

## Online Provider Messaging FOR: KP AffiliateLink Users

Kaiser Permanente is now permitting providers that use AffiliateLink to submit claim appeals/disputes, upload claim-related documents/attachments, and respond to requests for information (RFI).

1. Login to your *AffiliateLink* account using existing login credentials, then proceed to *Claims Search* using the icon at the top of the Home screen.
2. Enter the KP assigned claim number in the *Claim ID* field (see Red Box 1 in Figure 1)
3. Select the Claim ID in the search results table by clicking on the *Claim #* link. (see Red Box 2 in Figure 1)

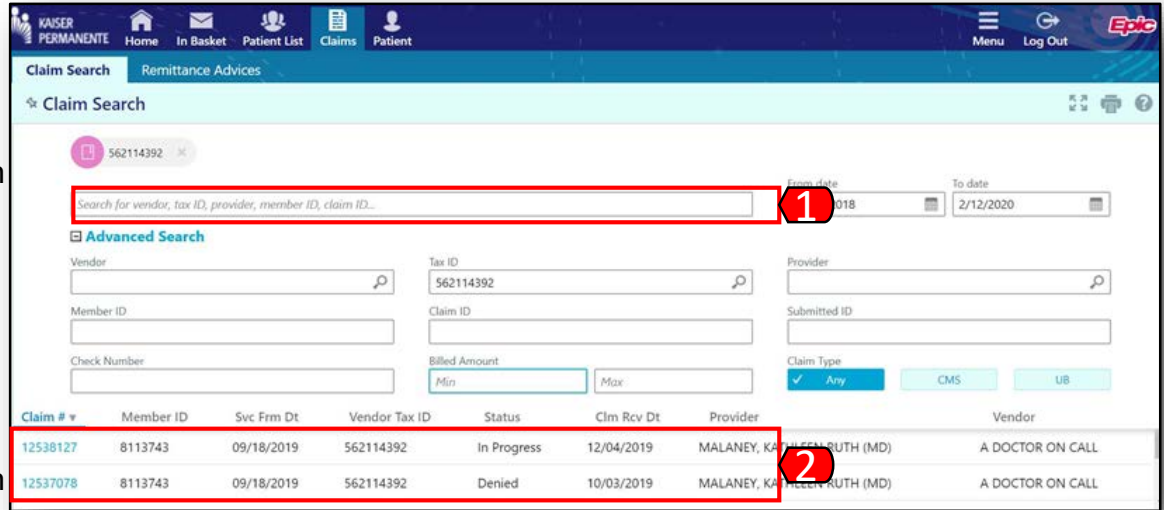


Figure 1

4. **NEW:** Once the claim opens, there is a new *Take Action* icon, that, once selected, allow providers three choices (see red box in Figure 2, and zoom detail in Figure 3).

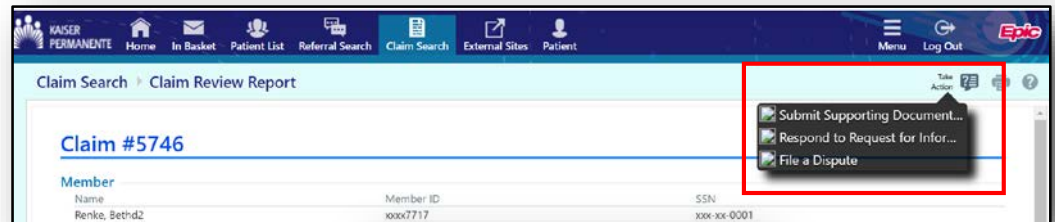


Figure 2

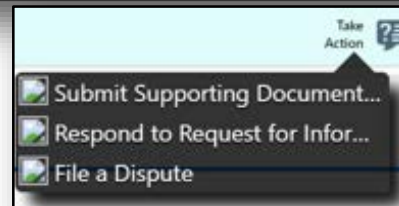


Figure 3

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5. **Submit Supporting Documentation** window (see Figure 4) allows the provider to document additional details regarding the original claim submission, and can be done proactively.

**NOTE:** If you have the CRM ID from KP-provided correspondence, please enter that number in the *CRM ID* field (Red Box in Figure 4).

Figure 4

6. **Respond to Request for Information** (see Figure 5) window allows the provider to document requested information from KP.

**NOTE:** You will need to select a Subtopic to route to the appropriate claims area:

- Select **Solicited Claims RFI Letter** if you are responding a Letter you received from Kaiser Permanente, or you have received a Denial for Additional Information needed.
- Select **Clinical Review RFI Letter** if you received a letter from Clinical Review at Kaiser Permanente.
- Select **Code Edit RFI Letter** if you received a letter from Code Edit at Kaiser Permanente.
- Select **Unsolicited RFI Document** if you are uploaded documents that have not been officially requested by Kaiser Permanente yet.

Figure 5



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7. **Respond to Request for Information** (see Figure 5) window allows the provider to document requested information from KP.

**NOTE:** If you have the CRM ID from KP-provided correspondence, please enter that number in the *CRM ID* field (Red Box in Figure 5).

Figure 6

**NOTE:** Scrolling down in either the *Submit Supporting Documentation* or *Respond to Request for Information* window will bring you to the section where you can add attachments/documents to the claim (shown in detail in Figure 6 on following page)

8. **File a Dispute** window (see Figure 6) allows the provider to initiate the dispute/appeal process.

Claim #	Member ID	Svc Frm Dt	Vendor Tax ID	Status
24346479	33261875	02/02/2020	520591658	Paid

Figure 7

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9. If the message, including attachments/documents are uploaded, the user will receive confirmation of successful receipt with “The message has been sent successfully” as shown in Figure 7.

**Note:** Only .pdf and .gif files are permitted at this time.

**Note:** *Maximum file size for uploading* is 20mb (approximately 1000 pages).

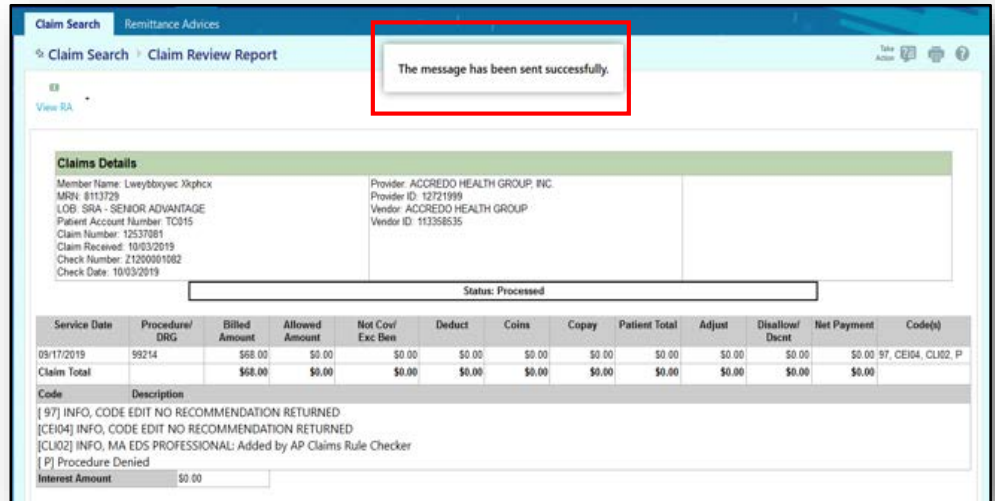


Figure 8

10. **Submitting on behalf of:** If the user is submitting a dispute on behalf of another provider, they can do so in the *File a Dispute* window (see Figure 8) you can type in the name of the Provider, or, click on the magnifying glass to search the list of Providers (see Step 10 below).

**Note:** this list may be very long, please ensure you select the correct Provider name to allow for proper processing of your claim.

(Applies to Mid-Atlantic, Colorado, Hawaii, and Northwest regions only)

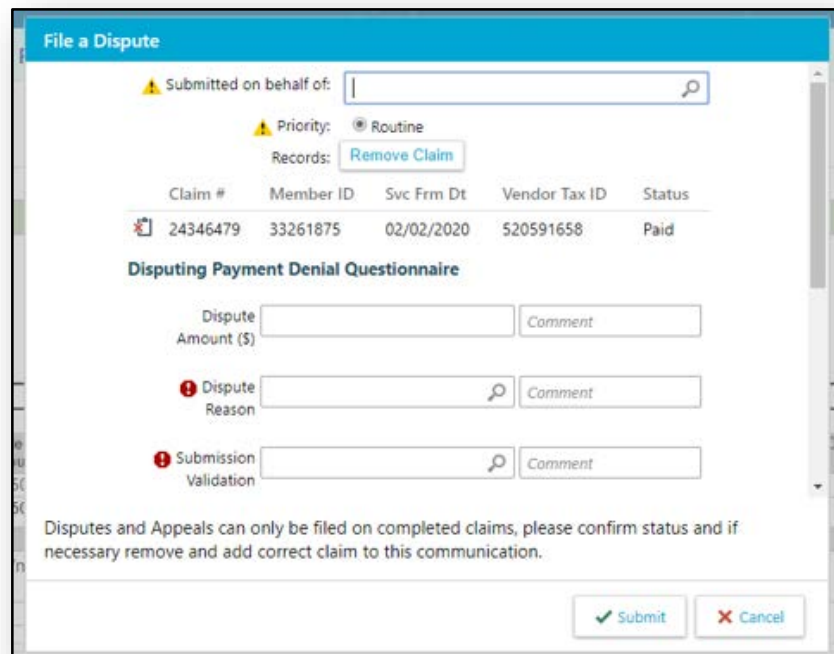


Figure 9



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11. The list of Providers linked to the Tax ID will display as in Figure 9.

Please make a selection	
Search Matches:	
ID	Provider
5303	Inc, Digitrace
5456	Hospital, Sha
14149	Hospital, Was
14171	Ctr-Baltimore
21432	Inc-Florida, H
49253	Advent, Potor Behavioral He
42 items loaded.	

Figure 10





## Online Provider Messaging In Basket FOR: KP AffiliateLink Users

**Acknowledgement Letter (California KP Members Only):** You will receive an Acknowledgement Letter for all submission via your in-basket. These are automated responses from your submission and documentation for your records. The automated responses will be in the *Customer Service Reply* folder under *My Messages* (see figures 10 and 11 below)



Figure 11

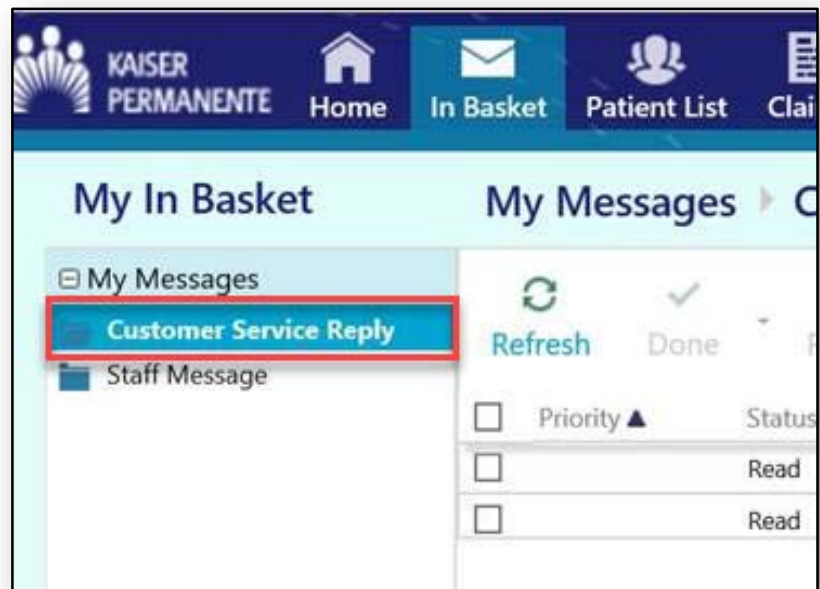


Figure 12



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**RESOURCES:** Who to contact with questions/issues regarding your AffiliateLink account/access

Member's Home Region	Technical Support	Registration help/Password reset	System training/Navigation help
<b>Southern California</b>	National HelpDesk 844-563-4357	<a href="mailto:KP-SCAL-OnlineAffiliate@kp.org">KP-SCAL-OnlineAffiliate@kp.org</a>	<a href="mailto:KP-SCAL-OnlineAffiliate@kp.org">KP-SCAL-OnlineAffiliate@kp.org</a>
<b>Northern California</b>	National HelpDesk 844-563-4357	<a href="mailto:KP-NCAL-OnlineAffiliate@kp.org">KP-NCAL-OnlineAffiliate@kp.org</a>	<a href="mailto:KP-NCAL-OnlineAffiliate@kp.org">KP-NCAL-OnlineAffiliate@kp.org</a>
<b>Colorado</b>	National HelpDesk 844-563-4357	<a href="mailto:KP-CO-OnlineAffiliate@kp.org">KP-CO-OnlineAffiliate@kp.org</a>	<a href="mailto:KP-CO-OnlineAffiliate@kp.org">KP-CO-OnlineAffiliate@kp.org</a>
<b>Georgia</b>	National HelpDesk 844-563-4357	<a href="mailto:KP-GA-OnlineAffiliate@kp.org">KP-GA-OnlineAffiliate@kp.org</a>	<a href="mailto:KP-GA-OnlineAffiliate@kp.org">KP-GA-OnlineAffiliate@kp.org</a>
<b>Hawaii</b>	National HelpDesk 844-563-4357	<a href="mailto:KP-HI-OnlineAffiliate@kp.org">KP-HI-OnlineAffiliate@kp.org</a>	<a href="mailto:KP-HI-OnlineAffiliate@kp.org">KP-HI-OnlineAffiliate@kp.org</a>
<b>Mid Atlantic</b>	National HelpDesk 844-563-4357	<a href="mailto:KP-MAS-OnlineAffiliate@kp.org">KP-MAS-OnlineAffiliate@kp.org</a>	<a href="mailto:KP-MAS-OnlineAffiliate@kp.org">KP-MAS-OnlineAffiliate@kp.org</a>
<b>Northwest</b>	National HelpDesk 844-563-4357	<a href="mailto:NW-Provider-Relations@kp.org">NW-Provider-Relations@kp.org</a>	<a href="mailto:NW-Provider-Relations@kp.org">NW-Provider-Relations@kp.org</a>