ID card, the member should call **Patient Financial Services** at **303-338-3625** (TTY 711), weekdays, 8 a.m. to 6 p.m., to receive a temporary MRN in order to receive care at that provider's office.

Without a temporary ID card, the member likely will be responsible for the full cost of services received and may be required to sign a waiver prior to the provider rendering services. Most network providers require something in writing to prove eligibility.

Once the member information has been updated in KP's systems, and the member has paid for services rendered, the member may submit a claim for reimbursement.