

Aloha, Affiliated Contracted Providers! We have provided a few important reminders and updates.

MD CALL CENTER 808-643-6363

This ED-to-ED emergency transfer hotline is staffed 24/7 by emergency department RNs, who work directly with our emergency department physicians at Kaiser Permanente Moanalua Medical Center. When you encounter a Kaiser Permanente member at your emergency department who may need to be admitted or requires follow-up care, we request that you call the MD Call Center (**808-643-6363**), will be able to assist you in providing care to our members, including transfers and follow-up care. When necessary, the support staff will also arrange for Medical Flights for inter-island transfers.

Clinical Review Guidelines Reimbursement Policy 2025 Kaiser Permanente Provider

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

**Important Information about your Rights to
Dispute our Determination on this Claim**

For information generally about a paid claim, please call 877-875-3805. If you wish to dispute our action or decision, you must submit your PROVIDER DISPUTE FORM (paper or electronic) in writing within 60 DAYS of the date the claim was originally processed or denied to the following address:

Kaiser Foundation Health Plan, Inc.
Hawaii Claims Administration
P.O. Box 378021
Denver, CO 80237-9998

These are the 3 options to dispute a claim:

1. The preferred and quickest option is to access KP OLA-Online Affiliate, a secured 24/7 tool.
2. Use the Claim Dispute/Reconsideration Form located in the Community Provider Portal.
3. Contact our Claims Customer Service Department at **1-877-875-3805** for all your inquiries and make sure to request a Reference/CRM # after your call.

Provider Training Schedule

Onboarding (New) and Annual Refresher (Current) Provider Trainings (including OLA):

Every 2nd Thursday of each month at 10 a.m.

A monthly invitation will be sent.

KP One-Number for Care

KP New One-Number for Care in Hawaii ([New One-Number for Care | KP in Hawaii](#)) Residential Providers (on behalf of a member they are servicing) and KP Members across the Hawaii Market can now call **1-833-833-3333** (TTY 711)

[How to Find Care in Hawaii | Kaiser Permanente](#)

Operations Manual for ABA Providers

Kaiser Permanente released in January the updated Provider Operations Manual for Applied Behavior Analysis (ABA) providers. If you did not receive the manual or need more information/questions regarding the operations manual, please contact the ABA program manager, Tiffany-Ciara Borja RN.

- Phone: **808-432-5777 x1415**
- Email: tiffany-ciara.d.borja@kp.org

QUEST Updates

QUEST Provider Manual Important Reminders (Hawaii Medicaid Provider Bulletin) - Provider Billing—Clients—Billing Limitations—4.6.1

Providers must accept the Medicaid Program's established rates as payment in full.

- Providers may not bill or collect from Medicaid clients the difference between a provider's charge and the total payments received from all sources including Medicaid.
- A provider may bill and accept payment from a Medicaid client only for TPL payments and patient's cost share.

CCFFH Provider Requirements

Listed below are the required changes for CCFFH providers in 2025. New providers will need to have these requirements met BEFORE contracting with Kaiser Permanente.

Current providers will need to meet these requirements in 2025 or risk contract termination.

- HOKU Provider Enrollment – enrollment as a Medicaid provider with the State of Hawaii must be done through the HOKU Provider Enrollment System.
- CCFFH Provider Survey – all providers must complete and return the Residential Provider Survey.
- CCFFH Provider Attestation & Evidence Tool – per QI-2308 HCBS Settings Final Rule Provider Memo Implementation and Ongoing Compliance Monitoring, the Attestation & Evidence Tool must be completed and returned to Kaiser Permanente.

QUEST Provider Data Requirements

Starting Fall 2025, Med-QUEST is requiring that all QUEST providers submit a quarterly attestation confirming that their provider data is complete and accurate. Health plans will share a consolidated list to ensure that each provider is only contacted once, even if they are contracted with multiple health plans. The initiative is part of Med-QUEST's goal to keep QUEST provider directories consistently updated, while also reducing the administrative burden on provider offices. However, providers will still be responsible for notifying individual health plans they are contracted with when updates are necessary.

Electronic Visit Verification (EVV) Manual Editing and Entry of Visits

- Update: QI-2305C EVV Manual Editing and Entry of Visits (Update to QI-2305B)
- All Home Health and Home Care Agencies need to limit their EVV manual edits and entries to no more than 15% per month.
- August 16, 2024 – Provider termination procedure; payment withhold release; EVV provider issue log requirement; and settings where EVV is appropriate. The quarterly review is removed from the EVV monitoring process and replaced by a monthly rolling prior 12-month review.
- Please review memo for more details.

Provider Contact Information:

- Customer Service — 800-966-5955, 808-432-5300 (fax)
- Medicaid/QUEST — 808-432-5955, 800-651-2237 (fax), 808-432-5260 (fax)
- Medicaid/QUEST with Nurse Line off hours — 808-432-5330
- Language Interpreter Services in Hawaii — 800-966-5955
- KP New One-Number for Care in Hawaii — 1-833-833-3333 (TTY 711) – <https://www.kpinhawaii.org/new-number-care>
- Added Choice Helpline — 800-238-5742, 800-392-8649 – [Added Choice](#)
- MD Call Center — 808-643-6363
- Authorizations/Referrals Management — 800-432-5687, 808-432-5691 (fax) – [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
- Continuing Care Dept. — 808-432-7100
- Pharmacy Administration — 808-432-5854
- Transportation, Meals, Lodging, Hearing Aides, Medical Supplies/QUEST — 808-432-5330 or 1-800-651-2237
- Home Health Care — (Oahu) 808-432-4661 (Maui) 808-243-6681
- Provider Demographic or Contact Changes — providerdemographicshawaii@kp.org
- Provider Relations — NDANDAPROVIDERRELATIONS@kp.org
- Provider Manuals — [HMO Provider Manual](#) and [QI Provider Manual](#)
- QUEST Provider Education / Training Documents — [QI Provider Education and Training Documents](#)
- Online Affiliate Tool/Provider Manual Cultural Competency Plan — [Online Affiliate Support](#)
- EDI/ERA/EFT — [EDI](#)
- EDI Enrollment & Support Questions — <https://kpnationalclaims.my.site.com/support/s/>
- Office Ally Payer ID - 94123 — <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 – [Office Ally](#)
- OLA - Online Affiliate Tool — [Online Provider Tools](#)
- Check Claims Status (ANSI 276/277) Verify Member Benefits/Eligibility (ANSI 270/271) — [Claims](#)
- Hawaii Entity Agreement — [Hawaii Entity Agreement](#)
- Guest Access User Guide — [Video Tour View Claim Status](#)
- 1099 Forms — 1099Misc@kp.org