



Jul– Sep 2023

# KPCO Provider Insider

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

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

## Kaiser Permanente Pharmacy Coverage Determination Process

If a medication is not on the Kaiser formulary or requires review for prior authorization here are some steps to help with the process for requesting a coverage determination:

1. Please visit [www.kp.org/formulary](http://www.kp.org/formulary) to locate the drug formulary for your benefit. The drug formulary is list of drugs, by disease state, that are included for coverage, with designations for any limitations or prior authorization requirements.
2. Complete and submit to KPCO Pharmacy Authorization Service the completed KPCO HMO Medication Prior Authorization Form, which is available online at <https://healthy.kaiserpermanente.org/content/dam/kporg/final/documents/community-providers/co/ever/sonormrf-en.pdf>.
3. You may also request a copy of the KPCO HMO Medication Prior Authorization Form from KPCO by calling 1- 866-523-0925 or 711 (TTY), 24 hours a day, 7 days a week.
4. KPCO's HMO Medication Prior Authorization Form can be sent to KPCO:
  - via fax at 1-858-357-2615

## KP Colorado launches a new Choice PPO product

We will soon announce a new preferred provider organization plan: **Kaiser Permanente Choice PPO**. This new plan is part of our 5-year focus on growth and will help reinvigorate our presence in Colorado. Offering this plan is also a response to what we've been hearing from customers, members, and future members.

Colorado is a highly competitive market and we found that employers and consumers want more options for their health care. They're looking not only for quality and affordability, but also a wide network of providers to easily access care when, where, and how they need it. And for some, our traditional health care plans don't check all those boxes. That's about to change with this new plan.

### What it is...

Kaiser Permanente Choice PPO offers greater options, flexibility, and convenience for Colorado businesses that have more than 100 employees and are interested in offering a PPO plan in addition to one of our traditional health care plans.

It's not a typical broad network PPO. Uniquely, this plan features a blend of services from KP's nationally recognized integrated health care and coverage model and an extended network of Colorado's leading doctors, hospitals, and health care systems. It stays true to our mission and emphasizes value-based care and quality outcomes.

The workforce is changing, and with more people working remotely, the Choice PPO allows businesses along the Front Range to offer KP coverage to employees who live inside and outside of our current footprint as well as the entire Colorado geographic area.

Offering the Choice PPO alongside our traditional plans also simplifies the administration process for large employers that prefer to have one health carrier to cover all their employees.

## Revised CMS Fee Schedule Updates

Below is what the Provider Manual states for updating our systems with revised CMS fee schedules. The Provider Manual is a supplement to your contract.

### Section 5: Billing and Payment

It is your responsibility to submit itemized claims for services provided in accordance with your Agreement, this Manual and applicable law. The Member's Payor is responsible for payment of claims in accordance with your Agreement. Please note that this manual does not address submission of claims under tier 2 and 3 of the POS products. **The provisions of this Section 5 apply unless your Agreement provides otherwise.**

Health Plan agrees to implement any new or revised CMS Fee Schedule within 45 business days after the CMS File Publish Date or CMS Implementation Date, whichever is later.



## Controlled Substance Prescription Change

On May 11, 2023, the federal government's COVID-19 public health emergency (PHE) order expired, however the Drug Enforcement Administration (DEA) and Substance Abuse and Mental Health Services Administration (SAMHSA) have extended the [COVID-19 Telemedicine Flexibilities](#) for prescribing of controlled medications through November 11, 2023. The proposed rules are expected to result in members needing to be assessed in-person to start or continue schedule II-V controlled substances for psychiatric care or other conditions.

Kaiser Permanente Colorado is updating our policies and procedures to reflect these changes. Beginning November 12, 2023, members will need to have an in-person visit with their physician/advanced practice provider (APP) to review their controlled substance medication.

Changing appointing practices will align with anticipated DEA regulatory standards and will continue to satisfy our members' desire to choose among diverse care channels.

<https://linkcommunications.kp.org/NzE1LVJJWi05NTkAAAGLNT9cZas3XD1gP0JBC1zuYfKBpvO3-6o4Gw5H1yrLJ3zo3BYN7OKnZ8ddnQjk3XWBXwnKfMM=>

### Questions and Answers

**Q: Are patients required to see their physician/advanced practice provider (APP) in-person? If so, why? How often?**

A: All patients who take controlled substance medications will be required to have an in-person visit with their physician/APP.

Background: During the pandemic, under the public health emergency, the DEA permitted Kaiser Permanente and other provider groups to prescribe controlled substance prescriptions during video appointments.

Starting November 12, 2023, the DEA is developing new regulations requiring all new controlled substance medications to be prescribed in conjunction with an in-person visit and at least every 24 months thereafter.

Members currently prescribed a controlled substance who have not been seen in-person by their established physician/APP will need to be seen by November 11, 2024, according to the proposed rules. The DEA has not released final regulations for controlled substance prescribing. The draft rules were proposed in March and the public comment period ended March 31, 2023. It is not known when the regulations will be finalized by the DEA.

**Q: Can patients continue to see their physician/APP virtually?**

A: Yes, patients can continue to see their physician/APP to review medication virtually; however, an in-person visit that meets the new DEA regulations will be required for all controlled substance prescriptions. It is not known when the regulations will be finalized by the DEA.

**Q: When do patients need to schedule their in-person visit with their physician/APP?**

A: Patients should consult with their physician/APP about when to schedule an in-person visit.

## Kaiser Permanente's Historic ties to Labor

Kaiser Permanente evolved from industrial health care programs for construction, shipyard, and steel mill workers for the Kaiser industrial companies during the late 1930s and 1940s.

The Labor Management Partnership was born because we all recognized that by finding a better way to work together, we could create opportunities to grow membership, improve quality, and make health care more affordable for everyone.

And it worked. That's why we remain one of the largest unionized workforces in the United States.

## What is Online Affiliate aka Affiliate Link?

Online Affiliate is Kaiser Permanente's self-service portal available to external providers. It allows providers access to several time-saving features, such as:

- Patient eligibility, benefits, and demographics
- Referrals/authorizations (for contracted providers)
- View and print EOP's (Explanation of Payments)
- View Kaiser electronic medical records (contracted groups and licensed clinical staff)
- Check the status of submitted claims and view claim details (service date, billed amount, allowed amount, patient responsibility)
- Confirm payment information (check number, payment date, amount)

Perform the following **"Take Action"** on a claim

- Submit a claim inquiry related to 'denied', or 'in progress' claims
- Submit an inquiry related to a check payment, request a copy of a check or report a change of address for a specific claim.
- Submit appeals or disputes - request a reconsideration of a payment
- Respond to KP request for information

For more information visit our Community Provider Portal web page:

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

**Issues/Questions? Contact your Provider Experience Consultant at: 866-866-3951**

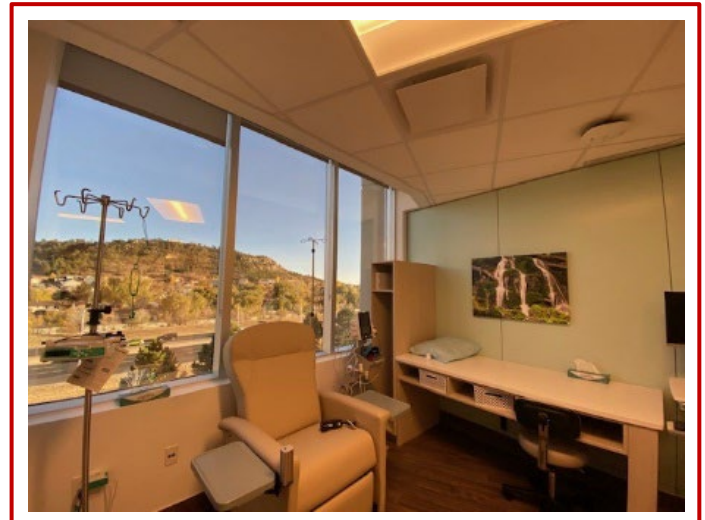
Kaiser Permanente Medical Office Locations	Specialty Services
<p><b>Kaiser Permanente Premier Medical Offices</b></p> <p>3920 N. Union Boulevard Colorado Springs, CO 80907 (Corner of Austin Bluffs Pkwy and Union Blvd)</p>	<p><b>Dermatology</b></p> <ul style="list-style-type: none"> <li>◦ No referral needed</li> <li>◦ Schedule online via KP.org or call 303-338-3376 (TTY 771)</li> </ul>
	<p><b>Rheumatology</b></p> <ul style="list-style-type: none"> <li>◦ Fax referral to the Rheumatology department at 844-660-0712</li> </ul>
	<p><b>Endocrinology</b></p> <ul style="list-style-type: none"> <li>◦ No referral needed</li> <li>◦ To make an appointment, call 303-764-4665</li> </ul>
	<p><b>Neurology</b></p> <ul style="list-style-type: none"> <li>◦ No referral needed</li> <li>◦ To make an appointment, call 303-861-3380, Option 1</li> </ul>
	<p><b>Sports Medicine</b></p> <ul style="list-style-type: none"> <li>◦ No referral needed</li> <li>◦ To make an appointment, call 303-861-3408</li> </ul>
	<p><b>Chiropractic Services</b></p> <ul style="list-style-type: none"> <li>◦ No referral needed</li> <li>◦ To make an appointment, call 844-800-0788</li> </ul>
	<p><b>Nutrition Services</b></p> <ul style="list-style-type: none"> <li>◦ No referral needed</li> <li>◦ Schedule online via KP.org or call 303-614-1070 option 1</li> </ul>
<p><b>Kaiser Permanente Briargate Medical Offices</b></p> <p>4105 Briargate Pkwy., Ste. 125 Colorado Springs, CO 80920</p>	<p><b>Audiology</b></p> <ul style="list-style-type: none"> <li>◦ No referral needed</li> <li>◦ To make an appointment, call 303-338-3215</li> <li>◦ General hearing tests may be scheduled online via KP.org</li> </ul>
	<p><b>Optometry</b></p> <ul style="list-style-type: none"> <li>◦ No referral needed</li> <li>◦ To make an appointment, call 303-861-3595</li> </ul>
	<p><b>Palliative Care</b></p> <ul style="list-style-type: none"> <li>◦ No referral needed</li> <li>◦ To make an appointment, call 719-282-2482</li> <li>◦ Fax recent office visit notes, diagnosis and any specific requests to 719-282-2411 (i.e., symptom management, goals of care discussion, hospice discussion, etc.)</li> </ul>
<p><b>Kaiser Permanente Parkside Medical Offices</b></p> <p>215 Parkside Dr. Colorado Springs, CO 80910</p>	<p><b>Sleep Medicine</b></p> <ul style="list-style-type: none"> <li>◦ Fax referral to KPCO UM Department at 866-529-0934</li> <li>◦ Include a recent office visit note with the referral form</li> <li>◦ Department phone number 303-861-3382</li> </ul>

## Did You Know?

**Kaiser Permanente Premier Medical Offices** located at **3920 N. Union Boulevard in Colorado Springs** offer **non-oncology infusion services** in a beautiful suite that overlooks Palmer Park.

The following medications can be ordered for infusion at this location:

- Iron Sucrose (Venofer)
- Iron Dextran
- IVIG
- Vedolizumab (Entyvio)
- Infliximab (Remicade-brand and Inflectra-biosimilar)
- Natalizumab (Tysabri)
- Ocrelizumab (Ocrevus)
- Rituximab (Rituxan-brand and Riabni-biosimilar)
- Tocilizumab (Actemra)
- Golimumab (Simponi)
- Zoledronic Acid (Reclast)
- Albumin
- Ustekinumab (Stelara)
- Eculizumab (Soliris)
- Alglucosidase Alpha (Nexviazyme or Lumizyme)
- Cinryze
- EPTINEZUMAB-JJMR (Vyepiti)



If you have a patient who requires one of these infusions, please complete [the Prior Authorization Form](#) and **fax** it to the **KPCO Utilization Management team** at **866-529-0934**. Once Medical Necessity is deemed appropriate, the Premier Infusion nursing team will outreach the patient to have them scheduled.

When completing the form, simply denote “KPCO Premier Medical Office” in the “Physician” in the Referred To section.

Referred To		
Physician:		
TIN:	NPI:	
Specialty:		
Phone:		
Fax:		
Address:		
City:	State:	Zip:

**The TIN for Kaiser Permanente is: 84-0591617**  
You do **NOT** need to include the NPI.

## Care Gap Closure

We know you care about your patients' health. At Kaiser Permanente, we know one of the most important things patients can do to maintain good health is stay up to date on their preventive tests, screenings, and immunizations.

**What are Care Gaps?** Care gaps are individualized, evidence-based reminders that support the health and safety of our patients. Closing care gaps promotes good health, both by prevention and disease management.

**How can I get involved?** *Please direct patients to [kp.org/healthcarereminders/co](https://kp.org/healthcarereminders/co) to see what they are due.* (Or click on health care reminders under the medical record tab in kp.org). Remember to tell patients why closing their care gaps is important.

## Referrals to Network Contracted Providers from Kaiser Permanente Staff

- All referrals coming from our Kaiser doctors/staff will be through Affiliate Link.
- Make sure you have staff members registered for Affiliate Link and check once a day for referrals.
- If assistance is needed, reach out to your Provider Experience Consultant at 866-866-3951.
- We are eliminating faxes when possible.



# Thank-You Healthcare Providers!