



KPCO Provider Insider

Oct – Dec 2025

This communication is for Kaiser Permanente Colorado network providers.

Doula Care and Coverage

What you need to know:

For plans issued or renewed on or after July 1, 2025, Kaiser Permanente Colorado will cover doula services. This care and coverage is available to large group commercial and CHP+ members only.

Doula care will be available to any pregnant member (i.e., member who is pregnant or has been pregnant within the last 12 months) enrolled in a large group commercial or CHP+ health plan.

To help eligible KPCO eligible members learn more about doula care and coverage, we've created the following helpful resources:

Webpage – kp.org/doulacare/co

- [English](#)
 - [Spanish](#)
- } Flyers

Forvis Mazars...

Three times a year, Forvis Mazars, an external group KPCO contracted with conducts an Appointment Access Survey. These surveys are to meet NCQA and DOI regulations.

Forvis Mazars places 3 calls to network offices and if no response or return call, they send an email. The surveys take less than 5 minutes to complete.

Network contracted providers with Kaiser Permanente Colorado are expected to participate.

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**Thank-You
Healthcare
Providers!**



Reminder

... to always **check your communications** because KPCO is constantly refining and updating prior authorization guidelines and we don't want you missing an update that's important to your specialty!

DOI 4-2-80



New Process for providing Cultural and Anti Bias Training Responses

To find out more about our new process, please access this web page on our Community Provider Portal:

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

When responding to the survey questions, make sure you answer ALL of them to receive credit. The only one you may leave blank is 1.1 "Other Training".

Below are the questions the survey includes:

1. Type of Training
 - 1.1 Other Training
2. Total # of Providers contracted with KPCO?
 - 2.1 # of providers who received training?
3. Total # of front office staff?
 - 3.1 # of front office staff that completed training.
4. How was the training provided? (YouTube, etc.)
5. Course Duration-Approximate length of training?
6. Approximate date training was completed?
7. Certificate or CME awarded?

NOTE: The completion date must be for this calendar year, 2025. If you list a 2024 date, you will not receive credit.

WE'VE MOVED!

Kaiser Permanente Pueblo North Medical Offices

Details of New Location

Address:

3107 Bonaventure Court, Pueblo, CO 81008

Directions: Located just off Pueblo Boulevard, approximately one mile south of the intersection with Highway 50.

Expanded Services

The new state-of-the-art facility offers a range of services to meet your healthcare needs:

- Primary Care
- Endocrinology
- Rheumatology
- Imaging Services
- Laboratory Services
- Pharmacy

UM Guidelines

The latest clinical guidelines to be updated on our Community Provider Portal were:

- **UM Shoulder Guideline**
- **UM Whole Genome Guideline**

UM guidelines can be found on this web page of the Community Provider Portal:

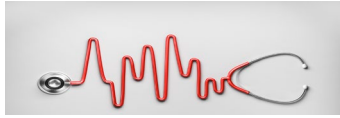
<https://healthy.kaiserpermanente.org/colorado/community-providers/authorizations>

To log in, use your Affiliate Link user ID and password.



Did you know???

KPCO stands for
Kaiser
Permanente
COlorado



Physicians help address cardiovascular health for people released from prison

People released from prison experience 2 times higher cardiovascular mortality than the general population, have a high prevalence of poor cardiovascular health and increased risk of cardiovascular events after release. Access to quality health care following release from prison is key to preventing poor cardiovascular outcomes.

The SCHARP study, led by [Stacie Daugherty, MD](#), and [Ingrid Binswanger, MD](#), for the [Institute for Health Research \(IHR\)](#) and funded by NIH, is examining health care system policies and practices that may influence access and health outcomes for people released from prison. Partnering with community organizations focused on reentry, we enrolled more than 500 people recently released from prison, measured their baseline cardiovascular health, and are following them for 12 months to understand their health care experiences and cardiovascular outcomes. This project will assist health care systems in addressing cardiovascular health for people released from prison.

Learn how [Institute for Health Research \(IHR\)](#) has been making a difference at Kaiser Permanente Colorado for more than 32 years.

Imaging Referrals to Kaiser Permanente Medical Office Buildings

Imaging referrals to Kaiser Permanente Medical Office Buildings must be submitted through the secured portal Affiliate Link. They are not accepting paper orders any longer.



If you don't have access to Affiliate Link, please visit this web page on our Community Provider Portal: <https://healthy.kaiserpermanente.org/colorado/community-providers/online-provider-tools#registration-signon>

For those of you that have access to Affiliate Link and would like a training on submitting Imaging Referrals to Kaiser Medical Office Buildings, just reach out to your Provider Experience Consultant (PEC).

This is the PEC email box: NDPC-PEC-Cases@kp.org for any emails to your Provider Experience Consultant.

Medical Financial Assistance for Members

Kaiser Permanente strives to help people in need of financial assistance for unexpected medical expenses. The [MFA](#) program provides financial assistance to qualified patients who are having difficulty paying their Kaiser Permanente medical and pharmacy bills. [Learn more about the MFA program](#)

New MFA phone number and web page:

- Members can speak with a medical financial assistance counselor by calling 1-866-899-6018 (TTY 711), Monday through Friday between 10 AM and 3 PM.
- Members can also check eligibility and apply online by visiting our new webpage: kp.org/helppaybills

Flyers are available to our members:

- [English](#)
- [Spanish](#)



Cold drinks can trigger irregular heartbeats

*It's natural to go for a cold drink on hot summer days,
but certain heart patients may want to think twice.*

A new study led by Kaiser Permanente researchers will help increase awareness among patients and physicians that cold foods and drinks can trigger flare-ups in people with atrial fibrillation. These flare-ups are a condition dubbed “cold drink heart.”

“For decades people have told their health care providers that cold foods and drinks trigger their atrial fibrillation episodes — but many providers didn’t think that was possible,” said senior author [David Vinson](#), MD, an adjunct investigator at the [Division of Research](#) and an emergency physician at Kaiser Permanente in Northern California. “Yet, the more patients with atrial fibrillation are asked about — or read about — this trigger, the more often we hear, ‘Yes, that’s happening to me, too.’”

Atrial fibrillation, known as AFib, is an irregular and often very rapid heartbeat affecting about 10.5 million adults in the U.S. It occurs when the heart’s upper chambers — the atria — are not beating in sync with its lower chambers. People with atrial fibrillation are at increased risk of developing blood clots in their heart or experiencing a stroke, heart failure, or other heart problems.

Lifestyle triggers

Some people have persistent atrial fibrillation. In others, it may come and go. This has led researchers to look for lifestyle triggers, such as diet, that can potentially be reduced or controlled to prevent episodes from occurring.

The new study, published recently in the *Journal of Cardiovascular Electrophysiology*, is believed to be the first to ask people with atrial fibrillation episodes triggered by cold foods and drinks about their experiences.

“Until now, most of the published papers on this topic have been case reports,” said first author Daniel D. DiLena, a research assistant with the Kaiser Permanente Clinical Research on Emergency Services & Treatments [\(CREST\) Network](#).

The study included 101 people. Among the participants:

- Half had atrial fibrillation episodes triggered only by cold drinks or food.
- Half said that cold foods and drinks were responsible for only some of their episodes.
- Most said they did not have an episode every time they ate or drank something cold.
- Most could feel the change in heart rhythm within a few seconds or in less than a minute of eating or drinking something cold.
- About 36% had episodes when they ate or drank something cold after a workout or other physical activity.
- About 86% said avoiding cold foods and drinks reduced or eliminated their episodes.

Unpredictable condition

“Although the majority of the people we surveyed had episodes associated with cold foods and drinks, they also said they were often able to eat or drink something cold without having an episode,” said Dr. Vinson. “This shows how unpredictable the condition can be and why it’s been hard for some patients to identify these triggers.”

The most frequently reported triggers were ice water, smoothies, milk, yogurt, and ice cream. Some study participants reported that not eating as quickly, not using straws, and allowing drinks to warm up often helped them avoid an episode.

More than half of the 82 participants who told their health care provider cold foods and drinks were triggers said their doctors were dismissive of their experience.

“Our study provides additional support for the existence of this trigger,” DiLena said. “Hopefully, it helps validate those with similar experiences and increase awareness among health care providers.”