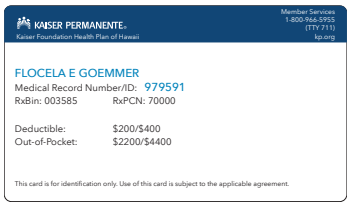
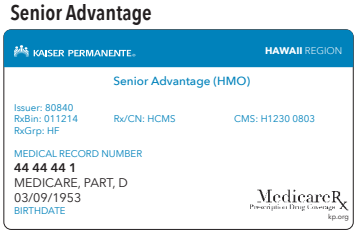
Provider reference guide

Network Development and Administration-Hawaii contracted providers

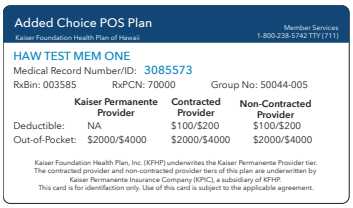
HMO



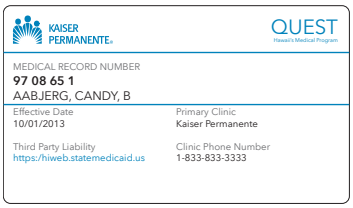
Senior Advantage



Added Choice POS



QUEST



HMO, KPIC Added Choice POS, QUEST, and Senior Advantage	
Service	**Contact Information**
Kaiser Permanente Insurance Company (KPIC) Added Choice POS	
Added Choice POS Helpline	1-800-238-5742 Option 1- Claims; Add Option 2 - Authorizations Added Choice POS: healthy.kaiserpermanente.org/hawaii/communityproviders/eligibility#added-choice
Appointment Center	
KP New One-Number for care in Hawaii	1-833-833-3333 (TTY 711) – kpinhawaii.org/new-number-care
Authorizations	
Authorizations/Referrals Management	808-432-5687, 808-432-5691 (fax) – Authorizations healthy.kaiserpermanente.org/hawaii/community-providers/authorizations
Durable Medical Equipment (DME)	808-432-5692 Fax: 808-432-5689 Email: HI-DME@kp.org
Behavioral Health	1-888-945-7600 (Neighboring Islands) 808-432-7600 (Oahu)
Case Management	
Continuing Care Dept	808-432-7100
Claims	
Claims Department	1-877-875-3805 – Mailing Address: P.O. Box 378021, Denver, CO 80237
EDI Enrollment & Support Questions	Online Affiliate Support - kpnationalclaims.my.site.com/support/s/
EDI/ERA/EFT	kpnationalclaims.my.site.com/EDI/s/
Online Affiliate Tool	Online Affiliate Support - kpnationalclaims.my.site.com/support/s/
1099 Forms	1099Misc@kp.org
Credentialing	
Provider Credentialing	808-432-7990, ext. 27927 - HI-Credentials-Department@kp.org
Eligibility	
Commercial/Non-Medicare members	1-800-966-5955, 808-432-5300 fax
Medicare members	1-800-805-2739
QUEST members	808-432-5330
Home Health and Hospice	
Home Health Care-KP Care at Home	(Oahu) 808-432-4661, (Maui) 808-243-6681
Hospice	808-432-7660 Email (to send documents to support re-authorization only): kpcah-hospice-reauthorization-hi@kp.org
Interhospital Transfer	
MD Call Center	808-643-6363
Interpreter Services	
Language Interpreter Services in Hawaii	1-800-966-5955
Pharmacy	
Pharmacy Administration	808-643-7979
Provider Relations	
Provider Demographic or Contact Changes	Email: providerdemographicshawaii@kp.org
Provider Relations for ND&A for Hawaii	Email: hawaii-ndanda-providerrelations@kp.org
QUEST	
Medicaid/QUEST	1-800-651-2237 (fax), 808-432-5260 (fax)
Transportation, Meals, Lodging, Hearing Aides, Medical Supplies/QUEST	808-432-5330, 1-800-651-2237

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