



KAISER PERMANENTE®

January 19, 2018 12:06 PM

Re: Important Notice: CMS Audit Requirements

Dear Valued Provider,

The purpose of this memo is to notify you of new expectations that will ensure compliance as it relates to the Kaiser Permanente National Provider Manual, Section 11.2 Referral/Authorization Process.

The following is an excerpt from the provider manual that contracted DME vendors are required to comply with:

“Upon receipt of the Kaiser Permanente authorization the DME vendor is responsible for initiating contact with the member to schedule an appointment. The call should be made within 48 hours (2 business days) for a routine appointment (for a complete description of a “routine appointment” and the specific timing guidelines please contact your local DME department) and an appointment should be scheduled within 2 weeks unless the member requests an appointment at a later date. For requests outside of the routine 2-week period, the provider will notify the local Kaiser Permanente DME department of such a request. For urgent orders the appointment should be made as soon as possible. Urgency of the request will be noted on the Kaiser Permanente authorization in the “notes” section.”

Kaiser may request to collect documentation from the vendor to demonstrate compliance with regulatory requirements and/or for audit purposes regarding authorization notification (what date the member was called and if contact was successful) on an individual basis or for a period of time. For example, Kaiser may ask for the vendor to provide a contact log for specific member(s), or for all members who were approved for orders within a designated timeframe. Circumstances, such as in the event of an audit, may require the vendor to produce documentation to Kaiser within an hour to demonstrate timely notification to a member.

To reinforce the aforementioned requirements the provider must supply quarterly reports to Kaiser Permanente that track the following Patient Notification Indicators:

- Total Authorizations Received
- Total Pt. Notifications within 48 hours
- Pt. Notification % Compliance

Additionally, spot audits will be conducted on random line items submitted through quarterly reports to validate timely notification to the member.

Thank you for your continued partnership.

Signed,

The National Network Management Team