



Jan – Mar 2023

KPCO Provider Insider

This communication is for Kaiser Permanente Colorado network providers.

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Helpful Affiliate Link HINTS from the Utilization Management Referral Team!

This is a reminder for our Affiliate Link users sending in requests for new services or modifications:

- Procedure should be the same as what is being modified – NOT AFFILIATE SERVICES
- Referred to provider should be the Group, not the individual provider. (When the individual provider is used, the group cannot see the referral)
- Affiliate Services should only be used if there is not a suitable referral available on the preference list
- To search for the pending referral, either use Referral Search – OUTGOING, or the referred by provider (if the group is referring to another group, the referral is only visible if using the referred by provider of their group)

Beacon Health Options—name change...

Beacon Health Options will be changing its brand name to Caredon Behavioral Health in March of 2023. Beginning on March 1, 2023, the go-to-market brand will be **Caredon Behavioral Health** rather than Beacon Health Options.



If you need assistance, please contact your Provider Experience Consultant at 1-866-866-3951.

NOTE:

A Referral / Authorization will be required for all BH services.

Visiting Member

Helpful tips for Network Providers seeing a Kaiser Permanente member who lives outside of Colorado.

Visiting Member Guidelines

Kaiser Permanente members who access routine and specialty health services while they are temporarily visiting another Kaiser Permanente region are referred to as **visiting members**. Kaiser Permanente health benefit plans allow members to receive non-urgent and non-emergent care* while traveling in other Kaiser Permanente regions (excludes HSA qualified, Medicaid only and PPO plans). We refer to their visiting region as the "HOST" region and where the member lives as their "HOME" region.

Your first step when a visiting Kaiser Permanente member requests services from you.

- Review the member identification card and confirm their "HOME" region Medical Record Number (MRN).
- Verify "HOME" region benefits, eligibility and cost share by calling the Member Services Call Center (MSCC) number on the member's identification card.
- If the member does not have their identification card, please call the region's "HOME" MSCC listed in this flyer.
- As a reminder, services are covered according to the member's contract benefits, subject to the general visiting member exclusions.*

Does the visiting member need a referral to see a network provider?

- Follow standard referral procedures.

What do I need to know if an authorization is required?

- Visiting members require a "HOST" MRN for all authorizations.**
- The member or network provider should call the Chart Accuracy Group at 303-404-4800 between 8-4PM to get the "HOST" MRN before submitting the referral request for an authorization. After 4PM, press 0 within the recording and the call be transferred to a representative who will assign the "HOST MRN.
- Include the "HOST" MRN on the referral request submission.
- Authorization forms can be found at the Community Provider Portal (CPP).
http://www.providers.kaiserpermanente.org/html/cpp_cod/index.html
- Should additional services be required, refer to the Colorado authorization guidelines.
http://www.providers.kaiserpermanente.org/html/cpp_cod/index.html
- As a reminder, services are covered according to the member's contract benefits, subject to the general visiting member exclusions.*

What do you need to know when submitting claims?

- Claims must be submitted to the member's "HOME" region with the members "HOME" region medical record number (MRN) included on the claim.
- Always use the "HOME" MRN. Never add the "HOST" MRN on the claim form.
- If the member does not have an identification card or the "HOME" region's claim submission address is not on the identification card, please call the corresponding "HOME" region's MSCC number below to obtain the claims address.
- If you have a claim status inquiry, refer to the "HOME" region's MSCC numbers below.
- If an authorization has been obtained, be sure to add the authorization number on the claim.

Where do I send reconsiderations or appeal forms?

For reconsiderations or appeals, call the home region's MSCC phone number listed below.

Regional Member Services Call Centers (MSCC)

Northern CA	1-800-464-4000
Southern CA	1-800-464-4000
Colorado	1-800-632-9700
Georgia	1-404-261-2590
Group Health	1-888-767-4670
Hawaii	1-800-966-5955
Mid Atlantic	1-800-810-4766
Northwest	1-800-813-2000

* Refer to Visiting Member brochure located on the Community Provider Portal.

** EXCEPTION: for DME authorizations, contact the HOME region MSCC.

This information can be found on the **Community Provider Portal** at:
<https://healthy.kaiserpermanente.org/colorado/community-providers/provider-info>

Pueblo North Medical Offices

Rheumatology Services



Kaiser Permanente
Pueblo North Medical Offices
3670 Parker Blvd Ste 200
Pueblo, CO 81008

We're pleased to announce that Dr. Robert Kowalewski will provide Rheumatology Services at Kaiser Permanente Pueblo North Medical Offices starting February 28, 2023!

Aches and pains happen to the best of us, and mostly resolve on their own. However, when you have persistent pain in your joints, muscles and bones that won't go away, you and your primary care provider might decide that it's time to see a rheumatologist. Appointments can be made by calling **303-764-4480** (TTY **711**) or if a referral has been placed by a Kaiser Permanente provider, you may schedule online at **kp.org**.



"I am interested in all aspects of rheumatologic disorders. I enjoy getting to know my patients and their families and educating them on their conditions and treatments. My main goal is to deliver excellent care to my patients by practicing evidence-based medicine. I firmly believe in the significant impact of a strong partnership with my medical team to provide the highest quality of care."

Pueblo North Medical Offices offers many care services under one roof:
Primary Care, Endocrinology, Dermatology, Lab, Medical Imaging and Pharmacy Services!

DOI Regulation 4-2-80 Diversity and Cultural Competency Training 2023

Thank you for providing your responses for the DOI 4-2-80 Regulation in 2022. It's a new year, and this is a reminder that you will need to provide Diversity and Cultural Competency Training in 2023.

Year end, we will again be asking for responses to the DOI questions as we did in 2022. We, as Payors, are required report these responses to the DOI. Below is the link for this regulation:
<https://doi.colorado.gov/announcements/notice-of-adoption-amended-regulations-4-2-73-and-5-2-12-and-new-regulation-4-2-80>

This is not an option, but a REQUIREMENT by the DOI.

Our Tool Kit for training, should you elect to use, it can be found at:
<https://healthy.kaiserpermanente.org/content/dam/kporg/final/documents/community-providers/co/ever/diversity-equity-inclusion-tool-kit.pdf>

Yearly Re-Orientations

Just a reminder that your Provider Experience Consultants will again be reaching out to schedule appointments for Re-Orientations.

This is an opportunity to make sure you are aware of:

- What our Community Provider Portal has to offer
- Validation of clinic contacts being up to date
- An opportunity to address any recurring claim issues
- Being aware of any authorization requirement changes
- Any outstanding questions you may have, etc...

Claim Disputes and Appeals

...should be submitted through our Online Affiliate Portal.

To register for access, go to:

<https://healthy.kaiserpermanente.org/colorado/community-providers/online-provider-tools#registration>

...and at the bottom of the web page is "Online Affiliate Registration and Sign On" information.

If you need assistance, please contact your Provider Experience Consultant at 1-866-866-3951.

Thank YOU, Healthcare Providers, for all you do!



Just
the
FAX...



For contracted network practices in Colorado Springs and Pueblo areas who see KPCO members: We're working to streamline the process for getting health information directly into our member's medical record and to their provider. To do this, we ask that only the following information be faxed to Kaiser Permanente medical offices:

- Medication refills
- Items needing provider signature
- Any orders including infusion orders
- MOHs visit documentation and reports
- Colonoscopy results and reports
- Pulmonary function overnight pulse oximetry assessments

Fax any of the above documentation to:

- Acero Medical Office: 855-347-8106
- Briargate Medical Office: 866-562-1722
- Parkside Medical Office: 866-564-7451
- Premier Medical Office: 855-902-6009
- Pueblo North Medical Office: 866-565-0348

All other medical records, results, reports, and notes should be faxed directly to Kaiser Permanente Medical Records Department at **1-877-515-0480**.

Kaiser Lab Tip:

Per the lab-When a URINE culture is ordered with a UA_wR, the culture will be canceled as a duplicate request by the system. This is because a UA_wR reflexes a culture when needed.

Auth Grid Updates

Medicare and J-Code Auth Grids have been updated on the Community Provider Portal. (Some time in the first quarter, the Commercial Grid is due to be updated as well.)

The Auth Grids can be found at:

<https://healthy.kaiserpermanente.org/colorado/community-providers/authorizations>

Kaiser Permanente does not permit "BROWN BAGGING". Definition of "Brown Bagging": The practice of dispensing a specialty drug directly to the patient, who then transports the specialty drug to the physician's office or clinic.