



Transplant Provider Manual Kaiser Permanente Self-Funded Program

Eligibility and Benefits

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3 Section 3: Eligibility and Benefits Determination

3.1 Eligibility and Benefit Verification

You are responsible for verifying Kaiser Permanente Self-Funded Members' eligibility and benefits. Each time a Self-Funded Member presents at your office for services, you should:

- Verify the patient's current eligibility status
- Verify covered benefits
- Obtain necessary authorizations (if applicable)

Do not assume that eligibility is in effect because a person has a Kaiser Permanente Self-Funded ID card. Please check a form of photo identification to verify the identity of the Self-Funded Member. The effective date of eligibility varies according to the terms of the contract between the Plan Sponsor and Kaiser Permanente Insurance Company. Therefore, you must verify that the Self-Funded Member has a benefit for the service prior to providing such service to a patient.

Transplant services require prior authorization. The Utilization Management section of this Manual (Section 4) provides further details on which services require authorization and the process for obtaining referrals and authorizations.

Contact Self-Funded Customer Service at 866-213-3062, or through one of the methods detailed below to verify the validity of the Self-Funded ID card/number and benefits. Otherwise, you provide services at your own financial risk.

Option	Description
#1	<p style="text-align: center;">Kaiser Permanente National Transplant Network Hubs See Hub telephone numbers located in the Key Contacts section of this Manual</p> <p>To verify Self-Funded Member eligibility, benefit and covered services for Self-Funded Members.</p>
#2	<p style="text-align: center;">Harrington Health Website http://provider.kphealthservices.com</p> <p style="text-align: center;">24 hours / 7 days a week</p> <p>To verify Self-Funded Member eligibility, benefit, and claims information for Self-Funded Members.</p>

Option	Description
#3	<p style="text-align: center;">Self-Funded Customer Service Department Telephone 866-213-3062 Monday - Friday from 7 A.M. to 9 P.M. Eastern Time Zone (ET).</p> <p>To verify Self-Funded Member eligibility or benefits please provide the Self-Funded Member's name and Self-Funded ID card number, inclusive of suffix, which is located on the Kaiser Permanente Self-Funded ID card.</p>

3.2 Benefit Exclusions and Limitations

Self-Funded benefit plans may be subject to limitations and exclusions. It is important to verify the availability of benefits for services before rendering the service so the Self-Funded Member can be informed of any potential payment responsibility.

Contact Self-Funded Customer Service at 866-213-3062 or NTN Transplant Hub (see *Key Contacts Section of this Manual*) to verify and obtain information on Self-Funded Member benefits.

If you provide services to a Self-Funded Member and the service is not a benefit or the benefit has been exhausted, denied or not authorized, the Plan Sponsor will not be obligated to pay for those services.

3.3 Transplant Benefits

Organ or bone marrow transplants are covered under all plans when a Kaiser Permanente physician determines the transplant is an appropriate treatment for the Member's condition. Kaiser Permanente's NTN clinical advisory committees regularly review literature and patient selection criteria to ensure that the latest scientific evidence is considered in transplant decisions.

Referral is made to a COE only if:

1. The Member satisfies all criteria developed by the NTN and by the COE providing the transplant.
2. A Plan physician provides a written referral for care at the COE.

3.4 Drug Benefits

The drug benefits, drug formulary and the procedures for formulary exception may vary based on the benefit plan.

To verify a Self-Funded Member's drug benefit, to obtain our drug formulary, or for general questions, please contact the Self-Funded Customer Service at 866-213-3062.

3.5 Travel and Lodging

There is a travel support program that may cover Kaiser Permanente Self-Funded Members traveling outside of their home region for transplant services. To ensure appropriate and timely transportation to and from the COE, all travel arrangements are coordinated by Kaiser Permanente.

If a Kaiser Permanente Self-Funded Member has questions related to coverage for travel or lodging services, please refer them to the NTN Transplant Coordinator who is responsible for managing their care. The Transplant Hub and Coordinator telephone numbers can be found in the Key Contacts section of this Manual.

3.6 Retroactive Eligibility Changes

If you have received payment on a claim(s) that is impacted by a retroactive eligibility change, a claims adjustment will be made. The reason for the claims adjustment will be reflected on the remittance advice.

If you provide services to a Self-Funded Member and the service is not a benefit, or the benefit has been exhausted, denied or not authorized, you do so at your own financial risk.