

PARTICIPATING PROVIDER MANUAL



TABLE OF CONTENTS

1	The Kaiser Permanente Medical Care Program <i>December 2023</i>
2	Patient Medical Centers & Network Resources <i>December 2023</i>
3	Products, Delivery Systems & Member ID Cards <i>December 2023</i>
4	Enrollment and Eligibility <i>December 2023</i>
5	Member Rights, Complaints and Appeals/Grievances <i>December 2023</i>
6	Primary Care Physician Services and Responsibilities <i>December 2023</i>
7	Compliance & Regulatory Policy <i>December 2023</i>
8	Claims <i>December 2023</i>
9	Utilization Management & Authorization <i>December 2023</i>
10	Quality & Health Management <i>December 2023</i>
11	Laboratory Services <i>December 2023</i>
12	Radiology Services <i>December 2023</i>
13	Pharmacy Services <i>December 2023</i>
14	Behavioral Health Services <i>December 2023</i>
15	Kaiser Permanente's Flexible Choice Plan <i>December 2023</i>