

## SECTION 1

### HOW THIS MANUAL IS ORGANIZED

This Provider Manual has been developed to assist you with understanding the Provider processes related to accessing and providing comprehensive, effective, and quality services to Kaiser Permanente members.

**NOTE: The term “provider” is interchangeably referred to in this Manual or in your agreement as “supplier” or “contractor”.**

#### 1.0 YOUR RESPONSIBILITIES

This Provider Manual, including all updates, shall remain the property of Kaiser Permanente. While you have the Provider Manual, you are responsible for maintaining it and its updates and for providing copies of the Manual to all subcontractors who provide services to Health Plan members.

#### 1.1 KEEP US INFORMED

Please remember to send written or email (preferred) notification to the National Buy to Pay, Sourcing team when you have important changes to your current business such as Tax ID, National Provider Identifier [NPI], changes in ownership or, information that may affect billing and payment. Promptly reporting your changes will help prevent payment delays.

National Buy to Pay, Sourcing  
Attention: Contract Management  
Kaiser Foundation Health Plan  
1800 Harrison Street  
Oakland, CA 94612

email: [BuytoPay-HomeIndependentCare@kp.org](mailto:BuytoPay-HomeIndependentCare@kp.org)