

A BETTER WAY TO TAKE CARE OF BUSINESS



# Provider Manual

- **Key Contacts**





# Welcome To Kaiser Permanente

This section of the Provider Manual was created to provide you and your staff with a quick and easy resource for key contact phone numbers for Kaiser Permanente's National Transplant Network Administration and Hubs.

Our Provider Relations Department is committed to providing support to you and your staff. This includes responding to your operational inquiries and providing education on our products and plans. If at any time you have a question or concern about the information in this Provider Manual, you can reach our Provider Relations Department by calling 510-268-5448.

Welcome to Kaiser Permanente.

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## Section 2: Key Contacts

At Kaiser Permanente, we believe that clear, open and frequent communication is key to making any initiative work. The following are the key departments and individuals available to assist you with questions or clarification of any issues regarding your association with Kaiser Permanente. Please feel free to call them as the need may arise.

For questions regarding referrals and authorizations, please contact the HUB that is assigned to the referring Kaiser Permanente Region.

For clarification, questions or comments about your role as a contracted provider for Kaiser Permanente, please contact the National Transplant Network’s communication manager at (510) 625-2894.

Department	Type of Help or Information from this Department
National Transplant Network Administrative Office	<ul style="list-style-type: none"> <li>• Information or questions on role as a contracted provider</li> </ul>
National Provider Contracting and Network Management	<ul style="list-style-type: none"> <li>• Provider demographic updates such as tax ID change, address change, addition of providers, termination of providers</li> <li>• Provider education and training</li> <li>• Contract questions</li> </ul>
Transplant Hubs	<ul style="list-style-type: none"> <li>• Obtain referral and authorization</li> <li>• Outpatient referrals</li> <li>• Emergency Department notification</li> <li>• Inpatient admission notification</li> <li>• Transfers to Skilled Nursing Facilities (SNF)</li> <li>• DME and Home Health services</li> <li>• Ambulance Transport</li> <li>• Discharge planning, case management, disease management</li> </ul>
Kaiser Permanente Member Services	<ul style="list-style-type: none"> <li>• General enrollment questions</li> <li>• Eligibility and benefit verification</li> <li>• Co-pay, deductible and coinsurance information</li> <li>• Members terminated greater than 90 days</li> <li>• Members presenting with no Kaiser Permanente identification number</li> <li>• Claims payment inquiries</li> <li>• Provider Appeals</li> </ul>

## **2.1 National Transplant Network Administration**

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### **Central East Hub Manager**

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### **Northern California Hub Manager**

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### **Southern California Hub Manager**

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**Hub Manager**  
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**Transplant Coordinators**  
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**2.3 Northern California and Northwest Hub**

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**2.4 Southern California and Hawaii Hub**

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## **2.5 National Provider Contracting and Network Management**

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**2.6 Member Services**

**WHO TO CALL WITH QUESTIONS?**

If you have questions relating to the submission of transplant claims to Kaiser Permanente for processing, please refer to the table below for the correct department/number to call:

PLEASE CALL:	IF YOU HAVE QUESTIONS ABOUT	TELEPHONE NUMBER(S):
<b>MEMBER SERVICES</b>	<ul style="list-style-type: none"> <li>• Benefits/Co-Pay Information</li> <li>• Member Eligibility</li> <li>• Claim Payment Inquiries</li> <li>• Claim Status</li> <li>• Claim Submission</li> <li>• Explanation of Payment (EOP)</li> <li>• Provider Appeals</li> </ul>	<p><b>Colorado</b> 1-866-866-3951</p> <p><b>Georgia</b> 1-888-865-5813 or (404) 261-2590</p> <p><b>Hawaii</b> 1-800-966-5955 or (808) 432-5955</p> <p><b>Northwest</b> 1-800-813-2000 or (503) 813-2000</p> <p><b>Northern California</b> 1-800-464-4000</p> <p><b>Mid-Atlantic States</b> 1-800-777-7902 or (301) 468-6000</p> <p><b>Southern California</b> 1-800-464-4000</p> <p><b>Washington</b> 1-888-767-4670</p>