

One KP Colorado Service Area

For Commercial Members

Dear Kaiser Permanente Network Provider,

On behalf of Kaiser Permanente Colorado, we appreciate your continued partnership in providing high-quality care to our members. We are writing to inform you of changes in our region that will go into effect on **January 1, 2021**.

In response to recent feedback and continually improving our member experience, we are implementing a One KP Colorado Service Area for our commercial members. This means we will remove the current service area boundaries between Denver/Boulder, Southern Colorado and Northern Colorado service areas and create one unified service area for Colorado. Our geographical footprint will remain the same.

What do you need to know?

- Kaiser Permanente Colorado commercial members will have access to care throughout the unified service area which will combine the prior separated service areas of Northern Colorado, Denver/Boulder, and Southern Colorado. They will no longer be restricted to separate service areas for care.
- Commercial Member ID cards will no longer state a service area and/or a sleeve notifying their service area access. Beginning January 1, 2021, Kaiser Permanente Colorado may not be denied care if their ID card still shows a service area and/or has not been updated.
- Some authorization rules will be changing effective January 1, 2021. If you will be impacted by the authorization rule changes, you will receive a letter at the end of October notifying you of the change. As a reminder, Authorization rules can also be found on the Community Provider Portal, [KPCO Authorization Requirements](#).
- Medicare, Medicaid and CHP+, and KP Select (offered in Colorado Springs) plans are excluded from the One KP Colorado Service Area changes. Members in these plans are excluded from seeking care with affiliate plan providers outside of their defined service area.

Please communicate this information to your staff and note that these changes will go into effect January 1, 2021. These changes will also be communicated in the 2021 Provider Manual which will be available soon via the Community Provider Portal.

We are excited about these changes and making it easier for our members and partners to navigate Kaiser Permanente Colorado. If you have any questions or need any additional assistance with these changes, please contact your Provider Experience Consultant by calling **866-866-3951**, weekdays, 8 a.m. to 5 p.m.

Sincerely,
Kaiser Permanente Health Plan Colorado

Home Health Requests

Home Health requests will start requiring authorization on **12/7/2020** for all home health providers.



KPCO Provider Insider

This communication is for Kaiser Permanente Colorado network providers.

Change to our RADIOLOGY request process

We implemented a change to our current radiology request process. Please see the information below that will outline these details.

- Starting on November 1, 2020, eviCore will no longer be a provider of service for Kaiser Permanente and will no longer review high-end radiology requests. All high-end radiology requests, PET scans, CAT scans, MRI studies and nuclear medicine, will need to be sent to Kaiser Permanente Colorado through Affiliate Link instead of being sent to eviCore for review.
- Peer to Peer reconsideration reviews will be handled by Kaiser Permanente Colorado.

If you have not yet signed up for Affiliate Link, please go to [Sign-On](#) to begin the registration process.

If you have any questions or need any additional assistance with this new process, please contact your Provider Experience Consultant by calling **866-866-3951**, weekdays, 8 a.m. to 5 p.m.

New Retro Policy

Effective **11/1/2020**, UM (Utilization Management) will have their new Retro Policy in place. Reference the provider manual for detailed information.

Authorization Rules Changing

Authorization rules will be changing **1/1/2021**—more information to come. Authorization Grid will reflect the changes on the Community Provider Portal.

October - December 2020

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



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



Operational Changes in our Referral Processes

We would like to remind you of new operational changes in our referral processes.

For the last several years, Kaiser Permanente Southern Colorado market area has had a centralized Navigation Team (made up of MAs and RNs) who have helped send referrals from internal providers to your practice. These referrals have been sent to fax numbers that your practice has provided us.

Effective 8/10/2020, the Navigation Team was disbanded. Our new process is outlined below.

What has changed?

1. Kaiser Permanente providers will be responsible for submitting referrals to our affiliate partners. If you are on Affiliate Link (AFL), the referral and relevant clinical information can be found in that system.
2. If you are not set-up on Affiliate Link, we strongly recommend that you do so. It has many advantages to you for referral management. Please access this website <http://www.providers.kaiserpermanente.org/cod/> and Register your practice.
3. Affiliate Link is a tool that your practice can obtain referral orders, view KPCO member eligibility and benefits, claims status, and other relevant clinical information.

Member Services is available for questions—888-681-7878.

What has NOT changed?

1. If you do not participate in CORHIO or use Epic CareEverywhere at this time, please continue to send completed referral / follow-up reports to the following fax numbers:
 - Colorado Springs
 - o Briargate Medical Office – 1-866-562-1722
 - o Parkside Medical Office – 1-866-564-7451
 - Pueblo
 - o Acero Medical Office – 1-855-347-8106
 - o Pueblo North – 1-866-565-0348
2. The affiliate practice should continue to outreach and schedule KPCO members for their appointments.
3. Some services may require Authorization from KPCO Resource Stewardship. The affiliate provider/practice is responsible for obtaining Authorization *prior* to scheduling the member for an appointment.

Annual HEDIS® Medical Record Review

Kaiser Permanente will be conducting the annual HEDIS® (Health Plan Effectiveness Data and Information Set) medical record review **between February and April 2021**. During this time, copies of medical record documents may be requested from contracted providers for HEDIS® reporting. If records are needed from your office, a HEDIS® team member will contact your office manager to determine the best method to request records.

Thank you in advance for your partnership in helping us complete the 2021 HEDIS® medical record review project and joining in our mission to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve!



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



Kaiser Permanente CO Network highlights the partnership with The Medical Center of Aurora (TMCA)

Kaiser Permanente Colorado is pleased to highlight another core hospital partner, The Medical Center of Aurora.

The Medical Center of Aurora (TMCA) has been recognized as one of the top 100 hospitals in the country by IBM Watson Health in 2020. Other awards include three-time Magnet designation for nursing excellence by the American Nurses Credentialing Center, eight consecutive 'A' grades from The Leapfrog Group, and Healthgrades 2020 America's 250 Best Hospitals.

The main campus is a Level II Trauma Center with Primary Stroke Certification and Chest Pain Center Accreditation. TMCA is also home to pioneering medical programs such as the world-renowned Colorado Chiari Institute, treating individuals from around the world who have the debilitating Chiari I Malformation.

We are excited to provide even better access to quality care and more services to our members living and working in the Aurora area including:

- Oncology
- Orthopaedics and Spine Care
- Labor and Delivery
- General Surgery/Bariatric Surgery

These services and many more will help to meet the demand of our KPCO members.

The Medical Center of Aurora (TMCA) is a local, community hospital providing world-class care. The staff and providers are known for their team-based approach to comprehensive care.

The Medical Center of Aurora is located 1501 S. Potomac St., Aurora, CO 80012



Split Co-Pay for PCP Offices

We want to inform you of a change to the cost of Primary Care office visits when some Kaiser Permanente members see one of our Affiliated Providers outside of Kaiser Permanente medical offices. As you know, Kaiser Permanente members have the option to choose to get care from either a physician from Kaiser Permanente or from an Affiliate Provider.

Beginning January 1, 2021, some Kaiser Permanente members will pay a higher co-pay for a Primary Care office visit with an Affiliated Provider than with a Kaiser Permanente physician. This change will only affect the member's co-pay and will not in any way restrict their ability to maintain you as their Primary Care Provider of choice. This is an informational communication to keep you up to date on changes being made by Kaiser Permanente. Keep in mind that additional members will have this option as their plans renew throughout the calendar year. We anticipate this change to impact a minority of our membership during that time.

Should you have any questions or if you would like additional information, please contact your Provider Experience Consultant at **866-866-3951**, Monday through Friday, 8 a.m. to 5 p.m.

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