

network

news

For practitioners and providers of Kaiser Permanente
Produced by Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. in partnership with the Mid-Atlantic Permanente Medical Group, P.C.

June 2021

COVID-19: World Health Crisis Update

COVID-19 has had an unprecedented impact on the United States and remains prevalent in communities in the Mid-Atlantic region. We appreciate your continued partnership on our response to addressing the spread of the virus; and for providing prompt and compassionate care to our members and patients.

We continue to work to address questions you have, and in this letter, are providing responses and direction for those we have received from our participating providers. We will continue to keep you informed as the situation evolves. The most up-to-date information is regularly posted to Kaiser Permanente of the Mid-Atlantic States' Community Provider Portal (CPP) at providers.kp.org/mas.



Contents

COVID-19: World Health Crisis Update.....	1
UM Affirmative Statement.....	15
Medical Coverage Policies.....	15
New and Emerging Technology.....	19
Member Rights & Responsibilities.....	24

Pharmaceutical Management Information and Updates.....	28
Drug Recall Information.....	28
Network Adequacy Validation.....	29
ePREP Enrollment.....	29
Keeping Your Provider Data Updated.....	30
Sample Provider Data Update Form Letter.....	31

COVID-19: World Health Crisis Update - Continued from page 1

Member/Patient Costs and COVID-19 Cost-Sharing Waivers

COVID Diagnostic Testing and Treatment: Since the beginning of the COVID-19 pandemic and public health emergency, Kaiser Permanente has waived all out-of-pocket cost sharing for all testing and all medical and hospital services for COVID-19 treatment and/or for episodes of care where COVID-19 is the primary diagnosis. As public health emergency (PHE) declarations begin to be lifted, the following table outlines the cost shares for testing, treatment and vaccinations for each line of business.

Line of Business	COVID-19 Testing/Screening	COVID-19 Treatment	COVID-19 Vaccinations
Maryland (Commercial/Marketplace plans)	Cost Share: \$0 until the end of the month in which the Federal PHE ends	Cost Share: \$0 until July 31, 2021 *Inpatient admissions with admission dates on or before July 31, 2021 will be covered at \$0 cost share through discharge.	Cost Share: \$0
Virginia (Commercial/Marketplace plans)	Cost Share: \$0 until the end of the month in which the Federal PHE ends	Cost Share: \$0 until July 31, 2021 *Inpatient admissions with admission dates on or before July 31, 2021 will be covered at \$0 cost share through discharge.	Cost Share: \$0
District of Columbia (Commercial/Marketplace plans)	Cost Share: \$0 until the end of the month in which the Federal PHE ends	Cost Share: \$0 until July 31, 2021 or end of the month in which the DC PHE ends, whichever is later *Inpatient admissions with admission dates on or before July 31, 2021 will be covered at \$0 cost share through discharge.	Cost Share: \$0
Medicare Advantage	Cost Share: \$0	Cost Share: \$0 until the end of 2021 plan year (December 31, 2021) or end of the month in which the Federal PHE ends, whichever is later	Cost Share: \$0 until the end of the month in which the Federal PHE ends
Maryland Medicaid	Cost Share: \$0	Cost Share: \$0	Cost Share: \$0
Virginia Medicaid	Cost Share: \$0	Cost Share: \$0	Cost Share: \$0

There is no need to seek additional authorization to provide COVID-19-associated screening, diagnosis or testing to our members.

COVID-19: World Health Crisis Update - Continued from page 2

Important Notes:

- All self-funded members will have \$0 cost sharing for screening, testing and diagnosis; however, some self-funded members may encounter a cost share for treatment of COVID-19 at the election of their employer group.
- There is a temporary exception for Virginia Medicaid members. For more information, see “**Virginia Medicaid Member and Out-of-Pocket Costs**,” below.
- There may be some reprocessing of claims related to COVID-19 care that may take 30 days or longer. Your patience is appreciated as appropriate benefit adjudication is finalized.

Other provisions may apply where required by Federal or state law or regulation. As state laws in the Mid-Atlantic region effect this timeline, we will make updates to our policy. (A limited number of commercial self-funded groups may apply cost sharing for COVID-19 treatment.)

Appointments for Kaiser Permanente Members Experiencing COVID-19 Symptoms

For those of you seeking to direct members to their KP providers for COVID-19 symptoms, testing or care, please advise them that we encourage members or their dependents who have recently traveled to an area of risk or think they have been exposed to the virus and are experiencing symptoms of COVID-19, like respiratory illness, to call the appointment and advice line at 703-359-7878 or 1-800-777-7904 (711 TTY) so we can assist with directing their care. To reduce possible exposure to others, we prefer that these members **not** make an appointment online or go directly to one of our facilities without calling ahead first.

Providing Telehealth Visits

We appreciate your efforts to limit the spread of COVID-19 in the community and encourage the use of telehealth visits. As the COVID-19 public health emergency comes to an end, Kaiser Permanente will continue to allow telehealth services when technology is available and when medically necessary and clinically appropriate to do so. Please check with local, state and federal jurisdictions to ensure that telehealth visits are performed in compliance with regulations and standards.



COVID-19: World Health Crisis Update - Continued from page 3

When verifying eligibility and benefits, providers must verify that the member's plan covers telehealth visits prior to rendering services virtually. Additionally, please ensure that you request a visual verification of members' Kaiser Permanente Identification Cards during telehealth visits, just as you would in-person in your medical office setting. While most members receive no-charge for telehealth visits, please use Online Affiliate to confirm the cost sharing for High Deductible Health Plan/HSA-qualified members who must first meet their deductible for telehealth visits unrelated to COVID-19 diagnosis and testing.

Providers should update systems and procedures to enable the use of modifiers GT (via interactive audio and video telecommunications system) or GQ (via synchronous telecommunications system), or telehealth place of service (POS code 02) when billing for services delivered via telehealth. If billing on a UB04, please append the modifier to the HCPCS code.

For Eligible Telehealth Visits Provided to Commercial or Medicare Members

Please use POS (place of service) 02 when submitting your professional services claims for these encounters. Modifier 95 is equally accepted for telehealth services on a professional service claim form (CMS 1500).

For Eligible Telehealth Visits Provided to Maryland or Virginia Medicaid Members

Professional services provided via Telehealth should be identified with a GT (via interactive audio and video telecommunications system) or GQ (via synchronous telecommunications system) modifier, as appropriate, and are billed using the usual place of service code that would be appropriate as if it were a non-telehealth claim on a professional services claim form (CMS 1500).



COVID-19: World Health Crisis Update - Continued from page 4

Guidance from Medicare and Medicaid Programs about Telehealth Services During the COVID-19 State of Emergency

Medicare and both MD and VA Medicaid programs have issued specific guidance regarding telehealth services including coding/billing, waivers for originating site, telehealth and behavioral health as well as telehealth care provided from a hospital setting. For more information, please refer directly to this guidance for regional Medicaid programs.

Medicare:

- [Telehealth Frequently Asked Questions](#)

MD Medicaid:

- [COVID-19 Provider Updates](#)

VA Medicaid:

- [COVID-19 Provider information](#)
- [COVID-19 Provider Flexibilities Related to COVID-19](#) (Issued: March 19, 2020)

Coding for Telehealth Services Using an Institutional Claim Form (UB04 Claim Form)

For providers that are *unable to submit a professional CMS 1500 claim form*, and use institutional billing form, may submit claims for professional services with modifier 95 appended to eligible HCPCS/CPT on the institutional billing (UB claim forms) to submit claims for services that were:

- Performed remotely using real-time audio-visual telehealth technology or telephonic/audio-only when video technology is not available to the patient;
- Performed by a licensed, certified or otherwise qualified professional practicing within their scope of practice; and
- Where same standard of practice and documentation for the service or visit were maintained.

Claim Form	CMS 1500		UB04 (Per Extenuating Circumstances Noted Above)
Line of Business	Place of Service Code	Modifier Options	HCPCS (Modifier)
Commercial	02	GT, GQ, 95	HCPCS (GT, GQ or 95)
Medicare	02		HCPCS (95)
VA Medicaid	Usual Place of Service Code	GT, GQ, 95	HCPCS (GT, GQ or 95)
MD Medicaid	Usual Place of Service Code	GT, GQ, 95	HCPCS (GT, GQ or 95)

For more information, visit CPP to view our COVID-19 Telehealth Guide for providers.

Care Notes

Providers are encouraged to provide members with a written clinical summary of COVID-19 screening, diagnosis, testing and treatment results that members can then share with their Kaiser Permanente care team.

COVID-19: World Health Crisis Update - Continued from page 5

COVID-19 Testing

The latest CDC and health authority guidance directs clinicians to use their judgment to determine if a patient has signs and symptoms of COVID-19 and should be tested. For the most up-to-date coronavirus care guidelines from the CDC visit <https://www.cdc.gov/coronavirus>.

COVID-19 Lab Test Coding

All COVID-19 lab tests should be coded using the following procedure codes. These tests are no-charge to all members.

Procedure Codes	Description
0202U	Infectious disease (bacterial or viral respiratory tract infection), pathogen-specific nucleic acid (DNA or RNA), 22 targets including severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), qualitative RT-PCR, nasopharyngeal swab, each pathogen reported as detected or not detected (Effective 5/20/2020)
0223U	Infectious disease (bacterial or viral respiratory tract infection), pathogen-specific nucleic acid (DNA or RNA), 22 targets including severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), qualitative RT-PCR, nasopharyngeal swab, each pathogen reported as detected or not detected (Effective 6/25/2020)
0224U	Antibody, severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), includes titer(s), when performed (Effective 6/25/2020)
0225U	Infectious disease (bacterial or viral respiratory tract infection) pathogen-specific DNA and RNA, 21 targets, including severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), amplified probe technique, including multiplex reverse transcription for RNA targets, each analyte reported as detected or not detected (Effective 8/10/20)
0226U	Surrogate viral neutralization test (sVNT), severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), ELISA, plasma, serum (Effective 8/10/20)
0240U	Infectious disease (viral respiratory tract infection), pathogen-specific RNA, 3 targets (severe acute respiratory syndrome coronavirus 2 [SARS-CoV-2], influenza A, influenza B), upper respiratory specimen, each pathogen reported as detected or not detected (Effective 10/6/20)
0241U	Infectious disease (viral respiratory tract infection), pathogen-specific RNA, 4 targets (severe acute respiratory syndrome coronavirus 2 [SARS-CoV-2], influenza A, influenza B, respiratory syncytial virus [RSV]), upper respiratory specimen, each pathogen reported as detected or not detected (Effective 10/6/20)
86328	Immunoassay for infectious agent antibody(ies), qualitative or semiquantitative, single step method (e.g., reagent strip); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19])

COVID-19: World Health Crisis Update - Continued from page 6

Procedure Codes	Description
86408	Neutralizing antibody, severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]); screen (Effective 8/10/20)
86409	Neutralizing antibody, severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]); titer (Effective 8/10/20)
86413	Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]) antibody, quantitative (Effective 9/10/20)
86769	Antibody; severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19])
87426	Severe acute respiratory syndrome coronavirus (e.g., SARS-CoV, SARS-CoV-2 [COVID-19]) (Effective 6/25/2020)
87428	Infectious agent antigen detection by immunoassay technique, (e.g., enzyme immunoassay [EIA], enzyme-linked immunosorbent assay [ELISA], fluorescence immunoassay [FIA], immunochemiluminometric assay [IMCA]) qualitative or semiquantitative; adenovirus enteric types 40/41; severe acute respiratory syndrome coronavirus (e.g., SARS-CoV, SARS-CoV-2 [COVID-19]) and influenza virus types A and B (Effective 11/10/2020)
87635	Infectious agent detection by (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) [COVID-19] (Do not use this procedure for Medicare members)
87636	Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]) and influenza virus types A and B, multiplex amplified probe technique (Effective 10/6/20)
87637	Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), influenza virus types A and B, and respiratory syncytial virus, multiplex amplified probe technique (Effective 10/6/20)
87811	Infectious agent antigen detection by immunoassay with direct optical (i.e., visual) observation; severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]) (Effective 10/6/20)
D0604	Antigen testing for a public health related pathogen, including coronavirus (Effective 1/1/2021)
D0605	Antibody testing for a public health related pathogen, including coronavirus (Effective 1/1/2021)
G2023	Specimen collection for severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), any specimen source. (Effective 3/1/2020)

COVID-19: World Health Crisis Update - Continued from page 7

Procedure Codes	Description
G2024	Specimen collection for severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), from an individual in a SNF or by a laboratory on behalf of an HHA, any specimen source. (Effective 3/1/2020)
U0001	Centers for Disease Control and Prevention (CDC) 2019 Novel Coronavirus Real Time RT-PCR Test Panel (Use only for tests performed by CDC)
U0002	Private labs (e.g. Quest) 2019-nCoV Coronavirus, SARS-CoV-2/2019- nCoV (COVID-19) (Use for Medicare members or Commercial members)
U0003	Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), amplified probe technique, making use of high throughput technologies as described by CMS-2020-01-R
U0004	2019-nCoV Coronavirus, SARS-CoV-2/2019-nCoV (COVID-19), any technique, multiple types or subtypes (includes all targets), non-CDC, making use of high throughput technologies as described by CMS-2020-01-R
U0005	Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), amplified probe technique, CDC or non-CDC, making use of high throughput technologies, completed within 2 calendar days from date and time of specimen collection. (List separately in addition to either HCPCS code U0003 or U0004) (Effective 1/1/2021)



COVID-19: World Health Crisis Update - Continued from page 8**Other Associated Diagnostic Testing**

87400	Infectious agent antigen detection by immunoassay technique, (e.g., enzyme immunoassay [EIA], enzyme-linked immunosorbent assay [ELISA], immunochemiluminometric assay [IMCA]) qualitative or semiquantitative, multiple-step method; Influenza, A or B, each
87486	Infectious agent detection by nucleic acid (DNA or RNA); Chlamydia pneumoniae, amplified probe technique
87581	Infectious agent detection by nucleic acid (DNA or RNA); Mycoplasma pneumoniae, amplified probe technique
87633	Infectious agent detection by nucleic acid (DNA or RNA); respiratory virus (e.g., adenovirus, influenza virus, coronavirus, metapneumovirus, parainfluenza virus, respiratory syncytial virus, rhinovirus), includes multiplex reverse transcription, when performed, and multiplex amplified probe technique, multiple types or subtypes, 12-25 targets

Procedure Codes	Description
99072	Additional supplies, materials, and clinical staff time over and above those usually included in an office visit or other non-facility service(s), when performed during a Public Health Emergency as defined by law, due to respiratory-transmitted infectious disease (Effective 9/10/20)

Monoclonal Antibody Therapy Administration

Procedure Codes	Description
M0243	Intravenous infusion, casirivimab and imdevimab includes infusion and post administration monitoring
M0239	Intravenous infusion, bamlanivimab-xxxx, includes infusion and post administration monitoring

Monoclonal Antibody Therapy Drug Supply

Procedure Codes	Description
Q0243	Injection, casirivimab and imdevimab, 2400 mg (Provided at no cost and should not billed on a claim)
Q0239	Injection, bamlanivimab-xxxx, 700 mg (Provided at no cost and should not billed on a claim)



COVID-19: World Health Crisis Update - Continued from page 9

Virginia Medicaid Member and Out-of-Pocket Costs

Effective March 16, 2020, the Virginia Department of Medical Assistance Services has directed all Medicaid Fee-for-Service Providers and Medicaid Managed Care Organizations, of which Kaiser Permanente is a participating provider, to eliminate cost sharing for all visits and services as of March 16, 2020.

Prescription Drug Coverage and Mail Order Pharmacy

It's a good idea for members to refill their prescriptions online and have them delivered by mail. You may receive member requests for prescription drug refills that you've prescribed. In your clinical judgment, please process these requests as expeditiously as possible.

Members can avoid standing in line by receiving prescriptions through our mail order service. Members can sign up on kp.org/rxrefill and receive their medications in about 3-5 business days. For urgent prescriptions, members should visit their closest Kaiser Permanente medical center pharmacy.

We have relaxed our "refill too soon" edits to permit earlier access to refills. Additionally, on a case-by-case basis, using clinical judgment and in compliance with regional or state executive orders, a pharmacist may dispense a refill even sooner than the edit allows. Regular benefit co-pays will apply to prescription drugs.

We are also monitoring all regional, state and federal emergency executive orders and will comply with any requirements related to prescribing and dispensing.

Monitoring Drug Supply Chains

Currently, Kaiser Permanente is not experiencing any significant drug shortages related to this coronavirus. We are closely monitoring the drug supply chain to identify any potential shortages of drugs produced in countries affected by COVID-19.

Our physicians, pharmacists and supply chain specialists continually work together to ensure that our members have access to needed medication. Within our integrated health system, we take steps such as identifying alternate supply sources or therapeutic agents whenever a drug shortage issue is identified, working closely with our physicians.

If there is any issue with a medication a member is taking, they will be notified about what they need to do. As always, members are encouraged to ask their physician or pharmacist about any concerns they have.

COVID-19: World Health Crisis Update - Continued from page 10

COVID-19 ICD-10 Coding

Proper diagnosis is needed to represent the care provided and ensure we can identify and track the at-risk population. As a reminder, effective March 6, 2020, all visits associated with screening, testing and diagnosis will be no charge for all members. The no charge coverage includes visits, associated labs, radiology and vaccine if members suspect or were exposed to the coronavirus or are under investigation for exposure to COVID-19. Beginning August 1, 2021, medically necessary treatment of COVID-19 will be covered according to the member's plan as outlined in the **Member/Patient Costs and COVID-19 Cost-Sharing Waivers** section of this article.

Please use the scenarios below to find the most specific and accurate diagnosis code. Using these codes will support no charge claims processing associated with COVID-19 screening, diagnosis, testing and treatment services.

Case Scenario	Use ICD-10 DX Code
Concern about a possible exposure to COVID-19, but ruled out after evaluation	z03.818: Encounter for observation for suspected exposure to other biological agents ruled out
Actual or suspected exposure to someone who is infected with COVID-19; Person under investigation	z20.828: Contact with and (suspected) exposure to other viral communicable diseases
Asymptomatic Patient screened for COVID-19	Z11.59: Encounter for screening for other viral diseases
Confirmed COVID-19	U07.1: 2019-nCoV acute respiratory disease
Case of acute bronchitis confirmed as due to COVID-19	U07.1: 2019-nCoV acute respiratory disease and J20.8: Acute bronchitis due to other specified organisms
Cases of Bronchitis not otherwise specified (NOS) due to the COVID-19	U07.1: 2019-nCoV acute respiratory disease and J40: Bronchitis, not specified as acute or chronic
Cases of lower respiratory infection, not otherwise specified (NOS) or an acute respiratory infection, NOS associated with confirmed COVID-19	U07.1: 2019-nCoV acute respiratory disease and J22: Unspecified acute lower respiratory infection
Cases of respiratory infection, NOS due to COVID-19	U07.1: 2019-nCoV acute respiratory disease and J98.8: Other specified respiratory disorders
Cases of ARDS (Acute Respiratory Distress Syndrome) due to COVID-19	U07.1: 2019-nCoV acute respiratory disease and J80: Acute respiratory distress syndrome



COVID-19: World Health Crisis Update - Continued from page 11

On February 20, 2020 the CDC announced a new ICD-10, U07.1: 2019-nCoV acute respiratory that became effective on April 1, 2020 and may not be used for billed claims prior to that date.

For more information related to CDC's ICD-10-CM Official Coding Guidelines - Supplement Coding encounters related to COVID-19 Coronavirus Outbreak please go to: <https://www.cdc.gov/coronavirus>.

COVID-19 Vaccinations

Kaiser Permanente will cover the administration of any FDA-approved COVID-19 vaccine at no cost-share to all commercial and Medicaid members (see "Medicare Reimbursement" section below). Providers may bill for the administration of the vaccine but not the cost of the vaccine as they are provided at no cost by the Federal government. No authorization is required for the administration of COVID-19 vaccinations.

Medicare Reimbursement COVID-19 Vaccinations and Monoclonal Antibody Therapy –

Original Medicare will reimbursement COVID-19 vaccine administration and monoclonal antibody therapy administration (MAB) costs. Therefore, claims for COVID-19 vaccination and MAB administration should be submitted to Original Medicare via the appropriate Medicare Administrative Contractors directly and not to Kaiser Permanente. This provision is for COVID-19 vaccination and MAB administration only. All other Medicare Advantage claims including COVID-19 screening, testing, diagnosis and treatment will continue to be submitted to Kaiser Permanente for reimbursement. For additional information, go to:

- <https://www.cms.gov/medicare/covid-19/medicare-billing-covid-19-vaccine-shot-administration>
- <https://www.cms.gov/medicare/covid-19/monoclonal-antibody-covid-19-infusion#Payment>

COVID-19: World Health Crisis Update - Continued from page 12

All COVID-19 vaccine administration costs should be billed using the following codes:

Procedure Codes	Description
0001A	Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]) vaccine, mRNA-LNP, spike protein, preservative free, 30 mcg/0.3mL dosage, diluent reconstituted; first dose (Pfizer)
0002A	Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]) vaccine, mRNA-LNP, spike protein, preservative free, 30 mcg/0.3mL dosage, diluent reconstituted; second dose (Pfizer)
0011A	Immunization administration by intramuscular injection of Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]) vaccine, mRNA-LNP, spike protein, preservative free, 100 mcg/0.5mL dosage; first dose (Moderna)
0012A	Immunization administration by intramuscular injection of Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]) vaccine, mRNA-LNP, spike protein, preservative free, 100 mcg/0.5mL dosage; second dose (Moderna)
0021A	Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARSCoV-2) (coronavirus disease [COVID-19]) vaccine, DNA, spike protein, chimpanzee adenovirus Oxford 1(ChAdOx1) vector, preservative free, 5x10 ¹⁰ viral particles/0.5mL dosage; first dose (AstraZeneca)
0022A	Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARSCoV-2) (coronavirus disease [COVID-19]) vaccine, DNA, spike protein, chimpanzee adenovirus Oxford 1(ChAdOx1) vector, preservative free, 5x10 ¹⁰ viral particles/0.5mL dosage; second dose (AstraZeneca)
0031A	Immunization administration by intramuscular injection of severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (coronavirus disease [COVID-19]) vaccine, DNA, spike protein, adenovirus type 26 (Ad26) vector, preservative free, 5x10 ¹⁰ viral particles/0.5mL dosage; single dose (Janssen)
D1701	SARSCOV2 COVID-19 VAC Administration mRNA 30mcg/0.3mL IM DOSE 1 (Pfizer) Effective 3/15/2021
D1702	SARSCOV2 COVID-19 VAC Administration mRNA 30mcg/0.3mL IM DOSE 2 (Pfizer) Effective 3/15/2021
D1703	SARSCOV2 COVID-19 VAC Administration mRNA 100mcg/0.5mL IM DOSE 1 (Moderna) Effective 3/15/2021
D1704	SARSCOV2 COVID-19 VAC Administration mRNA 100mcg/0.5mL IM DOSE 2 (Moderna) Effective 3/15/2021

COVID-19: World Health Crisis Update - Continued from page 13

Procedure Codes	Description
D1705	SARSCOV2 COVID-19 VAC Administration rS-ChAdOx1 5x1010 VP/.5mL IM DOSE 1 (AstraZeneca) Effective 3/15/2021
D1706	SARSCOV2 COVID-19 VAC Administration rS-ChAdOx1 5x1010 VP/.5mL IM DOSE 2 (AstraZeneca) Effective 3/15/2021
D1707	SARSCOV2 COVID-19 VAC Administration Ad26 5x1010 VP/.5mL IM SINGLE DOSE (Janssen) Effective 3/15/2021

We will provide any additional information regarding COVID-19 coding to you as quickly as possible.

Continue to Encourage Social Distancing

Social distancing can limit the exposure of the virus to vulnerable individuals. For questions about self-isolating and social distancing, please refer to CDC guidance at: <https://www.cdc.gov/coronavirus>.

We will continue to keep you informed about changes and answer your questions as the situation evolves. Please keep up to date on the evolving COVID-19 pandemic by visiting CPP, our provider portal, at providers.kp.org/mas. You may also visit kp.org for continued updates.

If you have additional questions, please contact your account manager, or email us at provider.relations@kp.org.



2021 Utilization Management Affirmative Statement

Kaiser Permanente practitioners and health care professionals make decisions about which care and services are provided based on the member's clinical needs, the appropriateness of care and service, and existence of health plan coverage. Kaiser Permanente does not make decisions regarding hiring, promoting, or terminating its practitioners or other individuals based upon the likelihood or perceived likelihood that the individual will support or tend to support the denial of benefits. The health plan does not specifically reward, hire, promote, or terminate practitioners or other individuals for issuing denials of coverage or benefits or care. No financial incentives exist that encourage decisions that specifically result in denials or create barriers to care and services or result in underutilization. In order to maintain and improve the health of our members, all practitioners and health professionals should be especially diligent in identifying any potential underutilization of care or service.

Medical Coverage Policy Update – March 2021 – May 2021

The following Kaiser Permanente Mid-Atlantic Medical Coverage Policies (MCPs) were approved by the Regional Utilization Management Committee (RUMC), between March 2021 to May 2021.

We develop MCPs in collaboration with specialty service chiefs and clinical subject matter experts. MCPs specify clinical criteria supported by current peer reviewed literature and are used to guide decisions related to request for health care services such as devices, drugs and procedures. The policies are reviewed and updated annually, reviewed for approval by the Regional Utilization Management Committee (RUMC), and are periodically reviewed by regulatory and accrediting agencies. Except where noted, our MCPs are primarily applicable only to commercial members.

New, Updated and Retired Medical Coverage Policies

1. Compression Garments

Effective date: March 22, 2021

Section IV, A # 1 – Excluded Conditions/Limitations

- **Contraindicated conditions for Compression Therapies**

- Deleted: Suspicion or diagnosis [or treatment] of acute Deep Vein Thrombosis (DVT) or arterial obstruction
- Replaced with "*Suspicion or diagnosis of arterial obstruction.*"

2. Home Ultraviolet B (UBV) Phototherapy

Effective date: March 22, 2021

- Section III, A. # 7 Clinical Indication: added: "Inflammatory dermatoses NOS, not responsive to standard therapy"
- References were updated

Medical Coverage Policies Update – March 2021-May 2021 – Continued from page 15

3. Home Care

Effective date: March 22, 2021

- Section I. C. Service. Deleted: *“NOTE: KPMAS staff cannot provide skilled services, including physical assessment, within a patient’s home).”*
- Section II, E- Criteria: added: *“Services are provided in the home in lieu of Skilled Care in another setting and are clinically appropriate and not more costly than an alternative health service.”*
- References were updated

4. Pectus Excavatum Carinatum and Poland’s Syndrome: Surgical Correction

Effective date: March 22, 2021

- References were updated

5. Blepharoplasty

Effective date: March 22, 2021

- References were updated

6. Panniculectomy

Effective date: March 22, 2021

- References were updated

7. MRI Wide bore vs Open MRI

Effective date: March 22, 2021

- References were updated

8. Bariatric Surgery Adults and Adolescents – New

Effective date: March 22, 2021

9. Bariatric Surgery Maryland – retired March 2021

10. NICU Level of Care

Effective date: April 16, 2021

- References were updated

11. TMS - Transcranial Magnetic Stimulation

Effective date: April 16, 2021

- References were updated

12. Medical Necessity Review for Pre-Authorization and/or Reduction of Multiple Visits

Effective date: April 16, 2021

- References were updated

13. Medical Necessity Review for Pre-Authorization and/or Reduction of Single Visit

Effective date: April 16, 2021

- References were updated



Medical Coverage Policies Update – March 2021-May 2021 – Continued from page 16

14. Preimplantation Genetic Testing (PGT)

Effective date: April 16, 2021

Section IV, A 1: Added: “and when the disorder is associated with possible severe disability or lethal history”

15. Prosthodontic Reconstruction after Reconstructive Jaw Surgery

Effective date: April 16, 2021

- References were updated

16. Sipuleucel-T (Provenge) – New Policy

Effective date: April 16, 2021

17. Breast Implant Removal and Surgery

Effective date: April 16, 2021

- Section IV. A. Indications for Breast Implant Removal
 - # 3. Added Baker Class III & deleted: ~~associated with severe pain~~
- Section VI. Referral Procedure
 - Deleted: Baker Class III contracture that does not follow a medically necessary mastectomy & replaced with Baker Class III or IV contracture associated with severe pain that does not follow a medically necessary mastectomy
- References were updated

18. Bariatric Surgery Adults & Adolescents VA-Fed-DC – retired March 2021

Medical Coverage Policies Update – March 2021-May 2021 – Continued from page 17

19. Electric Patient Lift

Effective date: May 4, 2021

- References were updated

20. Functional Electrical Stimulation (FES) / Neuromuscular Electrical Stimulation (NMES)

Effective date: May 4, 2021

- Section III, C # 1-3 Coverage & Indication – coverage for Medicare Cost member deleted
- References were updated

21. Sialendoscopy

Effective date: May 4, 2021

- References were updated

22. Breast Pump

Effective date: May 4, 2021

- References were updated

23. Knee Scooter

Effective date: May 4, 2021

- References were updated

Access to MCP is only two clicks away in Health Connect.

Medical Coverage Policies can be accessed through the **KP Clinical Library** by using the web link below:

https://clm.kp.org/wps/portal/cl/MAS/search_iframe?query=medical+coverage+policy&x=0&y=0.

Click on the Clinical Library section on the right side of the KPHC Home page and then type in “medical coverage policy” in the search box. All medical coverage policies will be displayed.

Please contact the Utilization Management Operations Center (UMOC) at 1-800-810-4766 to receive a copy of the UM guideline or criteria related to a referral.

All Practitioners have the opportunity to discuss any non-behavioral health and or/behavioral health Utilization Management (UM) medical necessity denial (adverse) decisions with a Kaiser Permanente Physician reviewer (UM Physicians).

If you have clinical questions on use of our criteria, please feel free to contact:

Claudia Donovan M.D.

Physician Director of Medical Policies, Benefits and Technology Assessment

Medical Director for Central East National Transplant Services

Claudia.K.Donovan@kp.org

If you have administrative questions concerning accessing or using our criteria, please contact:

Marisa R Dionisio, RN

Marisa.R.Dionisio@kp.org

301.816.6689

New and Emerging Technology

The following KPMAS regional recommendations on **New/Emerging Technologies** were reviewed by the National Interregional New Technology Committee (INTC). INTC's conclusion were subsequently evaluated by the KPMAS Physician Director of Medical Policies, Benefits and Technology Assessment, Service Chiefs & KPMAS subject matter experts with the final recommendations for the region, approved by the Technology Review and Implementation Committee (TRIC) and Regional Utilization Management Committee (RUMC).

2021 KPMAS NEW / EMERGING TECHNOLOGY RECOMMENDATION

Technology Review and Implementation Committee (TRIC) Approval Date: April 4, 2021

Regional Utilization Management Committee (RUMC) Approval Date: May 4, 2021

Sufficient evidence: Quality and quantity of evidence is good, should be used in most cases where indications are met.

Insufficient evidence: Quality and/or quantity is low or moderate, further research or trials are needed. Can be used in selected cases but not for general use for this diagnosis or indication.

2021 NEW / EMERGING TECHNOLOGY	Adopt the Use of Technology	Do Not Recommend the Use of Technology
	Sufficient Evidence	Insufficient Evidence
Transcutaneous Tibial Nerve Stimulation (TTNS) for Overactive Bladder (OAB) and Urge Urinary Incontinence (UUI)	x	
Update: Emerging Surgical Therapies for Extremity Lymphedema		x Insufficient evidence for general use however may be needed in recalcitrant cases with a case-by-case review
Remote Electrical Neuromodulation (REN) for Treatment of Acute Migraine Attacks		x
Lymphatic Microsurgical Preventive Healing Approach (LYMPHA) for Lymphedema Prevention and Lymphatic Microsurgical Preventive Healing Approach (LYMPHA) for Lymphedema Prevention (09/25/17)		x

New and Emerging Technology – Continued from page 19

2021 NEW / EMERGING TECHNOLOGY	Adopt the Use of Technology Sufficient Evidence	Do Not Recommend the Use of Technology Insufficient Evidence
<p>Lymphovenous Anastomosis (LVA) and Vascularized Lymph Node Transfer (VLNT) for Lymphedema Treatment and</p> <p>Lymphovenous Anastomosis (LVA) and Vascularized Lymph Node Transfer (VLNT) for Lymphedema Treatment (09/25/17)</p>		<p>x</p> <p>Insufficient evidence for general use however may be needed in recalcitrant cases with a case-by-case review</p>
Chromoendoscopy (Dye-Based & Electronic Chromoendoscopy) for the Surveillance of Barrett's Esophagus		<p>x</p>
Chromoendoscopy (Dye-Based & Electronic Chromoendoscopy) for Colon Cancer Screening, Diagnosis and Disease Surveillance		<p>x</p>
Chromoendoscopy (Dye-Based & Electronic Chromoendoscopy) for the Surveillance of Patients with Inflammatory Bowel Disease	<p>x</p> <p>Sufficient compared to SD-WLE</p>	<p>x</p> <p>Insufficient compared to HD-WLE</p>
Sphenopalatine Ganglion Block Using Sphenocath Device for Migraine and Trigeminal Neuralgia		<p>x</p>
Fetoscopic Versus Open Repair of Myelomeningocele (MMC)		<p>x</p> <p>Ongoing clinical trials</p>
Carbon Dioxide (CO2) Laser Treatment for Burns, Scars, Keloids and Rhinophyma		<p>x</p> <p>Low quality of evidence but there are no other good options for other treatments and used on a case-by-case basis</p>
High-Intensity Focused Ultrasound (HIFU) for Prostate Cancer		<p>x</p>
HPV Self-Sampling for Cervical Cancer Screening	<p>x</p>	
gammaCore Non-invasive Vagus Nerve Stimulator for Cluster Headache and Migraine	<p>x</p> <p>Sufficient for Cluster headache</p>	<p>x</p> <p>Insufficient for other headaches migraines</p>

New and Emerging Technology – Continued from page 20

2021 NEW / EMERGING TECHNOLOGY	Adopt the Use of Technology	Do Not Recommend the Use of Technology
	Sufficient Evidence	Insufficient Evidence
EndeavorRx for Attention Deficit Hyperactivity Disorder (ADHD)		x
Radiofrequency Ablation (RFA) for Thyroid Cancer and Nodules		x
ClariFix Cryotherapy for Chronic Rhinitis		x
Endovascular or percutaneous arteriovenous fistula (AVF) creation (e.g., Wavelinq Endoavf System, Ellipsys Vascular Access System)		x
Diagnostic Accuracy of Self-Administered Mobile Applications for Remote Hearing Testing		x
Platelet-Rich Plasma for Osteoarthritis of the Knee		x
Platelet-Rich Plasma for Plantar Fasciitis		x
Cesium-131 Brachytherapy for Brain Tumors		x
Cala Trio for Hand Essential Tremor		x
Infrared Thermometry for Fever Detection in General Clinical Practice		x
Diagnostic Accuracy of Infrared Thermography for Fever		x
Matrix-Induced Autologous Chondrocyte Implantation (MACI) Procedure for Repair of Articular Cartilage of the Knee	x	
Renal denervation for Hypertension		x
Transcarotid artery revascularization procedures for carotid artery stenosis		x
Femtosecond Laser Assisted Cataract Surgery		X
Automated Pupillometry in the Intensive Care Unit (ICU)		x Insufficient evidence but used in other KP Areas due to RN regulations

New and Emerging Technology – Continued from page 21

2021 NEW / EMERGING TECHNOLOGY	Adopt the Use of Technology	Do Not Recommend the Use of Technology
	Sufficient Evidence	Insufficient Evidence
Schroth Method of Physical Therapy for Adolescent Idiopathic Scoliosis (AIS)		x
Fetal Pillow for Second Stage Cesarean Deliveries due to deeply Engaged Fetal Head		x
Atropine to Slow Progression of Myopia	x	
MiSight to Slow Progression of Myopia	x	
OrthoK to Slow Progression of Myopia	x	
Tumor Treating Fields (TTF) Therapy (Novo TTF-100L System, Novocure) for Mesothelioma		x
Implantable Pressure Fluid Monitoring (CardioMEMS HF System, St. Jude Medical) for NYHA Functional Class III Heart Failure		x
Barostim Neo System (Baroreflex Activation Therapy [BAT]) for Treatment of Heart Failure		x
Optimizer (Cardiac Contractility Modulation [CCM]) or Treatment of Heart Failure		x
Gastric Per-Oral Endoscopic Myotomy (G-POEM) for Treatment of Refractory Gastroparesis		x There are no other good options for treatments that can be used
Liposuction for Lipedema		x
Proton Beam Therapy for Primary Head and Neck Cancer		x
Barostim for Heart Failure		x
Optimizer CCM for Heart Failure		x
Gastric Per-Oral Endoscopic Myotomy (G-POEM) for Treatment of Refractory Gastroparesis		x
Per-Oral Endoscopic Myotomy (POEM) for treatment of achalasia		x

New and Emerging Technology – Continued from page 22

2021 NEW / EMERGING TECHNOLOGY	Adopt the Use of Technology	Do Not Recommend the Use of Technology
	Sufficient Evidence	Insufficient Evidence
Blue Light Cystoscopy (Cysview) for Detecting Bladder Cancer	x	
Blue Light Cystoscopy with Cysview® for Bladder Cancer Detection	x	
Manual Pump-Operated Transanal Irrigation (TAI) for Neurogenic Bowel Dysfunction in Children		x
Da Vinci Microsurgery for Nerve Repair of Upper Extremity		x





Member Rights and Responsibilities: Our Commitment to Each Other

Kaiser Permanente is committed to providing you and your family with quality health care services. In a spirit of partnership with you, here are the rights and responsibilities we share in the delivery of your health care services.

Member rights

As a member of Kaiser Permanente, you have the right to do the following:

RECEIVE INFORMATION THAT EMPOWERS YOU TO BE INVOLVED IN HEALTH CARE DECISION MAKING

This includes your right to do the following:

- a. Actively participate in discussions and decisions regarding your health care options.
- b. Receive and be helped to understand information related to the nature of your health status or condition, including all appropriate treatment and non-treatment options for your condition and the risks involved – no matter what the cost is or what your benefits are.
- c. Receive relevant information and education that helps promote your safety in the course of treatment.
- d. Receive information about the outcomes of health care you have received, including unanticipated outcomes. When appropriate, family members or others you have designated will receive such information.

Member Rights and Responsibilities – Continued from page 24

- e. Refuse treatment, provided that you accept the responsibility for and consequences of your decision.
- f. Give someone you trust the legal authority to make decisions for you if you ever become unable to make decisions for yourself by completing and giving us an advance directive, a durable power of attorney for health, a living will, or another health care treatment directive. You can rescind or modify these documents at any time.
- g. Receive information about research projects that may affect your health care or treatment. You have the right to choose to participate in research projects.
- h. Receive access to your medical records and any information that pertains to you, except as prohibited by law. This includes the right to ask us to make additions or corrections to your medical record. We will review your request based on HIPAA criteria to determine if the requested additions are appropriate. If we approve your request, we will make the correction or addition to your protected health information. If we deny your request, we will tell you why and explain your right to file a written statement of disagreement. You or your authorized representative will be asked to provide written permission before your records are released, unless otherwise permitted by law.

RECEIVE INFORMATION ABOUT KAISER PERMANENTE AND YOUR PLAN

This includes your right to the following:

- a. Receive the information you need to choose or change your primary care physician, including the names, professional levels and credentials of the doctors assisting or treating you.
- b. Receive information about Kaiser Permanente, our services, our practitioners and providers, and the rights and responsibilities you have as a member. You also can make recommendations regarding Kaiser Permanente's member rights and responsibility policies.
- c. Receive information about financial arrangements with physicians that could affect the use of services you might need.
- d. Receive emergency services when you, as a prudent layperson, acting reasonably, would have believed that an emergency medical condition existed.
- e. Receive covered, urgently needed services when traveling outside the Kaiser Permanente service area.
- f. Receive information about what services are covered and what you will have to pay and examine an explanation of any bills for services that are not covered.
- g. File a complaint, a grievance, or an appeal about Kaiser Permanente, or the care you received, without fear of retribution or discrimination; expect problems to be fairly examined; and receive an acknowledgement and a resolution in a timely manner.

RECEIVE PROFESSIONAL CARE AND SERVICE

This includes your right to the following:

- a. See plan providers; get covered health care services; and get your prescriptions filled within a reasonable period of time and in an efficient, prompt, caring and professional manner.

Member Rights and Responsibilities – Continued from page 25

- b. Have your medical care, medical records and protected health information handled confidentially and in a way that respects your privacy.
- c. Be treated with respect and dignity.
- d. Request that a staff member be present as a chaperone during medical appointments or tests.
- e. Receive and exercise your rights and responsibilities without any discrimination based on age; gender; sexual orientation; race; ethnicity; religion; disability; medical condition; national origin; educational background; reading skills; ability to speak or read English; or economic or health status, including any mental or physical disability you may have.
- f. Request interpreter services in your primary language at no charge.
- g. Receive health care in facilities that are environmentally safe and accessible to all.

Member responsibilities

As a member of Kaiser Permanente, you have the responsibility to do the following:

PROMOTE YOUR OWN GOOD HEALTH

- a. Be active in your health care and engage in healthy habits.
- b. Select a primary care physician. You may choose a doctor who practices in the specialty of internal medicine, pediatrics, or family practice as your primary care physician.
- c. To the best of your ability, give accurate and complete information about your health history and health condition to your doctor or other health care professionals treating you.
- d. Work with us to help you understand your health problems and develop mutually agreed-upon treatment goals.
- e. Talk with your doctor or health care professional if you have questions or do not understand or agree with any aspect of your medical treatment.
- f. Do your best to improve your health by following the treatment plan and instructions your physician or health care professional recommends.
- g. Schedule the health care appointments your physician or health care professional recommends.
- h. Keep scheduled appointments or cancel appointments with as much notice as possible.
- i. Inform us if you no longer live or work within the plan service area.



Member Rights and Responsibilities – Continued from page 26**KNOW AND UNDERSTAND YOUR PLAN AND BENEFITS**

- a. Read about your health care benefits and become familiar with them. Detailed information about your plan, benefits and covered services is available in your contract. Call us when you have questions or concerns.
- b. Pay your plan premiums and bring payment with you when your visit requires a copayment, coinsurance, or deductible.
- c. Let us know if you have any questions, concerns, problems, or suggestions.
- d. Inform us if you have any other health insurance or prescription drug coverage.
- e. Inform any network or nonparticipating provider from whom you receive care that you are enrolled in our plan.

PROMOTE RESPECT AND SAFETY FOR OTHERS

- a. Extend the same courtesy and respect to others that you expect when seeking health care services.
- b. Ensure a safe environment for other members, staff and physicians by not threatening or harming others.



Pharmaceutical Management Information and Updates

The KPMAS Regional Pharmacy & Therapeutics (P&T) Committee approves drug formularies for all lines of business, Commercial, Marketplace/Exchange, Medicare, Virginia Premier and MD HealthChoice (Medicaid).

The Regional P&T Committee, with expert guidance from various medical specialties, evaluates, appraises and selects from available medications those considered to be the most appropriate for patient care and general use within the region. The purpose of the formulary is to promote rational, safe and cost-effective drug use.

The formularies are updated monthly with additions and/or deletions approved by the Regional P&T Committee. The most recent information on drug formulary updates or changes can be accessed via the online Community Provider Portal for affiliated practitioners available at http://providers.kaiserpermanente.org/html/cpp_mas/formulary.html. To view the P&T Memos, you will be redirected to the KPMAS Clinical Library, a secured network, and asked to sign in and/or register for access.

A printed copy of each drug formulary is available upon request from the Provider Experience department, which can be contacted via email at Provider.Relations@KP.org.

Drug Recall Information Available for Patient on KP.org

The Kaiser Permanente Drug Information Services (KP DIS) team is pleased to announce the availability of a new patient-facing website with content related to medication recalls affecting Kaiser Permanente members.

Members can access the website at: www.kp.org/drugrecalls.

Please note that this website is associated with the KP.org platform but not within kp.org, so it does not require a login and does not sit behind a firewall.

Members can learn about this website through their healthcare providers by including the information in the After-Visit Summary (AVS) or if they receive a “robo-call” from the KP DIS service for a consumer-level recall.

To insert the following information in the AVS, use the following KP HealthConnect smart phrase: **.drugrecall:** *“Drug recalls can result in emails and phone calls from your patients with questions and requests for further information. The National Kaiser Permanente Drug Information Services team in Pharmacy has developed a website that is patient facing to help provide recall information that affects our members - www.kp.org/drugrecalls.”*

Important note: KP Drug Information will ONLY populate this site with patient materials related to consumer-level recalls that affect Kaiser Permanente patients. It is NOT meant to be a comprehensive drug recall site.

Network Adequacy Validation

The Maryland Department of Health conducts the Network Adequacy Validation (NAV) Audit which is administered by Qlarant. The purpose of the audit is to ensure that members have sufficient access to in-network providers within a reasonable amount of time.

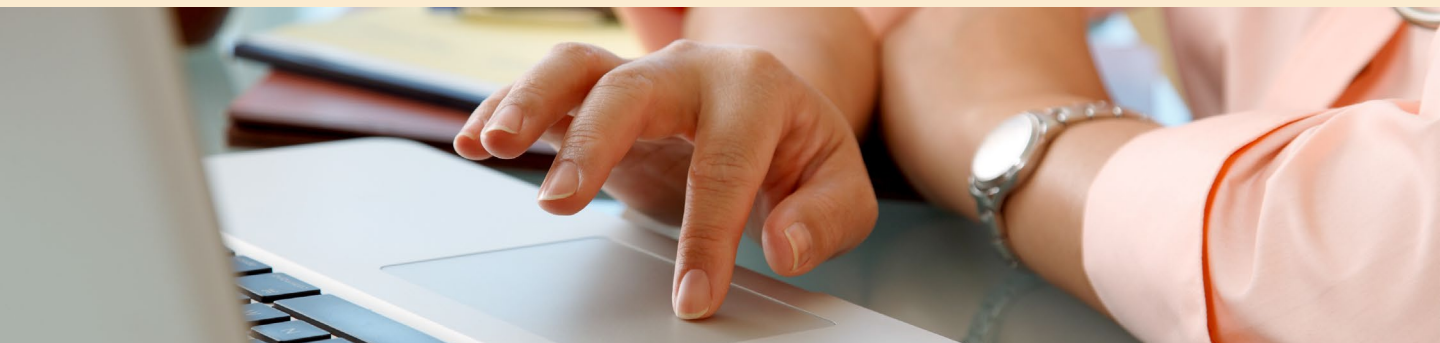
- There will be secret shoppers/surveyors calling provider appointment lines requesting to know when the next available appointment is for a provider.
- The surveyor will identify him/herself as a caller on behalf of the State to determine availability and accessibility. They will verify the address of the specific provider, ask whether that provider has an appointment available within 30 days for a routine/non-urgent appointment and ask whether that provider has an appointment within 48 hours for an urgent matter.
- If the specific provider does not have an appointment available within 30 days (routine/non-urgent) or 48 hours (urgent), please research whether another provider within the same medical office building or practice has availability within the required timeframe and if s/he does, inform the surveyor.

During these calls, the caller will not present a Medical Record Number, name or DOB, but will ask for a future appointment.

ePREP Enrollment

All Medicaid providers must enroll Maryland Medicaid's **e**lectronic **P**rovider **R**evalidation and **E**nrollment **P**ortal (ePREP). It is a one-stop shop for provider enrollment, re-enrollment, revalidation, information updates and demographic changes. The Maryland HealthChoice Managed Care Organization Agreement, section N states:

- 3. To ensure that all its network providers are screened, enrolled and revalidated by the State as Medicaid providers, in accordance with 42 CFR part 455, subparts B and E, and validate enrollment by verifying against the Department's full fee-for-service provider file.*
- 4. To require that network providers enroll and comply with the requirements of the Department's Electronic Provider Revalidation Enrollment Portal (ePREP) in accordance with 42 CFR 438, subpart H.*
- 5. To validate that any network provider rendering or receiving payment for covered services is enrolled and active on the date(s) of service by verifying against the full fee-for-service provider enrollment file from the Department.*



Keeping Your Provider Data Updated

Be sure to submit any changes to your practice to Kaiser Permanente. Keeping Kaiser Permanente updated will ensure that our provider directory and data systems are accurate and help us to provide an excellent healthcare experience to our members. To access our provider directory online, go to www.kp.org. For your convenience, a sample form letter can be found on our Community Provider Portal at www.providers.kp.org/mas and on the following page. Utilize the sample to submit updates throughout the year.

Updates may be submitted to Provider Experience via:

Fax: 855-414-2623

Email: Provider.Demographics@kp.org

Mail: Kaiser Permanente
Provider Experience
2101 East Jefferson St., 2 East
Rockville, MD 20852



Sample Provider Data Update Form Letter

Company Letterhead Logo

<<Date>>

Requestor:

Requestor's Correspondence Address:

Requestor's Phone #:

Requestor's Email:

Tax ID#:

Effective date of change(s):

Reason for the request:

***PLEASE DELETE SECTIONS NOT NEEDED**

Address change (Specify if practice location or billing address is changing)

- Specify if adding or deleting address
- Include **old** and **new** demographic information when sending request (Street Address, City, State, Zip, Phone, Fax, **Tax ID** and **NPI**)
- Billing/Payment Address/Tax ID/NPI
- Management Correspondence Address (include Phone & Fax Number)

Practice location addition

- Include **new** demographic information when sending request (Street Address, City, State, Zip, Phone, Fax, **Tax ID** and **NPI of Location**)
- Billing/Payment Address/Tax ID/NPI

Adding a provider to or deleting a provider from an existing group

- Specify if adding or deleting provider
- Include the information listed below if adding or deleting a provider:
 - First Name, Middle Initial, and Last Name
 - Gender
 - Title (*MD, CRP, CRNP, PA etc.*)
 - Date of Birth
 - NPI #
 - CAQH #
 - UPIN or SSN
 - Medicare #
 - Medicaid Participation State(s)
 - Medicaid #
 - Practicing Specialty
 - **Practicing Location(s) (include phone & fax numbers)**
 - Indicate whether practicing location is hospital based or office based
 - Billing/Payment Address (*include W-9*)
 - Management Correspondence Address (*include phone & fax number*)
 - Hospital Privileges
 - Foreign Languages
 - Effective Date
 - Provider Panel Status: Open or Closed
- ***A copy of provider licenses in all practicing states is required***

Changing the Tax Identification Number and/or the name of an existing group

- Include **old** and **new** tax ID number and/or group name
- Include effective date of the new tax ID number and/or group name
- Include NPI number
- Include a signed and dated copy of the new W-9
- Billing/Payment Address
- Management Correspondence Address (include phone & fax number)

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
Provider Experience
2101 E. Jefferson Street
Rockville, MD 20852