



Apr – Jun 2024

# KPCO Provider Insider

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

## New Email Box for Communication with PECs

We've changed how you communicate via email to your Provider Experience Consultant (PEC). Current state, you send emails directly to their personal email address, however, effective immediately all PEC communication should be sent to the **new email box** at **[NDPC-PEC-Cases@kp.org](mailto:NDPC-PEC-Cases@kp.org)**.

Our new system within Salesforce will make our communication and processes more efficient for our community! The system will auto assign the communication to the appropriate PEC's personal queue where it will be worked and respond to you within the new system.

We understand old habits are hard to break but ask that you please start using the new email box, **[NDPC-PEC-Cases@kp.org](mailto:NDPC-PEC-Cases@kp.org)** immediately. After a week, if we still get emails to our personal email box, we will return them asking that you please send to the new box.

*Please have patience with us as we get used to the new system. **Thank YOU!***

## Inside this Issue

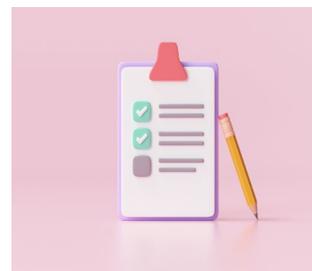
- Change Healthcare Cyberattack
- Who is Mazars USA?
- EDI Support
- NEW Email Box for PECs
- Supportive Care – Dementia Work
- Thank You Healthcare Providers
- Authorization Submissions
- Telehealth Fee Schedule Change
- Affiliate Link Issues?

## Who is Mazars USA?

Mazars USA is the vendor Kaiser Permanente hired to process our access surveys. This year they will call (or email you) asking survey questions.

Many of our providers have contacted the Provider Experience Consultants (PECs) to verify if they are legitimate. They are. The sooner you provide the information they are asking about, the sooner they will move on to the next provider on their list.

Providers will likely hear from them twice throughout 2024. Thank you in advance for participating.





## Change Healthcare Cyberattack

Beginning on February 21, 2024, Change Healthcare, Kaiser Permanente vendor, announced that it is “experiencing a cyber security issue” and said its “experts are working to address the matter.” Like thousands of other health care organizations across the United States, Kaiser Permanente uses Change Healthcare for various revenue and payment management services. However, Kaiser also partners with other EDI Trading Partners across our various markets that you can find by visiting the [KP Community Provider Portal page](#).

Electronic Funds Transfers and paper checks are still being funded/printed for claims that have been received and processed by Kaiser Permanente.

Outlined below are instructions to assist with either signing up for Office Ally EDI Solution for claims submissions or alternate EDI solution.

You can register with Office Ally for free taking the steps noted below:

- Visit [Healthcare Software for Your Medical Practice | Office Ally](#)
- Then click “Start Today” in the upper right corner.
- Then under “Practice software” click “sign up”, enter your e-mail address and create your account.
- Once your account is set up you can use the tool – [User manual](#)

To receive your 835 and Electronic Remittance Advice file follow the stepped noted below:

If you already have a Citi Payment Exchange portal, you’d go in and update enrollment to set your clearinghouse to Office Ally (be sure you set up your Office Ally account using the info above)

- If you don’t already have a Citi Payment Exchange Portal, follow the steps outlined below.
- Click on the secure portal link here: [Citibank](#)
- Enter the activation code for your market/region and then complete the prompts on the screen.
- If you need access to another region, you can visit the [KP Community Provider Portal page](#), (select on the appropriate region in the upper right), then click claims and expand the Electronic Claims Submissions, Payments (EFT) and Remits section, scroll down to the Electronic Payment and Remittance Advice Online Enrollment section to get the enrollment link for Citi and activation code for that region.

Should you need additional information or assistance, please email [NCA-RSL-Intake@kp.org](mailto:NCA-RSL-Intake@kp.org) and your inquiry will be managed through the command center addressing this issue.

We take any security incident very seriously and are deeply committed to protecting the privacy of our members and patients. We appreciate your patience and flexibility throughout the mitigation process.

### Affiliate Link Issues?

We have a separate dept. with their own email box you can reach out to for **Affiliate Link Assistance**—Use this email address: [NDPC\\_AffiliateLink@kp.org](mailto:NDPC_AffiliateLink@kp.org)

**Looking to have your authorization request reviewed sooner?**

**And in some cases, auto approved?**

**Talk to your Provider Experience Consultant about our provider portal for ease of authorization submissions.**

Kaiser Permanente distributes criteria by mail, fax, or email, upon request. We will be happy to provide an explanation of the scientific or clinical standards or judgment as well as any internal rule, guideline, benefit plan information or protocol that apply to the determination, without charge, if you request one by contacting Utilization Management at 1-877-895-2705. How to contact UM for the above information can also be found on the provider website <https://healthy.kaiserpermanente.org/colorado/community-providers> > Authorizations > Affiliated Provider Manual > Section 4: Utilization Management. MCG and UM's internal criteria guidelines can be viewed on the Affiliate web portal.

UM decision making is based only on appropriateness of care and service, for each individual member's needs, and existence of coverage. The organization does not reward practitioners or other individuals for issuing denials of coverage. Financial incentives for UM decision makers do not encourage decisions that result in underutilization. Kaiser Permanente will not make decisions regarding issues like hiring, compensation, termination, or promotion based on the likelihood that the person will support the denial of benefits.

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



**Thank You  
Healthcare Providers!**



## Telehealth Fee Schedule Change

*This information came out last fall, but we thought it might be a good idea to remind our providers...*

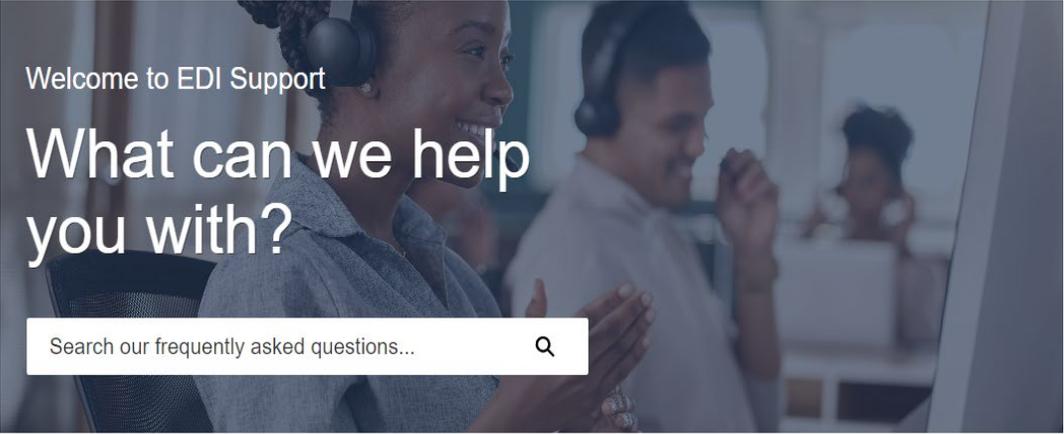
Kaiser Permanente is committed to Colorado and to providing excellent health care for all our members. With the end of the Public Health Emergency regarding COVID-19, we would like to inform you of a change to the Telehealth, POS (Place of Service) 02 and 10 Medicare Physician Fee schedule reimbursement.

### **Changes to the Telehealth Fee Schedule**

During the COVID-19 pandemic there was an expansion of Telehealth and Virtual Care. Kaiser Permanente Colorado made a business decision to change the Medicare Physician Fee schedule for POS 02 and 10 to process and pay as non-facility so the reimbursement would be higher. Now that the Public Health Emergency has ended, Kaiser Permanente Colorado will be moving the Medicare Physician Fee schedule for Telehealth POS 02 and 10 back to the facility-based reimbursement effective 2/1/2024.

If you have any questions regarding this change, please contact your Provider Experience Consultant at 866-866-3951, Monday – Friday, 8 a.m. – 5 p.m.

**Deactivation of the EDI support mailbox** for Southern California, Northern California, Colorado, Georgia, Hawaii, Mid Atlantic and Northwest Region.

<b>Audience</b>	This communication is intended for external Kaiser Permanente provider groups/vendors. <b>Effective 3/29/2024</b>
<b>Message</b>	<p>The EDI Support team has introduced an online webform to manage our EDI support inquiries.  <a href="#">Home (site.com)</a></p>  <p><b>FREQUENTLY ASKED QUESTIONS</b></p> <p>EDI </p> <p><a href="#">What can I do if my Clearinghouse is not listed in the EDI file...</a></p> <p><b>Need additional assistance?</b> Contact our support team by creating a Support Case</p> <p><a href="#">Create a Support Case</a></p> <p><b>See example of Auto Response below:</b></p>  <hr/> <p>Hello,</p> <p>We have received your inquiry/case submission. One of our analysts will review and respond to you. For your records, the assigned case number is 00054861.</p> <p>Thank you,</p> <p>Kaiser Permanente, National Claims Administration          EDI, ERA and EFT Support Team</p> <p><a href="http://kp.org/providers">kp.org/providers</a></p> <hr/> <p>Effective <b>5/31/2024 KP</b> will be turning off the <b>EDISupport@kp.org</b> email address.</p>

**ATTENTION:** EDI Support now has an online tool for submitting inquiries. Please go to: <https://kpnationalclaims.my.site.com/EDI/s/> to submit EDI support inquiries.

## Supportive Care Dementia Work

Dementia is an ever-growing diagnosis in today's world. Supportive Care has recognized this and has developed some resources for care givers/partners. We like to call them "care partners" as they are truly partners for their loved one's care. Four of our LCSW's and one RN have become certified through Teepa Snow's Positive Approach to Care and are holding a workshop entitled "Journeys" five times per month, one of which is offered in the evening.

Following that workshop, we offer a five-week support series which includes video clips featuring Teepa Snow, interactive activities, and discussions. There is also a drop in education series and a workshop on Typical Aging Brain/Atypical Brain.

This team receives the referrals for this from Neurology, PCM and Supportive Care team. If your patient attends one of these workshops you may see a Cc'd chart notifying you of the family participation. Our hope is to provide some additional education and support to families of those living with Dementia as this is a difficult journey.

### Some quotes from participants:

*"The class provided a window for me to understand what my husband is experiencing and how important it is for me to have and to show my understanding and empathy for the situation. I felt like a huge weight was lifted off me after sitting through the class."*

*"Interesting to understand why dementia people say/do the things they do. I'm trying to be more patient and understanding of my mother."*

*"It was eye opening and enlightening to learn what my mom is going through, and how we can better help her, and how we can better support my dad in her daily care."*

*"This was a fabulous session. Although I found myself crying several times, Nancy and Patty were so informative and passionate. To be on a call with so many strangers yet feel comfortable enough to speak freely with complete transparency speaks volumes to how they made the group feel comfortable and that we are almost all in this together. I can't say enough."*

If you would like to refer to this workshop, please contact Nancy Greenstreet.



Thank you,

### **Nancy Greenstreet MSW LCSW ACHP-SW**

Program Specialist/ Palliative Care Social Work  
Life Care Planning Facilitator/ Instructor/ Faculty  
PAC Certified Independent Dementia Consultant/Trainer

### **Kaiser Permanente**

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877-847-6427 (fax)