



# KPCO Provider Manual

- Kaiser Permanente Medical Care Program
- Key Contacts



# Welcome to Kaiser Permanente

It is our pleasure to welcome you as a contracted provider for Kaiser Permanente. We are here to support you, your medical team and our Members.

This Provider Manual is intended to provide you and your staff with basic organizational information regarding Kaiser Permanente Colorado. It provides a quick and easy resource for key contacts and information regarding Kaiser Permanente.

Our Provider Representatives are committed to providing support to you and your staff. This includes responding to your operational inquiries and providing education on our products and plans. If at any time you have a question or concern about the information in this Provider Manual, you can reach our Provider Representative by calling 1-866-866-3951.

Welcome to Kaiser Permanente.

## **Introduction**

This Provider Manual is referenced in your agreement (“Agreement”) with a Kaiser Permanente entity. The information in this Provider Manual is proprietary and may not be used, circulated, reproduced, copied or disclosed in any manner whatsoever, except as permitted by your Agreement, or with prior written permission from Health Plan.

This Provider Manual is posted on Kaiser Permanente’s website at [www.providers.kaiserpermanente.org/cod/](http://www.providers.kaiserpermanente.org/cod/).

The Provider Manual is updated on an ongoing basis. Its intent is to provide our network providers with useful information as to how to best access the Kaiser Permanente system and to share Kaiser Permanente’s expectations of network providers. Network providers are sent a notification letter annually to reference any relevant changes.

If there is a conflict between this Provider Manual and your Agreement, the terms of your Agreement will control. Capitalized terms that are used in this Provider Manual, but not defined, will have the meanings given to them in your Agreement.

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# Section 1: Kaiser Permanente Medical Care Program

## 1.1. History

Kaiser Permanente's origins date to the late 1930's and the prepaid health program developed by industrialist Henry J. Kaiser and a young physician, Dr. Sidney R. Garfield. Initially, the health care program was only available to construction, shipyard and steel mill workers employed by the Kaiser industrial companies during the late 1930's and 1940's. The program was opened for enrollment to the general public in 1945.

Today, Kaiser Permanente is America's leading integrated health plan and is a not-for-profit, group practice program headquartered in Oakland, Calif. Kaiser Permanente serves more than 12 million members in eight states and the District of Columbia. Today it encompasses the not-for-profit Kaiser Foundation Health Plan, Inc., Kaiser Foundation Hospitals and their subsidiaries, and the for-profit Permanente Medical Groups. Nationwide, Kaiser Permanente includes more than 174,000 technical, administrative, and clerical employees and caregivers, and more than 17,000 physicians representing all specialties.

## 1.2. Organizational Structure

Your Kaiser Permanente Region is comprised of three separate legal entities:

### 1.2.1 Kaiser Foundation Health Plan of Colorado ("KFHP")

Health Plan is a tax-exempt organization that operates health care benefit plans and provides or arranges for the provision of medically necessary health care services for its Members primarily through Kaiser Foundation Hospitals (KFH) and Colorado Permanente Medical Group (CPMG). Kaiser Foundation Health Plan of Colorado is licensed as an HMO in Colorado with the Division of Insurance.

### 1.2.2 Kaiser Foundation Hospitals ("KFH")

KFH is a tax-exempt organization that owns, operates, and contracts for hospital, and many other facility medical services. KFH also sponsors charitable, educational, and research activities. Health Plan contracts with KFH to provide or arrange for medically necessary hospital and facility services for Members. In turn, KFH contracts with community providers to provide facility services to Members and improve geographic coverage and access to care.

### **1.2.3 Colorado Permanente Medical Group (“CPMG”)**

CPMG is a professional corporation of physicians. Health Plan contracts with CPMG to provide or arrange for medically necessary professional and outpatient services for Members. In turn, CPMG contracts with community or network providers to provide professional services to Members and improve geographic coverage and access to care.

## **1.3 Kaiser Permanente Colorado Region Service Area**

### **1.3.1 Kaiser Permanente Medical Office Locations**

#### **Acero Medical Offices**

- 2625 W. Pueblo Blvd., Pueblo, CO 81004
- Appointment Line: 1-800-218-1059

#### **Arapahoe Medical Offices**

- 5555 E. Arapahoe Road, Centennial, CO 80122
- Appointment Line: 303-338-4545
- Fax: 303850-2056

#### **Aurora Centrepoint Medical Offices**

- 14701 E. Exposition Avenue, Aurora, CO 80012
- Appointment Line: 303-338-4545
- Fax: 303-614-7303

#### **Baseline Medical Offices**

- 580 Mohawk Drive, Boulder, CO 80303
- Appointment Line: 303-338-4545
- Fax: 303-554-5010

#### **Briargate Medical Offices**

- 4105 Briargate Parkway, Suite. 125, Colorado Springs, CO 80920
- Appointment Line: 1-800-218-1059
- Fax: 719-282-2470
- Fax: 719-282-2441

#### **Brighton Medical Offices**

- 859 South 4<sup>th</sup> Avenue, Brighton, CO 80601
- Appointment Line: 303-338-4545

- Fax: 303-835-5870

### **Castle Rock Medical Offices**

- 4318 Trail Boss Drive, Castle Rock, CO 80104
- Appointment Line: 303-338-4545
- Fax: 303-814-4160

### **East Denver Medical Offices**

- 10400 E. Alameda Avenue, Denver, CO 80247
- Appointment Line: 303-338-4545
- Fax: 303-360-1287

### **Englewood Medical Offices**

- 2955 S. Broadway, Englewood, CO 80113
- Appointment Line: 303-338-4545
- Fax: 303-788-1011

### **Fort Collins Medical Offices**

- 2950 E. Harmony Road Suite. 190, Fort Collins, CO 80528
- Appointment Line: 1-800-218-1059
- Fax: 970-207-7130

### **Franklin Medical Offices**

- 2045 Franklin Street, Denver, CO 80205
- Appointment Line: 303-338-4545
- Fax: 303-861-3604

### **Greeley Medical Offices**

- 2429 35<sup>th</sup> Avenue, Greeley, CO 80634
- Appointment Line: 1-800-218-1059

### **Hidden Lake Medical Offices**

- 7701 Sheridan Blvd., Westminster, CO 80003
- Appointment Line: 303-338-4545
- Fax: 303-657-6709

### **Highlands Ranch Medical Offices**

- 9285 Hepburn Street, Highlands Ranch, CO 80129
- Appointment Line: 303-338-4545
- Fax: 720-348-4605

**Ken Caryl Medical Offices**

- 7600 Shaffer Parkway, Littleton, CO 80127
- Appointment Line: 303-338-4545
- Fax: 720-922-5055

**Lakewood Medical Offices**

- 8383 W. Alameda Avenue, Lakewood, CO 80226
- Appointment Line: 303-338-4545
- Fax: 303-239-7405

**Lone Tree Medical Offices**

- 10240 Park Meadows Drive, Lone Tree, CO 80124
- Appointment Line: 303-338-4545

**Longmont Medical Offices**

- 2345 Bent Way, Longmont, CO 80503
- Appointment Line: 303-338-4545
- Fax: 303-678-3302

**Loveland Medical Offices**

- 4901 Thompson Parkway Loveland, CO 80534-6426
- Appointment Line: 1-800-218-1059
- Fax: 970-613-2340

**Parker Medical Offices**

- 10168 Parkglenn Way, Parker, CO 80138
- Appointment Line: (303) 338-4545

**Parkside Medical Offices**

- 215 Parkside Drive, Colorado Springs, CO 80910
- Appointment Line: 1-800-218-1059

**Pueblo North Medical Offices**

- 3670 Parker Blvd., Suite 200, Pueblo, CO 81008
- Appointment Line: 1-800-218-1059
- Fax: 719-595-5707

**Premier Medical Offices**

- 3920 N Union Blvd, Colorado Springs, CO 80907
- Appointment Line: 1-800-218-1059



### **Rock Creek Medical Offices**

- 280 Exempla Circle, Lafayette, CO 80026
- Appointment Line: 303-338-4545
- Fax: 720-536-7855

### **Skyline Medical Offices**

- 1375 E. 20<sup>th</sup> Ave., Denver, CO 80205
- Appointment Line: 303-338-4545
- Fax: 303-764-4662

### **Smoky Hill Medical Offices**

- 16290 E. Quincy Avenue, Aurora, CO 80015
- Appointment Line: 303-338-4545
- Fax: 303-699-3840

### **Southwest Medical Offices**

- 5257 S. Wadsworth Blvd., Littleton, CO 80123
- Appointment Line: 303-338-4545
- Fax: 303-972-5013

### **Spring Creek Medical Offices**

- 1136 E Stuart St., Fort Collins, CO 80525.
- Appointment Line: 1-800-218-1059

### **Westminster Medical Offices**

- 11245 Huron Street, Westminster, CO 80234
- Appointment Line: 303-338-4545
- Fax: 303-457-6416

### **Wheat Ridge Medical Offices**

- 4803 Ward Road, Wheat Ridge, CO 80033
- (Appointment Line: 303-338-4545
- Fax: 303-421-5066

### **1.3.2 Kaiser Permanente Behavioral Health Locations**

#### **Baseline Behavioral Health**

- 580 Mohawk Drive, Boulder, CO 80303
- Appointment Line: 303-471-7700

**Hidden Lake Behavioral Health**

- 7701 Sheridan Blvd., Westminster, CO 80003
- Appointment Line: 303-471-7700

**Highline Behavioral Health Center**

- 10350 E Dakota Ave, Denver, CO 80247
- Appointment Line: 303-471-7700

**Ridgeline Behavioral Health Center**

- 9139 S Ridgeline Blvd, Highlands Ranch, CO 80129
- Appointment Line: 303-471-7700

**Skyline Medical Offices**

- 1375 E. 20<sup>th</sup> Ave., Denver, CO 80205
- Appointment Line: 303-471-7700

## Section 2: Key Contacts

Department	Contact information	Quick Reference to Administrative Operations
Provider Contracting and Provider Relations	8:00am-5:00pm MST Monday - Friday  Toll-free 1-866-866-3951	<ul style="list-style-type: none"> <li>• Provider education and training</li> <li>• Contract questions</li> <li>• General Operational questions</li> </ul>
Provider Demographics	Physician(s) and/or groups please email <a href="mailto:KPCO-PDM@kp.org">KPCO-PDM@kp.org</a>  Non-physician practitioner(s)/facilities/ancillaries please email: <a href="mailto:Kaiser-Provider-Notification@kp.org">Kaiser-Provider-Notification@kp.org</a>	<ul style="list-style-type: none"> <li>• Provider demographic updates such as tax ID change, address change, addition of providers, termination of providers, etc.</li> </ul>
Member Services Contact Center	8:00am-6:00pm MST for information on Non-Medicare members Monday – Friday  8:00am-8:00pm MST for information on Medicare members 7 days a week  2500 South Havana Aurora, CO 80014  Non-Medicare 303-338-3800 or toll-free 1-800-632-9700  Medicare Toll-free 1-800-476-2167  711 TTY for the deaf, hard of hearing or speech impaired	<ul style="list-style-type: none"> <li>• General enrollment questions</li> <li>• Eligibility and benefit verification</li> <li>• Co-pay, deductible and coinsurance information</li> <li>• Documents, Reports and facilitates member complaints</li> <li>• Billing inquiries</li> <li>• Claims related issues</li> <li>• Interpreter Services</li> </ul>



## 2.1. Affiliate Link

### 2.1.1 Contracted Providers Registration for Affiliate Link access

As a contracted provider with Kaiser Permanente, you are to register for access to Affiliate Link which is our EPIC-based secure online tool for providers to confirm member eligibility, view member benefits, create and view referrals/authorization requests, view members' clinical data, and view claim status.

\*\*Accounts are assigned to individuals, for the protection of our members' privacy, please do not share log-ins.

**Due to HIPAA regulations, you must also keep your user information for access to KP Online-Affiliate current.** User IDs and passwords are unique. New staff members must obtain their own individual user IDs and passwords, and we must be informed when change in staff occurs so that user IDs and passwords can be appropriately terminated. Please notify your Provider Representative via email or call 1-866-866-3951.

### 2.1.2 Contracted Providers Viewing of Claim Status

You may also use View Claims Status as a guest user.

[https://epiclink-guest-co.kp.org/claims\\_co/tapestry/claims/](https://epiclink-guest-co.kp.org/claims_co/tapestry/claims/)

Providers can view their claim status as a guest user without registering. You will be asked to provide key information about a claim in question. In return, you will be able to view claim status information, including the current processing status, and, if paid, the vender and specific payment information. If your claim is not found in the Guest User system, call the phone number listed on the member's ID card.

This is typically used by 3<sup>rd</sup> party billing companies or department team members that only need to view claims information.

## 2.2 Self-Funded

As a contracted provider with Kaiser Permanente, you may register for access to the KPIC Self-funded Provider Portal. This portal allows providers to confirm member eligibility, view member benefits, and view claim status.

\*\*Accounts are assigned to individuals, for the protection of our members' privacy, please do not share log-ins.

**Due to HIPAA regulations, you must also keep your user information for access to KPIC Self-funded Provider Portal current.** User IDs and passwords are unique. New staff members must obtain their own individual user IDs and passwords, and we must be informed when change in staff occurs so that user IDs and passwords can be appropriately terminated. Please notify KPIC Self-funded Customer Service by calling 866-213-3062.

To obtain access to the Self-funded Provider Portal, go to <http://kpclaimservices.com> and use the *Provider Registration* link near the top of the website. Complete the form to create your User ID.