

Kaiser Permanente is happy to announce a partnership with ProgenyHealth, a company which specializes in Neonatal Care Management Services. ProgenyHealth's care management program will enhance services to our members and support our mission to make a lasting difference in our members' lives by improving their health and well-being.

Under the agreement that begins March 1, 2023, Progeny Health's Neonatologists, Pediatricians and Neonatal Nurse Care Managers will work closely with Kaiser Permanente members, as well as attending physicians and nurses, to promote healthy outcomes for Kaiser Permanente premature and medically complex newborns over the course of their first 365 days.

The benefits of this partnership:

- The support of a team who understands the complexity and stress of managing infants in the NICU and will work with you to achieve the best possible outcomes
- A collaborative and proactive approach to care management that supports timely and safe discharge to home
- A company that believes in sharing best practices and works with NICUs nationwide to improve the health outcomes of our next generation

Families will have a dedicated case manager who will provide support and education to members in the program. There will be an "on-call" staff member available 24/7. For our hospitals, ProgenyHealth will serve as a liaison for Kaiser Permanente providing inpatient review services and assisting with the discharge planning process to ensure a smooth transition to the home setting.

Your process for notifying Kaiser Permanente of infants admitted to a NICU or special care nursery will change on March 1, 2023. Kaiser Permanente's provider manuals will be updated to reflect these changes – Commercial Manual (Chapter 9), Virginia Medicaid Manual (Chapter 9), and Maryland HealthChoice Manual (Section IV). You may access these manuals on Kaiser's Community Provider Portal at www.kp.org/providers/mas.

For contracted facilities where a Kaiser Permanente MAPMG physician with medical staff hospital privileges is on site, please notify ProgenyHealth directly of admissions via secured fax at 1-877-485-4892. Include a cover sheet along with supporting clinical information. Their clinical staff will contact your designated staff to perform utilization management and discharge planning throughout the inpatient stay.

For other contracted and non-contracted entities, please follow current practices by notifying our Emergency Care Management (ECM) Department of the NICU admission by calling 1-800-810-4766 (Option 1). ECM will direct facilities to send supporting clinicals with a cover sheet via secured fax at 1-877-485-4892. ProgenyHealth's clinical staff will contact your designated staff to perform utilization management and discharge planning throughout the inpatient stay.

ProgenyHealth's Contact Information:

Utilization Management: Call 888-832-2006 and select option 3

Utilization Management Secure Fax Number: 877-485-4892

Case Management: Call 888-832-2006 and select option 4

Case Management Secure Fax Number: 855-834-2567

FAQ:

Who should I contact for reviews of newborns who are admitted for acute inpatient care in the well-baby nursery?

Kaiser Permanente will continue to conduct UM reviews of newborns not discharged home with the mother who require acute care in a well-baby nursery. Providers should continue to follow the process outlined by Kaiser for these reviews

How will all parties be notified of authorization determination decisions?

Kaiser Permanente will continue to render all authorization determinations to providers. The process for receiving authorization determinations will not change.

What is the process for providers if there is a disagreement with an authorization determination?

Providers may request a Peer-to-Peer with the Kaiser NICU Medical Director after receipt of an adverse determination. All requests will be responded to within 5 business days.

To obtain more information about this program, please contact ProgenyHealth at 1-888-832-2006 or visit progenyhealth.com. For contract-related questions, please email Provider.Relations@kp.org.

Thank you for your partnership in caring for Kaiser Permanente members.