



October 28, 2024

RE: Kaiser Permanente Updated Payor List Exhibit, Updated Quest Integration Program Required Provisions Exhibit, and Updated Federal Compliance Exhibit

Dear Provider,

Thank you for your participation. This serves to modify and amend the Health Care Services Agreement (“HCSA”) entered between Kaiser Permanente and your organization (as “Provider” therein) updating the following:

Enclosures & Attachments

- Provider Contact Information
- Payor List Exhibit
- Quest Integration Program Required Provisions Exhibit
- Federal Compliance Exhibit

Separately, this also serves as notice as required under Section 10.9.2 of the HCSA of the Legally Required Modification, which provisions shall go into effect sixty (60) Business Days following the date of this letter, or such other date as may be otherwise required by Law or Officials.

We would like to draw your attention to the importance of the documents, these materials are hereby incorporated into and made an integral part of the HCSA. Thank you for your cooperation and commitment to delivering high-quality healthcare to our members.

Should you have any questions, please feel free to contact KP Hawaii Provider Contracting at (808) 432-5429.

Sincerely,
KAISER FOUNDATION HOSPITALS
Southern California Region

By: 

Richard Snader
Vice President, Network Development and Administration
Southern California and Hawaii Region

Provider Contact Information

- **Customer Service** — 800-966-5955, 808-432-5300 (fax)
- **Medicaid/Quest Integration (QI)** — 808-432-5955, 800-651-2237 (fax), 808-432-5260 (fax)
- **Medicaid/QI with Nurse Line off hours** — 808-432-5330
- **Added Choice Helpline** — 800-238-5742, 800-392-8649 — <https://healthy.kaiserpermanente.org/hawaii/community-providers/eligibility#added-choice>
- **MD Call Center** — 808-643-6363
- **Authorizations / Referrals Management** — 800-432-5687, 808-432-5691 (fax) — <https://healthy.kaiserpermanente.org/hawaii/community-providers/authorizations>
- **DME Authorizations** — 808-432-5692, 808-432-5689 (fax)
- **BH Information / Appointments** — 808-432-7600
- **BH Authorizations** — 808-243-6031
- **Provider Credentialing** — 808-432-7990, ext. 27927 — HI-Credentials-Department@kp.org
- **Claims Department** — 877-875-3805 — Mailing Address: P.O. Box 378021, Denver, CO 80237
- **Provider Demographic or Contact Changes** — providerdemographicshawaii@kp.org
- **Provider Relations** - NDANDAPROVIDERRELATIONS@kp.org
- **Provider Monthly Training** — Monthly Provider Training: every 2nd Thurs of the month 10-11 A HT
- **Provider Manuals** - <https://healthy.kaiserpermanente.org/hawaii/community-providers/provider-info#provider-manual> AND <https://healthy.kaiserpermanente.org/content/dam/kporg/final/documents/community-providers/hi/ever/quest-integration-provider-manual-en.pdf>
- **QI Provider Education / Training Documents** — <https://healthy.kaiserpermanente.org/hawaii/community-providers/quest-integration#quest-integration-provider>
- **Online Affiliate Tool / Provider Manual Cultural Competency Plan** — <https://onlineaffiliatesupport.force.com/support>
- **Electronic Data Interchange (EDI)** — edisupport@kp.org <https://healthy.kaiserpermanente.org/hawaii/community-providers/claims#electronicClaimsSubmissionsPayments>
- **EDI Enrollment** — edisupport@kp.org <https://healthy.kaiserpermanente.org/hawaii/community-providers/claims#electronicClaimsSubmissionsPayments>
- **Change HC Payer ID = 94123** — 866-817-3813 — <https://www.changehealthcare.com>
- **Relay Health Payer ID = RH011** — <http://www.relayhealth.com>
- **Office Ally Payer ID - 94123 360-975-7000** — <https://cms.officeally.com/>
- **Office Ally DDE** — FREE*. This Online Claim Entry tool allows you to create CMS1500, UB04, and ADA claims on its website and submit to KP — 360975-7000 — <https://cms.officeally.com/pages/products/clearinghouse.aspx>
- **ERA / EFT** — edisupport@kp.org; <https://healthy.kaiserpermanente.org/hawaii/community-providers/claims#electronicClaimsSubmissionsPayments>
- **OLA - Online Affiliate Tool** — <https://onlineaffiliatesupport.force.com/support>
- **Check Claim Status (ANSI 276/277) Verify Member Benefits / Eligibility (ANSI 270/271)** — <https://healthy.kaiserpermanente.org/hawaii/community-providers/claims>
- **Hawaii Entity Agreement** — <https://healthy.kaiserpermanente.org/content/dam/kporg/final/documents/community-providers/hi/ever/entity-agreement-en-2021-en.pdf>
- **Guest Access User Guide** — <https://kp.gumuccloud.com/view/Video-tour---view-claim-status-as-a-guest-user#/>