



KPCO Provider Insider

Apr— Jun 2025

This communication is for Kaiser Permanente Colorado network providers.

Comprehensive Community Behavioral Health Provider Update...

All behavioral provider groups that will require updating their records with new billing NPI data in response to the Comprehensive Safety Net Provider changes within the Colorado Dept of Health Care Policy & Financing will need to see below:

If new NPI billing numbers are required, access the Community Provider Portal: [Provider Information | Community Provider Portal | Kaiser Permanente](#), then navigate to the Provider Demographics section and download the **Service and Billing Office Adds-Changes-Terms** Template. Complete the “Office Adds Term” tab and the “Link Practitioners” tab. Return the template to kpco-pdm@kp.org for processing.

Medical Imaging X-Ray Location Update

We recently consolidated X-ray services at 8 Kaiser Permanente medical offices into other nearby medical offices. Kaiser Permanente members in need of an X-ray should check kp.org/locations for locations.

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Forvis Mazars

Please remind your front office staff that Forvis Mazars will call and/or email for the Appointment Access Survey.

Please participate.

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. UM criteria is also listed publicly for access at any time, [Utilization Management](https://healthy.kaiserpermanente.org/colorado/community-providers). How to contact UM for the above information can also be found on the provider website.

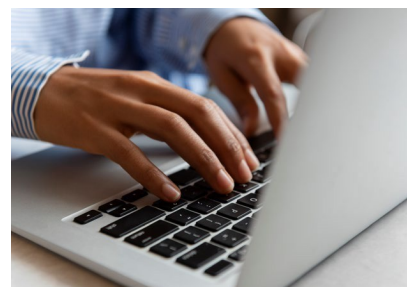
<https://healthy.kaiserpermanente.org/colorado/community-providers> > Authorizations > Affiliated Provider Manual > Section 4: Utilization Management. MCG and UM's internal criteria guidelines can be viewed on the Affiliate web portal.

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.

Attention Affiliate Link Users – Access Reactivation

To keep your Affiliate Link access active, you must sign in every 45 days, or the system will automatically deactivate you. If you are deactivated, there is a link on the Community Provider Portal to reactivate your access: <https://healthy.kaiserpermanente.org/colorado/community-providers/online-provider-tools>



Acero Medical Office Lab & X-ray location update

We recently moved lab and x-ray services at Acero Medical Offices to Pueblo North Medical Offices.

Kaiser Permanente Pueblo North Medical Offices
2670 Parker Blvd., Suite 200
Pueblo, CO 81008

Use of AI during Provider Meetings

The Provider Experience Team would like to inform you that we have recently observed network providers and provider groups using AI note-taking software during meetings. In some cases, the AI software has been attending meetings and training sessions in place of the provider group team. One of our responsibilities is to help ensure providers adhere to HIPAA guidelines and regulations, and to safeguard PHI by ensuring patient data is protected from unauthorized access.

To ensure compliance with HIPAA guidelines, the use of AI software is **not permitted** in the following settings:

- JOCs
- AFL Trainings
- Behavioral Health Provider meetings
- Quality Collaborative meetings
- Any meeting that may display patient health information

Use Affiliate Link to place Imaging and Lab Orders when sending members to Kaiser Medical Office Buildings

All providers should be utilizing the Affiliate Link for a seamless process when sending Kaiser members to a Kaiser Medical Office Building for Medical Imaging and Lab services. When orders are entered via Affiliate Link, transcription errors are greatly reduced. Additionally, AF Link communication helps in reducing delays for patients to receive their care.

Furthermore, members coming to a KP clinic can schedule most Medical Imaging exams online if the order is in the KP system, placed there by the provider using Affiliate Link. This ensures a smoother and more efficient experience for both providers and patients.

If anyone would like a virtual training for using AF Link, they can contact their Provider Experience Consultant, who will be happy to set up a training session. You can reach them at training. NDPC-PEC-Cases@kp.org

For those who **do not yet have access to Affiliate Link**, imaging orders can be faxed to 1-855-416-3847, and lab orders to 1-877-489-5586. This should be done at least 48 hours before the member plans to go to the Kaiser Medical office radiology department or lab for testing.



Thank-You Healthcare Providers

Provider Experience Consultants will be contacting you to set up Reorientations.

REMINDER about Cologuard

Kaiser Permanente is **not** contracted with Exact Sciences, who launched Cologuard. Please do NOT offer members Cologuard.

Kaiser has FIT tests that members can utilize. Contact your Provider Experience Consultant for more information.