

# KAISER PERMANENTE

## TPMG Referrals Operation - Outside Medical Services Provider Authorization Notifications



We want to communicate some important changes related to our Outside Medical Services referral authorizations notification process. In order to continue to meet regulatory requirements amid increased referrals/authorization volumes, the Referrals Operation is working on several process improvement projects, including the authorization letter production and delivery process.

Over the past year, the Referrals Operation has been transitioning to the Regional Authorization Hub (HUB) to support the majority of the medical center referrals. Through progressive changes in our Referrals system, we are able to build an environment that will support an efficient notification and delivery process.

Last December 15, 2016, we completed a system cut-over that shifted the production of notification letters from a separate system to the Referrals system where orders are originated. This will enable our clinicians to access copies of the notifications that we send you. We also centralized our print-and-mail process to the HUB to improve our notification delivery schedule. These changes should not have any impact to the clinical orders and approval process from our referring providers.

There are changes that may have a direct or indirect impact to provider operations. Below are frequently asked questions that can address those changes:

### **Why does my authorization number look different than I am used to?**

Due to the change in the Referral system we use to produce the notification letters, the authorization number has been changed to a purely numeric format.

### **Why do my provider letters look different?**

The provider letter was shortened to reduce redundant information provided on the authorization form.

### **Why am I receiving two separate faxes for each referral?**

Providers might receive two faxes with two different covers.

- Provider Letter
- Authorization Form

For most referrals, these two documents are produced together and are sent as one fax. In some rare occasions, the two letters are produced as two documents and will result in two faxes

### **Are there recent updates to provider communications from Kaiser Permanente?**

We strive to communicate notification of changes in advance that may impact our services to our providers. Questions regarding the authorization should be addressed to the contact number listed on the provider letter.

**We thank you for your attention regarding these important operational updates. Please communicate this information broadly to your staff affected by these changes. If you have questions or concerns related to these updates, please refer to the Facility Referral Coordinator phone number that is found in Provider Authorization Notification forms. Questions regarding an authorization may be addressed by contacting Facility Referral Coordinators at the phone number found on the Provider Authorization Notification forms.**

We look forward to a continued partnership with you to provide quality health care services to our members.