

# Provider Newsletter

## PCR UPDATES: HMO AND QUEST INTEGRATION AFFILIATED PROVIDERS

### Get Ready to March into Spring!

#### Modification to payment Methodology for Medicaid inpatient acute services

MQD has received direction from CMS to implement to APR-DRG as a directed payment (e.g. required reimbursement/payment for health plans to hospitals). Medicaid admission dates beginning on July 1, 2022 will be reimbursed using the APR-DRG payment algorithm.

#### Modification to Reimbursement Rates for Medicaid line of business (QUEST Integration) outpatient Services

With respect to outpatient care, this serves as clarification of the Agreement's provisions around reimbursement for Medicaid line of business "equal to the applicable State's Medicaid rates". Specifically, any reimbursement at percentage of billed charges will be changed to set rates in alignment the Hawaii State Medicaid Fee Schedule, State Health Plan Manual, State Provider Bulletins and Memorandums, and the Kaiser Health Plan Manual.

#### Applied Behavioral Analysis (ABA)

Effective 3/1/2022, updates were made to the ABA Operations Manual which include enhancements to the format, expanded terminology section and addition of technical language. There are several new vendor regulations in the updated Operations Manual in 2022 (see below), the biggest change being the outcome metrics, which will replace the current requirement of every 3-month data checks with a single Cumulative Goals Met line graph every 3 months & a yearly Vineland report. For more information about the operations of Applied Behavior Analysis through KPHI, please contact the ABA program manager, Tiffany-Ciara Borja, RN at phone: **808-432-5777 x1415**, email: [tiffany-ciara.d.borja@kp.org](mailto:tiffany-ciara.d.borja@kp.org)

#### Behavioral Health Recruitment

Kaiser Hawaii is actively recruiting behavioral health providers (PsyD, PhD and LCSW). If you know anyone who is interested in becoming a contracted BH provider with Kaiser, please contact Kaiser at toll free number **888-945-7600**.

#### Clinical Review Guidelines Reimbursement Policy

Providers may receive letters that provide information on rules that govern National Payment Integrity (NPI) Clinical Review processes related to determining payment for claims under review. NPI Clinical Review is responsible for reviewing facility and professional claims to ensure that providers comply with billing and coding standards that services rendered are appropriate and medically necessary, and that payment is made in accordance with applicable contract, provider manual, and policy requirements, including guidelines. Please see attached Clinical Review Policy. [http://providers.kaiserpermanente.org/info\\_assets/cpp\\_hi/Clinical\\_Review\\_Payment\\_Determination.pdf](http://providers.kaiserpermanente.org/info_assets/cpp_hi/Clinical_Review_Payment_Determination.pdf)

#### Revisions for Outpatient Physical Therapy Authorized Referrals

Kaiser Permanente is revising (and clarifying) the Physician Therapy (PT) Outpatient Services authorized referrals, effective from June 1, 2022. [Note: this excludes specialty PT services, such as Aquatherapy, pelvic floor, lymphedema, pediatric cases.] See attached link: <https://healthy.kaiserpermanente.org/hawaii/community-providers/authorizations>

## Virtual Monthly Provider Trainings

### JOIN US LIVE!!!

Provider Contracting & National Claims Administration (NCA)

Every 2nd Thursday of the Month at 10-11 AM

All 2022 Demonstrations are Free of Charge and viewed from your computer

**Apr 14th, May 12th, June 9th, July 14th, Aug 11th, Sept 8th, Oct 13th, Nov 10th, Dec 8th**

For more information and to register, please email [ProviderContractingandRelations@kp.org](mailto:ProviderContractingandRelations@kp.org)

HCBS providers – have a claim issue you want to discuss?

Join us virtually for Home and Community Based Services (HCBS) Claim Office Hours

Held every other Wednesday from 12-1 p.m.

Starting next month, the Hawaii Community Provider Portal will be in a new format with the link <https://healthy.kaiserpermanente.org/hawaii/community-providers>.

### 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](mailto: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](mailto:providerdemographicshawaii@kp.org)
- Provider Monthly Training – Monthly Provider Training: every 2nd Thurs of the month 10-11 A HT
- 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](mailto:edisupport@kp.org)  
<https://healthy.kaiserpermanente.org/hawaii/community-providers/claims#electronicClaimsSubmissionsPayments>
- EDI Enrollment – [edisupport@kp.org](mailto: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 – 360-975-7000 – <https://cms.officeally.com/pages/products/clearinghouse.aspx>
- ERA / EFT – [edisupport@kp.org](mailto: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.qumucloud.com/view/Video-tour---view-claim-status-as-a-guest-user#/>