PARTICIPATING PROVIDER MANUAL

TABLE OF CONTENTS

1	The Kaiser Permanente Medical Care Program August 2024
2	Patient Medical Centers & Network Resources August 2024
3	Products, Delivery Systems & Member ID Cards August 2024
L.	
4	Enrollment and Eligibility August 2024
5	Member Rights, Complaints and Appeals/Grievances August 2024
6	Primary Care Physician Services and Responsibilities August 2024
7	Compliance & Regulatory Policy August 2024
8	Claims
	August 2024
9	Utilization Management 9 Authorization
9	Utilization Management & Authorization August 2024
	Tragast 2027
10	Quality & Health Management August 2024
	Tragast 2027
11	Laboratory Services
	August 2024
12	Radiology Services
-	August 2024
13	Pharmacy Services
	August 2024
14	Behavioral Health Services
14	August 2024
15	Kaiser Permanente's Flexible Choice Plan
	August 2024