



Jul– Sep 2024

# KPCO Provider Insider

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

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## NDPC KPCO Contracting Notification Inbox

[KPCO-Contracting-Notifications@kp.org](mailto:KPCO-Contracting-Notifications@kp.org)

The contracting department has a new contract notifications inbox ([KPCO-Contracting-Notifications@kp.org](mailto:KPCO-Contracting-Notifications@kp.org)) that can be utilized for communications related to provisions of your provider contract. This email address will be added under the notification section of the agreement as amendments and new agreements are entered into. This inbox is specifically to be used to communicate **contract changes only**. Do not send claims, rosters, or any other operational communications to this inbox.

For Claims communications please contact:

[NDPC-PEC-Cases@kp.org](mailto:NDPC-PEC-Cases@kp.org)

For Roster and Operational communications please

contact: [KPCO-PDM@kp.org](mailto:KPCO-PDM@kp.org)

Thank  
You  
Healthcare  
Providers!



## Affiliate Link Tidbits

You must log on with your user ID **at least every 60 days**, or your access will be deactivated automatically by the system.

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)

Check this out [Join Us video](#)

## Kaiser Permanente Colorado Interpreter Service Process



Member makes the appointment as normal.

### If interpreter services are needed, the provider's office contacts:

- Mile High Interpreters – In person only – 303-333-7900
- Language Line – Telephone only –1-855-221-3669

### In person Sign Language Resources:

- Professional Sign Language Interpreting, Inc. – Denver/Boulder (M-F, 8:30a-4:30p) (in person)
  - Outgoing calls/setting up for appointments: 303-920-7330
  - TTY/Video Relay 866-327-8877 (incoming calls)
- Sign Language Network Inc – Southern Colorado (M-F 8:30a – 4:30p)
  - 719-599-4517 (during normal business hours)
  - 719-651-2490 (after hours)
- Purple Language Service (M-F, 8:30a-4:30p)
  - 800-900-9478 ext. 1362
  - 800-549-6000 (after hours)

The provider's office will need to provide the following information to the interpreter service they will be using so they can bill Kaiser Permanente:

- 1) Identify the member as KP Colorado member
- 2) Member Medical Record Number
- 3) Member Name
- 4) Date and time of the appointment
- 5) Clinic details



## REMINDER-- 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.

## IMPORTANT Yearly Re-Orientations

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

These are required and very important to assure you are up to date on the information Kaiser Permanente Colorado offers its network providers and will assist you in caring for our members.

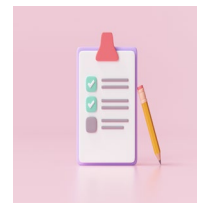
## DOI Regulation 4-2-80--Mandatory Yearly

If your practice has not completed your Diversity and Cultural Competency Training for this year, you can find the Kaiser Permanente Diversity, Equity, and Inclusion Tool Kit here: [Diversity Equity Inclusion Toolkit](#)

Once training has been completed for your group, please answer the following questions, and send to your Provider Experience Consultant at: [NDPC-PEC-Cases@kp.org](mailto:NDPC-PEC-Cases@kp.org)

### Culturally Sensitive and Anti – Bias Questions

- Have your providers and front office staff gone through Culturally Sensitive and Anti-Bias training?
- # Of providers
- # Of providers who have completed training
- # Of Front Office Staff
- # Of Front Office Staff that have completed training
- Type of training (example developed by your organization, YouTube etc.)?
- Training provided by?
- Course duration (minutes, hours, or days)
- Date Completed

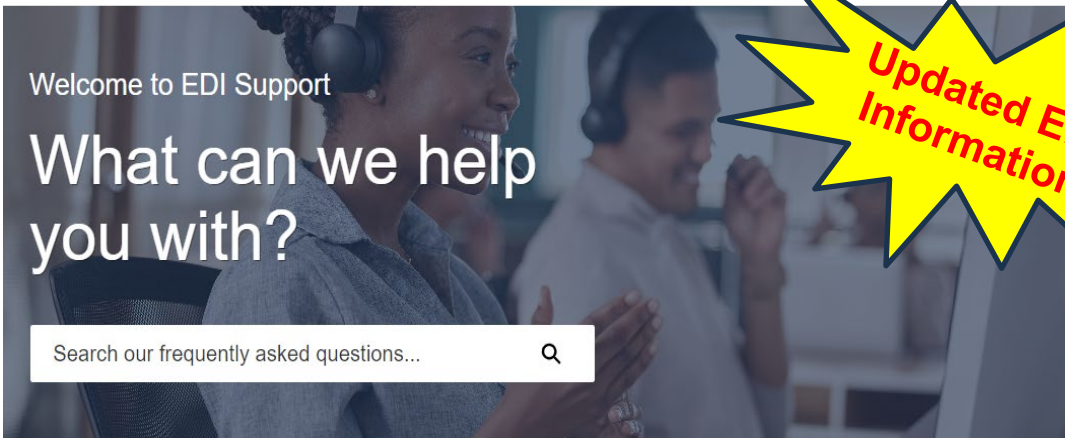


**Payers will be collecting this data on a yearly basis.**

If you have questions about Regulation 4-2-80, please reference link below, OR reach out to your Provider Experience Consultant (PEC) at 1-866-866-3951.

The regulation can be found at <https://doi.colorado.gov/announcements/notice-of-adoption-amended-regulations-4-2-73-and-5-2-12-and-new-regulation-4-2-80>

**KP EDISupport@kp.org** email address has been retired 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>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>Updated EDI Information</b></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 fly...</a></p> <p><b>Need additional assistance</b> Contact our support team by creating a S</p> <p>Create a Support Case</p> <p><b>See example of Auto Response below:</b></p> <p> KAISER PERMANENTE.</p> <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> <p>Effective <b>6/13/2024</b> <b>KP EDISupport@kp.org</b> email address has been retired.</p>



If you need assistance, please contact your Provider Experience Consultant at 1-866-866-3951, or email [NDPC-PEC-Cases@kp.org](mailto:NDPC-PEC-Cases@kp.org).

## Supportive (Palliative) Care at Kaiser Permanente

**The Kaiser Permanente Supportive (Palliative) Care Team is here to enhance the care you provide to patients.** We focus on relieving stress and symptoms for individuals with serious illness – this care is appropriate at any age, at any stage in a serious illness, and it can be provided along with curative treatment. An interdisciplinary approach from specially trained physicians, social workers, nurses, and pharmacists. If you think we can help, place a referral for Supportive or Palliative Care and we'll connect your patient with the appropriate team, or you call one of our teams directly for guidance.

Briargate Medical Offices - Colorado Springs

- **719-282-2482** (TTY 711) - phone
- **719-282-2411** – fax

Pueblo

- **719-821-9893** (TTY 711) - phone
- **877-847-6427** – fax

Northern Colorado – Fort Collins, Loveland, Greeley areas

- **720-325-4544** (TTY 711) – phone

Franklin Medical Offices – downtown Denver

- **303-861-3481** (TTY 711)

Lone Tree Medical Offices – South Denver Metro

- **303-649-5989** (TTY 711)

Rock Creek Medical Offices – Lafayette

- **720-536-6404** (TTY 711)

### Key Features of our Palliative/Supportive Care Program:

- Accessibility
  - Direct phone line for patients/families
  - 24/7 Supportive Care Physician on call support
  - Urgent consults offered.
- Meeting patients where they are.
  - Home visits for medically homebound
- Communication with other medical providers
- Symptom management expertise
- Knowledgeable about Kaiser and community resources
- Offering psychosocial support and counseling to patients and their family about coping with serious illness
- Helping empower patients to identify priorities and values to guide their medical choices.
- Assisting with appropriate advance directives and planning for end-of-life care
- We are also available for conversations around future planning for medically complex patients.



### Common diagnoses we follow:

- Cancer
- Advanced Heart Failure
- Advanced Lung Disease
- Advanced Kidney Disease
- End Stage Liver Disease
- Progressive Neurologic Disease

**The Kaiser Permanente Supportive (Palliative) Care Team**