

KP Online Affiliate Quick Reference Guide

What type of information can I access with KP Online Affiliate?

Online Affiliate enables you to have secure access to the health records of your Kaiser Permanente patients as well as benefits/eligibility, claim status information, online submission of disputes, appeals and other claim supporting documents!

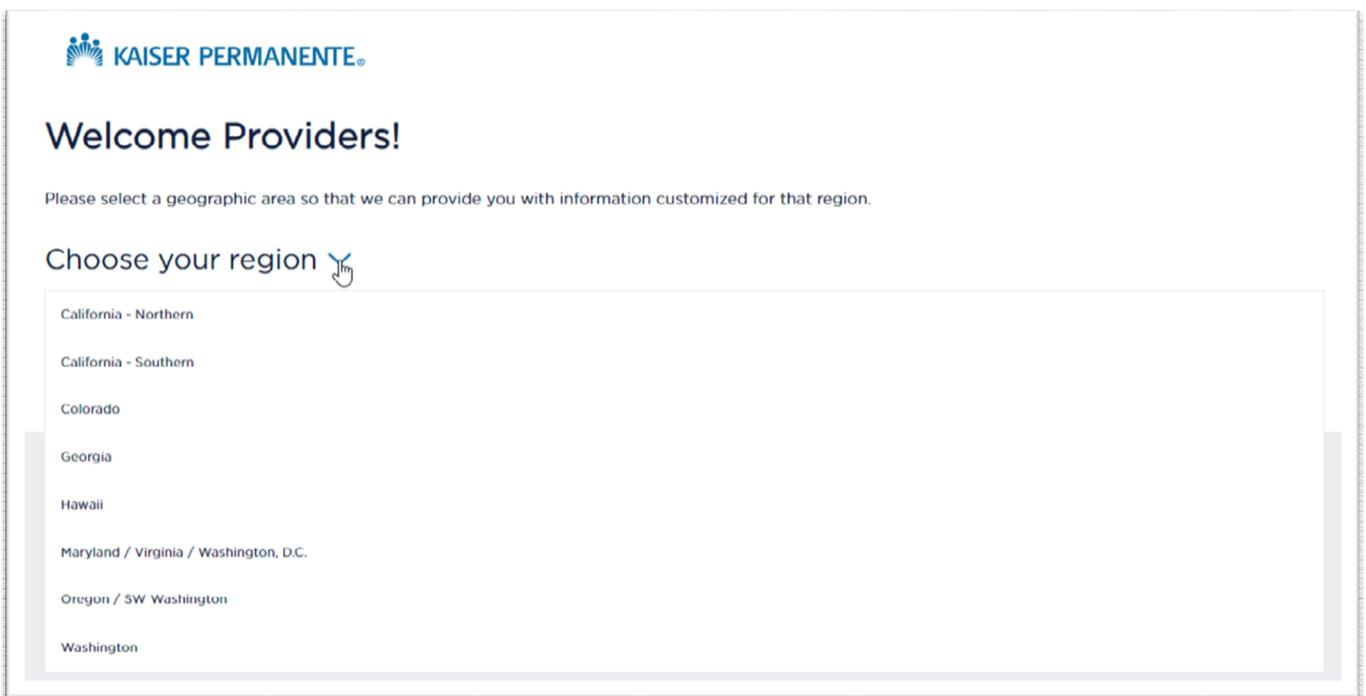
Register for Online Affiliate Access:

Registration for Online Affiliate takes place online. First, check with your administration to make sure that you are eligible for access, and then proceed to your regional Community Provider Portal (kp.org/providers) where you will find links to register for an account under the **Online Affiliate** menu option.

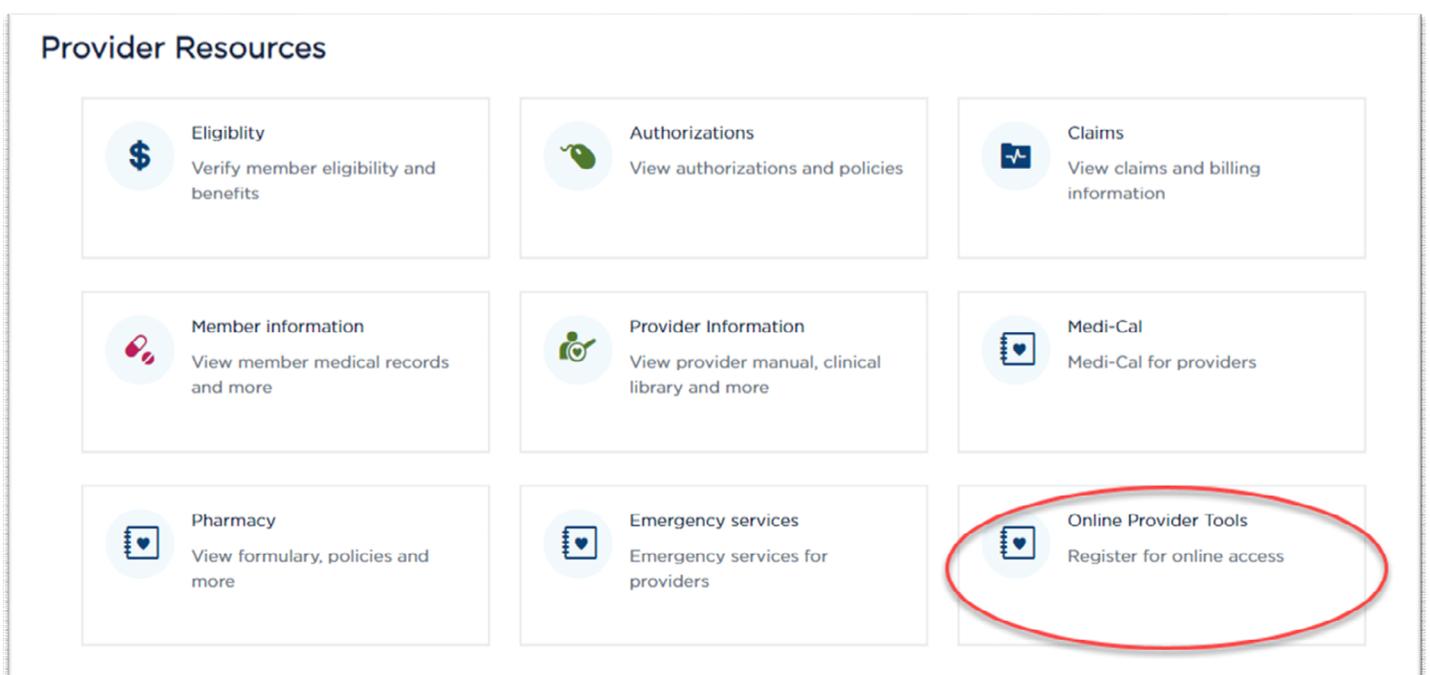
Logging-in to Online Affiliate

Once you have completed the registration process as described in the Registration Guide, you will be emailed a link to the KP Online Affiliate site and you may log in using your national user ID (NUID) and the password that you created during the registration process.

From the main page of the Community Provider Portal (CPP) website, you will select the Kaiser Permanente region that your provider group is located in.



Once in your regional page of the CPP website, look for the **Online Provider Tools** menu option located on the bottom left menu



Next, click on the **Sign On** sub menu option

Online Affiliate Registration and Sign-On

Register **Sign-On** ←

For Existing Users: Sign-On to KP Online Affiliate

Existing users with a User ID and need to manage your account or complete registration: [Manage My Account](#)

Using Online Affiliate requires the following browser, system and connection requirements:

- Microsoft Edge 79 or later (Windows only)
- Mozilla Firefox 45 or later
- Google Chrome 50 or later
- Apple Safari 9 or later (Macintosh only)

If you require assistance with user registration, site navigation, or experience technical issues with Online Affiliate, you may submit an [Online Affiliate Support Case](#).

This will bring you to the sign on page.

Enter your User ID and password and click Sign on.

Sign on

Kaiser Permanente affiliate providers and medical office staff:
Please sign on to gain access to secure features.

User ID

Password

Sign on

[Register now](#) if you need a User ID and password.
[Forgot your User ID or password?](#)

The Online Affiliate Home Page will display.

Home In Basket Patient List Referral Search Claims Grease Board Patient Menu Log Out

Welcome to Kaiser Permanente Online Affiliate

KAISER PERMANENTE

Select Patient Claim Search Remittance Advices Referral Search

★ Quick Links

- Kaiser Permanente Hawaii Formulary
- Kaiser Permanente Hawaii Medical Staff and Facility Directory
- Kaiser Permanente Hawaii Provider Manual
- Kaiser Permanente Learning Library
- How to Read EOP and EOB Statement Updates
- Online Disputes, Appeals and Attachments Video
- Claims Self-Service Tools Video

In The News

Welcome to the new look and feel for Online AffiliateLink. Features that used to exist on the left hand menu have changed to non patient specific or patient specific features. To access patient specific features please hover over the patient icon across the top of the screen or first choose a patient from the patient list then hover over that patients name to choose a feature.

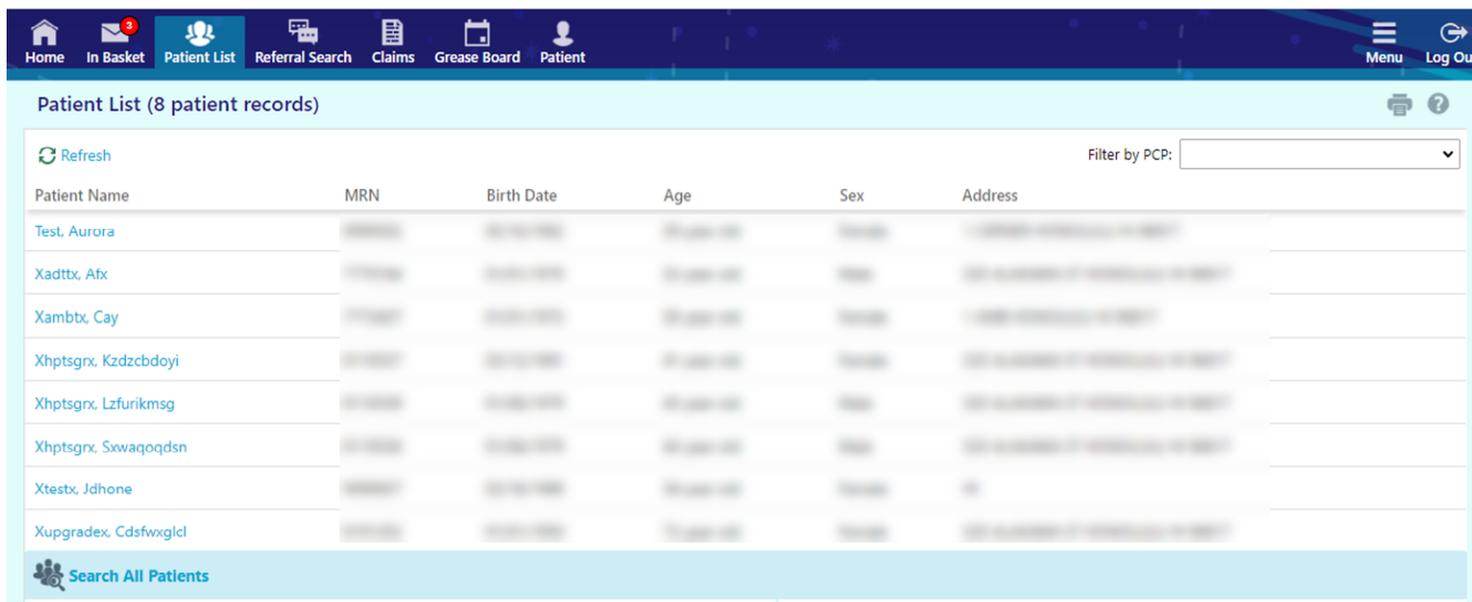
References

- Hawaii Online-Affiliate Reference Guide
- Hawaii Online-Affiliate/Claim Status Online FAQ
- Sample Health Plan ID Card
- User Agreement
- Claims Tools Reference Guide

Help and Contact Information

Patient Search: Patient List

1. Click the **Patient List** tab. Patient names are displayed in alphabetical order. If the list is large, letters will appear at the top of the page to enable quicker access to the appropriate portion of the list.
2. Verify the patient's information and click the name of the patient whose information you want to view.

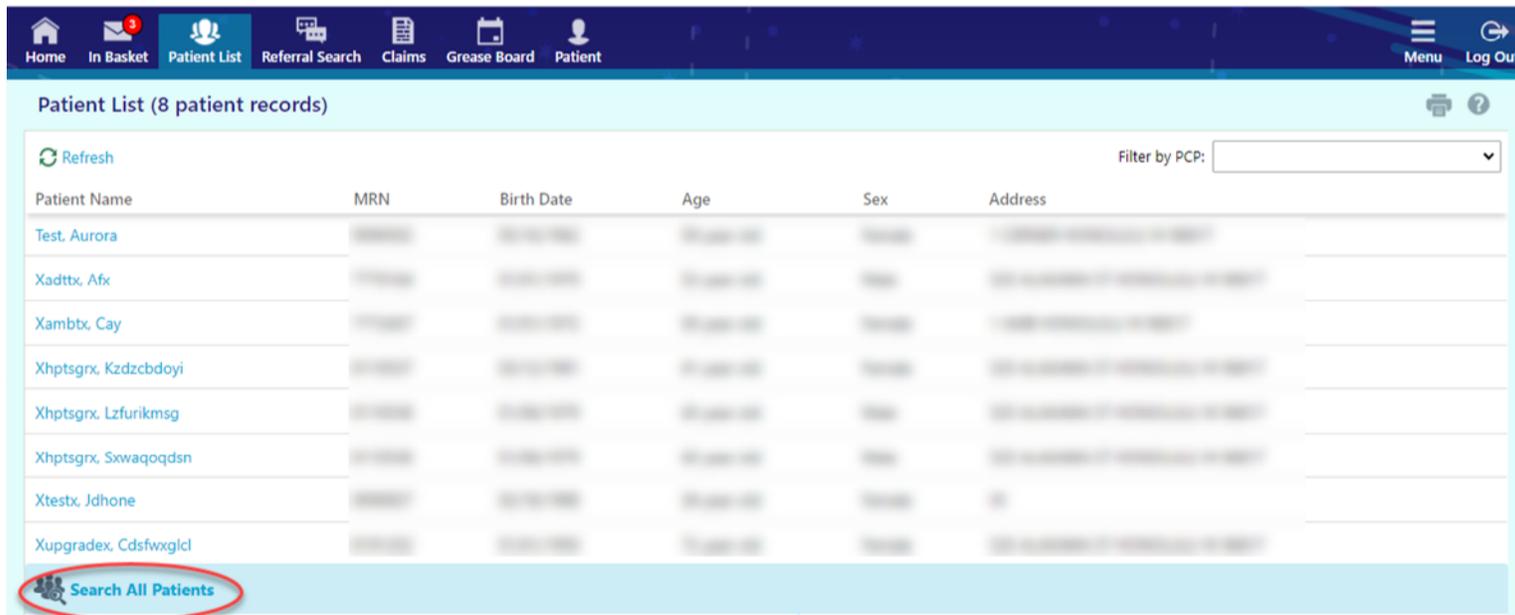


The screenshot shows the 'Patient List' interface with 8 patient records. The table columns are Patient Name, MRN, Birth Date, Age, Sex, and Address. The records are as follows:

Patient Name	MRN	Birth Date	Age	Sex	Address
Test, Aurora					
Xadtbx, Afx					
Xambtx, Cay					
Xhptsgrx, Kzdzcbdoyi					
Xhptsgrx, Lzfurikmsg					
Xhptsgrx, Sxwaqoqdsn					
Xtestx, Jdhone					
Xupgradex, Cdsfwxgicl					

At the bottom of the table, there is a 'Search All Patients' button.

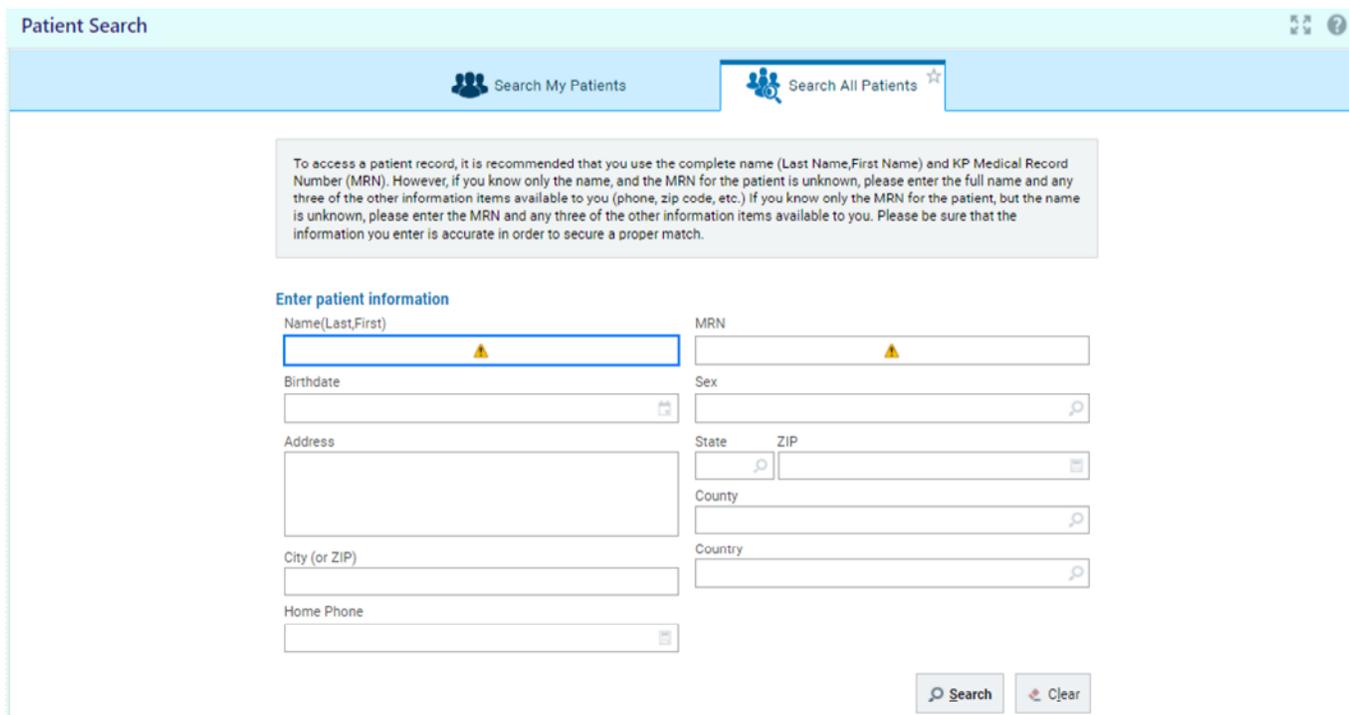
If you cannot find the patient on your Patient List, you will need to search for the patient using **Search All Patients**.



This screenshot is identical to the previous one, but the 'Search All Patients' button at the bottom left is circled in red to highlight it.

3. Search a new patient using the presented patient search criteria.

 **Note: To prevent data fishing, you must have valid and accurate patient information to locate a patient record.**



The screenshot shows the 'Patient Search' form. It has two tabs: 'Search My Patients' and 'Search All Patients' (which is selected). Below the tabs is a text box with instructions: 'To access a patient record, it is recommended that you use the complete name (Last Name,First Name) and KP Medical Record Number (MRN). However, if you know only the name, and the MRN for the patient is unknown, please enter the full name and any three of the other information items available to you (phone, zip code, etc.) If you know only the MRN for the patient, but the name is unknown, please enter the MRN and any three of the other information items available to you. Please be sure that the information you enter is accurate in order to secure a proper match.'

Below the instructions is the 'Enter patient information' section with the following fields:

- Name (Last,First) [input field]
- MRN [input field]
- Birthdate [calendar icon]
- Sex [dropdown menu]
- Address [input field]
- State [dropdown menu]
- ZIP [input field]
- County [input field]
- City (or ZIP) [input field]
- Country [input field]
- Home Phone [input field]

At the bottom right, there are 'Search' and 'Clear' buttons.

4. Verify the **patient's information and confirm your selection**. Once confirmed, click select to move to forward.

Xadttx, Afx - 7770164

Born 1/1/1970
52 y.o. Male

SSN: xxx-xx-0164
(H)
(W)

No e-mail address on file

Patient Employment
Status
Unknown

Select

Not the patient you were looking for?
Search Again

5. If the patient information is not correct, select “search again” to re submit your patient search



Note: Once a patient has been added to your Patient List, the name will remain on the Patient List for 1 year.

Navigating the tools tab

1. Click on the ellipsis (**3 dots**) on the top right page to view the available tools tab.

Referral Search Claims Grease Board Xadttx, Afx Menu Log Out

Snapshot Chart Review Results Review Flowsheets Problem List Medications Histories Face Sheet **Demographics** ...

Demographics

Basic Demographics
Name Xadttx, Afx
Ethnic Group Other
Marital Status Married

Contact Information
Address

Additional Info
Patient Type Test Patient - Do Not Bill

Patient PCP Information
None on File

Patient Contacts
None on File

Clinical Review
Snapshot
Chart Review
Results Review
Flowsheets
Problem List
Medications
Histories
Face Sheet
Growth Charts
Search Chart

Patient Profile
Demographics
Patient Chart Advisories
Documents
Misc. Reports
Coverages & Benefits

Referrals
Referral by Member

Claims
Claim by Member

Viewing Member Demographics

1. Complete the steps in **Patient Search** or select a patient from the **Patient List**.
2. Then, select **Demographics** to see patient's information displayed.

AX

Snapshot Chart Review Results Review Flowsheets Problem List Medications Histories Face Sheet **Demographics** ...

Afx Xadttx
Male, 52 year old, 1/1/1970
MRN: 7770164

COVID-19 Vaccine: Unknown
COVID-19: History 4/19/2021

Care Team: No PCP

Allergies: Not on File

ACCESS ENDS
1/7/2031

Basic Demographics
Name Xadttx, Afx
MRN 7770164
SSN xxx-xx-0164
Sex Male
Date of Birth 1/1/1970 (52 yrs)
Ethnic Group Other
Marital Status Married
Patient Status Alive
Sex assigned at birth
Gender identity

Contact Information
Address HONOLULU HI 96817
Phone (Home)
(Work)

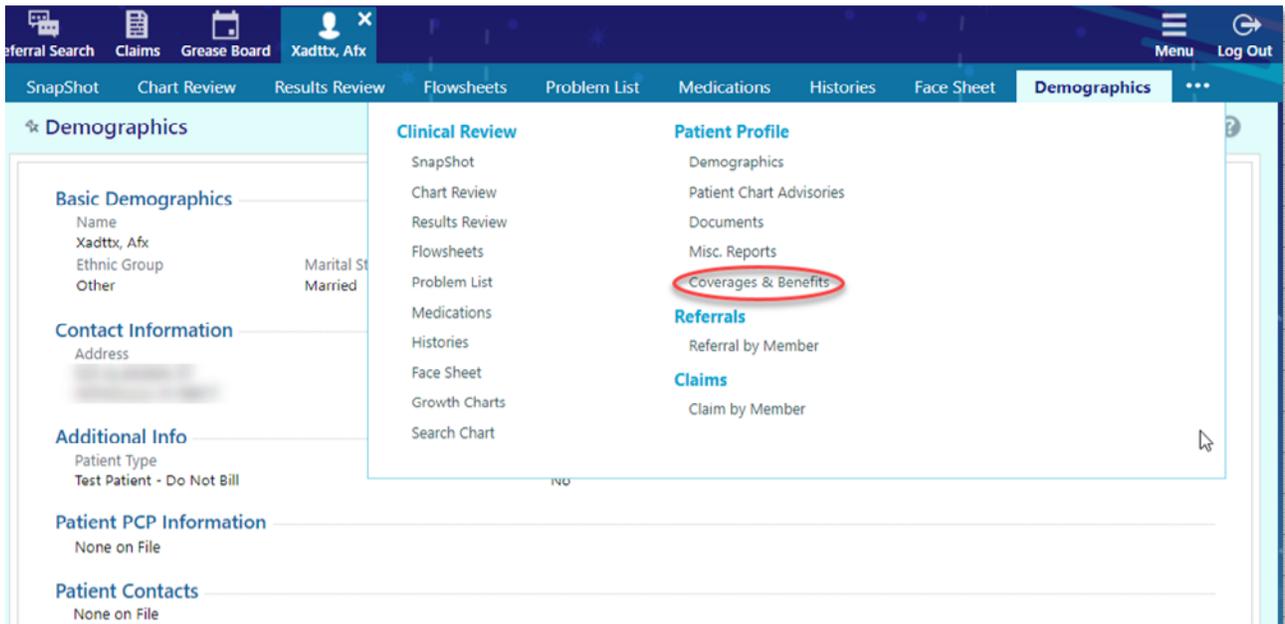
Additional Info
Patient Type Test Patient - Do Not Bill
Interpreter Needed No

Patient PCP Information
None on File

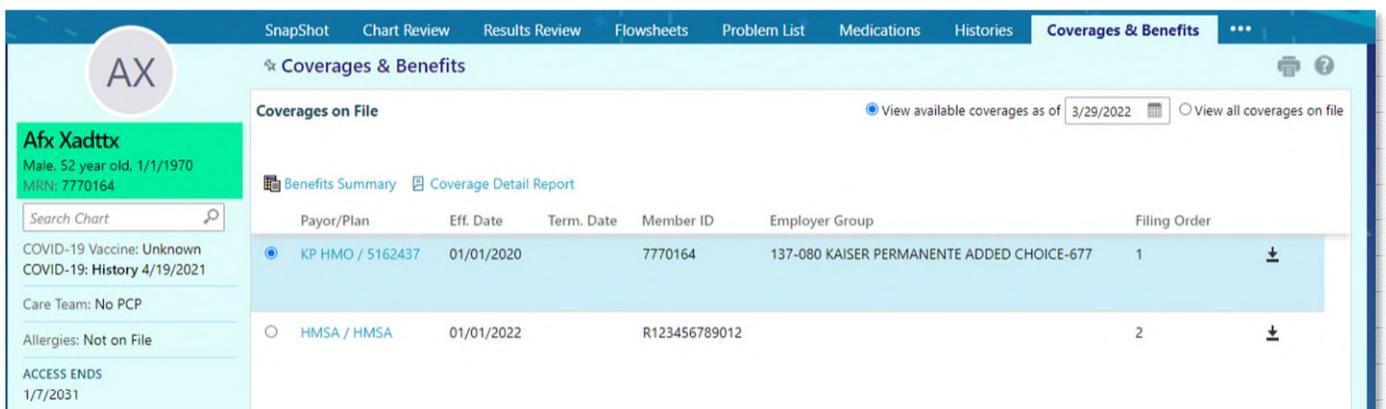
Patient Contacts
None on File

Viewing Coverages and Benefits Information

1. If a patient is not selected, complete the steps in [Patient Search](#) or select a patient from the [Patient List](#).
2. Then, click on the See More ellipsis (**3 dots**) menu option.



3. Select [Coverages and Benefits](#) to see patient's information displayed.
4. To view Payor/Plan, select the appropriate Coverage hyperlink.



*The lowest Filing Order number determines which coverage is primary for the patient.



Note: There may be multiple benefit records for your patient. Choose the record with the Effective date span for the benefit desired.

Viewing a Member's Clinical Information*

1. If a patient is not selected, complete the steps in [Patient Search](#) or select a patient from the [Patient List](#).

Clinical Review



Please note: *Not all users will have this functionality. It is best practice to always select your patient before proceeding to the Clinical Review tab. Otherwise you may encounter an error message.*

Once you have selected a patient who, you may proceed to the Clinical Review tab. When you select this tab the Snapshot page will come up by default, which gives you an overview of the patient information. A number of blue hyperlinks will lead directly to additional details as well.

The information you see does not necessarily represent the patient's complete medical record or complete medical history

*Patient clinical information is only available to users who were previously approved for clinical access

Viewing a Member's Clinical Information (cont.)

Patient Snapshot Sections

The following are the sections within Patient Snapshot.

- **Problem List:** Patient's active health conditions
- **Allergies:** Patient's current allergies
- **Immunizations:** Immunizations and injections that have been given in the past
- **Health Maintenance:** Gives you a quick overview of whether or not your patient has received Kaiser's recommended schedule of preventive care.
- **Significant History/Details:** Summary of patient's history
- **Medications:** All currently prescribed medications
- **Specialty Comments:** Basic patient information, e.g., language preference, etc.
- **Family Comments:** Special family comments

When	Type	Department	Provider	Description	Organization	ED Visit
01/22/2022	ED	ER MMC	Xmdox, Ipgeneralone, MD		KP Hawaii	ED Visit
03/02/2020	Admission (Discharged)	5 EWA MMC	Tom, Richard Dana (M.D.), MD		KP Hawaii	
03/02/2020	Admission (Discharged)	2W MMC	Tom, Richard Dana (M.D.), MD		KP Hawaii	

Chart Review

Search Chart box: Users can enter text to search for specific information. Click *the appropriate tab* to view pertinent patient information

- Encounters
- Laboratory
- Imaging
- Medications meds.
- Procedures/Pathology
- Cardiovascular
- Detailed record of Patient visit
- Lab Results
- Written reports for radiology studies. *Actual images not available.*
- Medication record including current, historical and d/c'd
- Pathology reports
- Written reports for cardiology studies. *No EKG tracings at this time.*

Viewing a Member's Clinical Information (cont.)

Chart Review

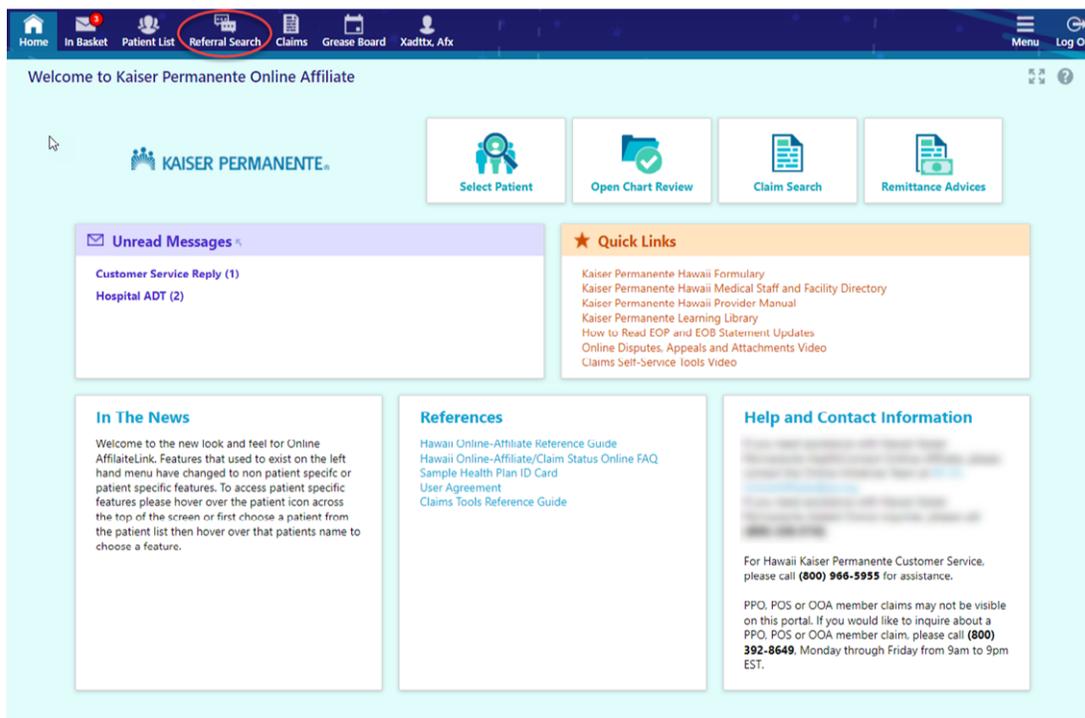
- Eye Procedures departments.
- Notes/Transcriptions
- Media
- Episodes
- Letters
- Referrals
- Miscellaneous Reports
- Other Orders
- Certain procedures from Ophthalmology and Optometry
- Progress notes and other extracts from the patient record
- Future home of scanned images. Currently inactive.
- Linked multiple encounters, e.g., for pregnancy, surgery, etc.
- Record of departmental correspondence with patient
- Approved referrals and their status
- Examples: Health Maint. Records, off-work/light duty approvals, etc.
- Examples: Consent forms, immunization records



Note: Scanned documents and images are not viewable in Online Affiliate at this time.

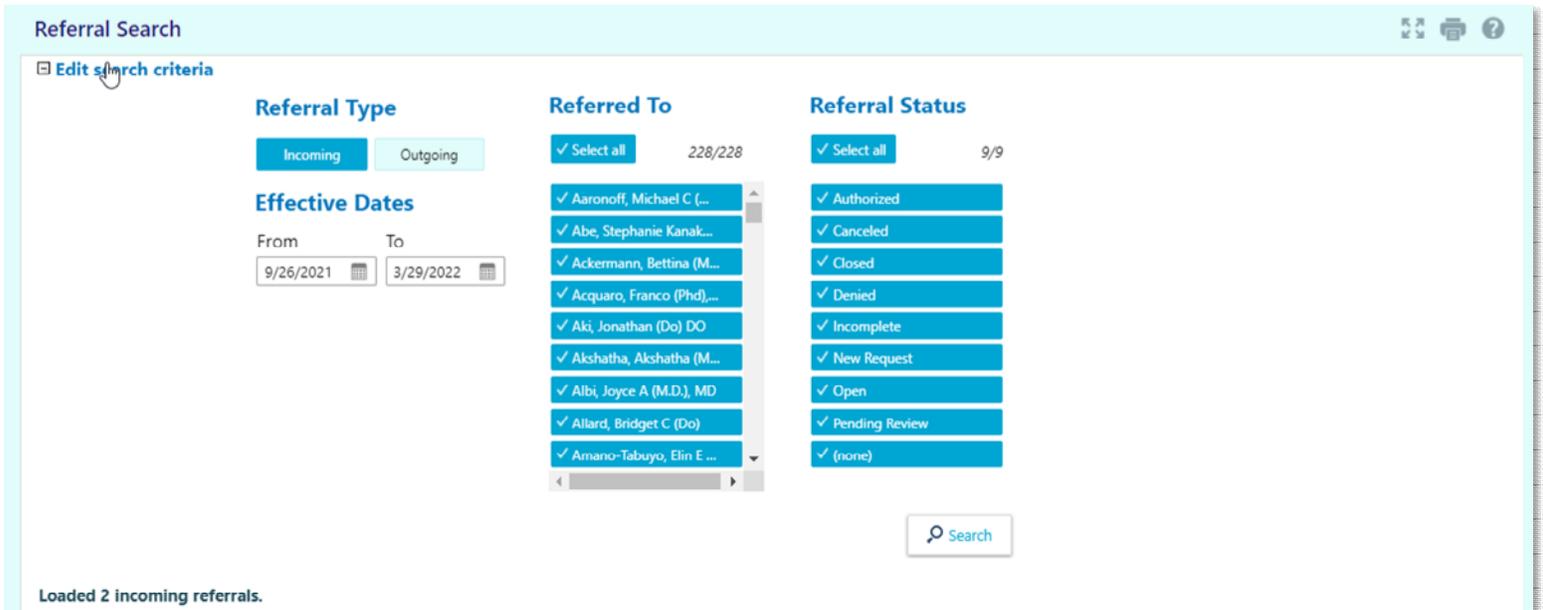
Referral Search*

1. Click on Referral Search from the top menu option (feature not available in all regions or to all Online Affiliate users)



The Referral Search window displays.

2. Search for referrals by selecting the appropriate criteria from the selection buttons.
3. Click Search



*Referral feature is not available in the following Online Affiliate regions: Northern California

Referral Search (cont.)

The below screen will be displayed.

Referral ID	Patient Name	Status	Sched Status	Priority	Referred by Provider	Referred to Provider	Referred to Location	Starts	Expires
133263224	Xepicxxspringugrdx, Kfk	Closed		Routine	C. Kapiolani Med Ctr W And	C. Kapiolani Med Ctr W And	KAPIOLANI MED CTR W AND C	03/27/2021	03/27/2023
3262868	Test, Arbitrana	Authorized		Routine		Punjabi, Anil H (M.D.), MD	MHS MAUI MEMORIAL MEDICAL CENTER	03/01/2021	03/01/2022

Click the appropriate referral ID number Hyperlink to view the Referral Details as shown below.

Referral Search > Referral Details

Referral # 133263224

Referral

Basic Referral Info

Referral Info

Patient	Referral #	Referral Date	Priority	Type	Home Deployment
XEPICXXSPRINGUGRDX,KFK	133263224	03/27/2022	Routine	Inpatient Service	KP HAWAII MASTER - REGNHIM

Referred By

Referred By	Source Loc/POS
C, Kapiolani Med Ctr W And	none

Referred To

To Provider	To Loc/POS	Specialty	Reason
C, Kapiolani Med Ctr W And	KAPIOLANI MED CTR W AND C	none	inpatient service

Referral Status Info

Referral Status

Status	Decision Date	Expiration Date
Closed	3/28/22	3/27/23

Diagnosis Codes

R07.1 (ICD-10-CM) - CHEST PAIN ON BREATHING

Services Details

Procedure Code	Code Type	Modifiers	Revenue Code	Requested	Approved	Used	Tot. Price	Pat. Portion
204481 - INPATIENT CARDIOLOGY CONSULT	Custom			1	1			

Scheduling Info

Scheduling Status: none
Schedule By Date

Appointments (0)

None

[← Back](#)

Claim Search

1. Click **Claim Search** on the **Claims** tab from the Activity Bar.
2. Enter any combination search criteria to generate search results: provider name, Tax ID, Vendor, Member ID, or Claim ID.
3. Toggle the date criteria (*From date, To date*) to narrow down your claim search.

Claim Search | Remittance Advice Search | Submitted CRM Search | Request For Information

🔍 Claim Search

Search for vendor, tax ID, provider, member ID, claim ID...

From date: 2/12/2021 | To date: 3/29/2022

Advanced Search

Vendor: | Tax ID: 113358535 | Provider:

Member ID: | Claim ID: | Submitted ID:

Check Number: | Billed Amount: Min Max

Claim Type: Any | CMS | UB

Claim #	Member ID	Svc Frm Dt	Vendor Tax ID	Status	Clm Rcv Dt	Provider	Vendor	Member Name	Provider NPI	Net Payable	Check #
430	8141539	01/19/2022		Denied	01/19/2022			Xkpcoc, Ksetchzuv		0.00	Z1200
428	8141537	01/19/2022		Paid	01/19/2022			Xkpcoc, Invpwmevp		50.00	12000
060	8141533	06/30/2021		Paid	06/30/2021			Xkpcoc, Ydnycsawhs		200.00	12000
259	8141533	03/08/2021		Paid	03/08/2021			Xkpcoc, Ydnycsawhs		50.00	12000

Claim Search (cont.)

4. Click on a Claim number and the **Claim Review Report** will display.

Claim Search | Remittance Advice Search | Submitted CRM Search | Request For Information

Claim Search > Claim Review Report

View RA

CMS Claim #22

Status
Paid

Adjudication
 Billed for **\$50.00**
 Allowed: \$50.00
 Patient Total: - \$0.00
Net Payable: \$50.00
 Interest: + \$0.00
 Penalty: + \$0.00
Total Payment: \$50.00

Payment

Check/EFT	Date	Amount
12	01/19/2022	\$50.00

Coverage
 14439-001
 KP HMO - 5518560
 Subscriber: Self

Member	Member ID	Effective from
Irvpwmevp Xkpcx	8141537	1/1/2019

Billing Info

Vendor	Place of Service	Provider

Supervising Provider

Authorizations
 No authorization information is available.

Processing

Service Date:	Received:
1/19/2022	1/19/2022

Diagnoses

#	Code	Diagnosis	Qualifier
1	R50.9	FEVER, UNSPECIFIED	

Note: Details under the **Claim Codes** section will not populate until the claim has been processed.

Claim Codes

Claim-Level
 No claim-level claim code.

Service-Level
 Code
 AJI03 - INFO, OVERTURNED AFTER REVIEW

Note: To obtain additional information regarding denied claims, use the Denial Code Details tip sheet linked at the bottom of the Claims Review Report.

Denial Code Details

If you would like clarification on denial codes in the claim code summary select [this link](#). This table displays clear reason for denial services billed and what actions can be taken.

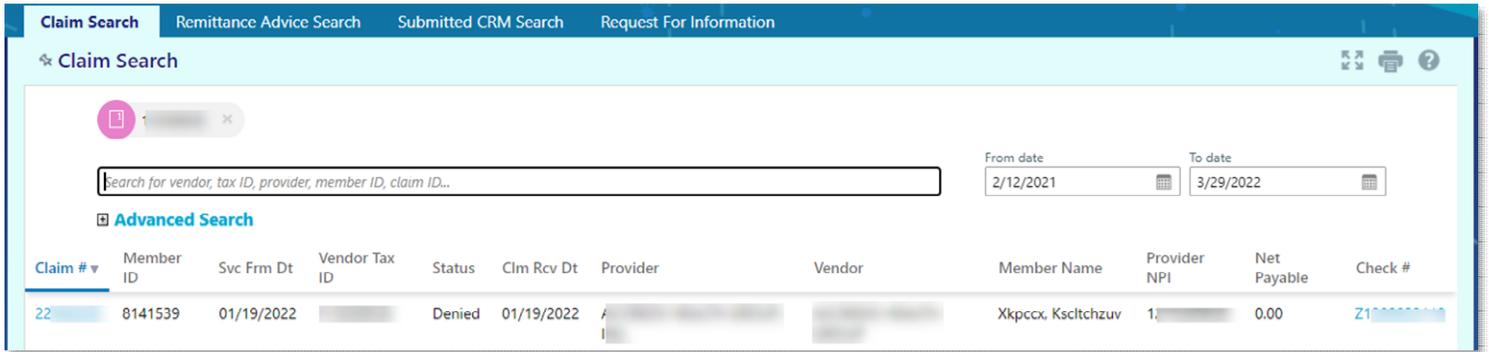
KP HealthConnect™
 Online Affiliate

**DENIAL
 DESCRIPTION
 TABLE**

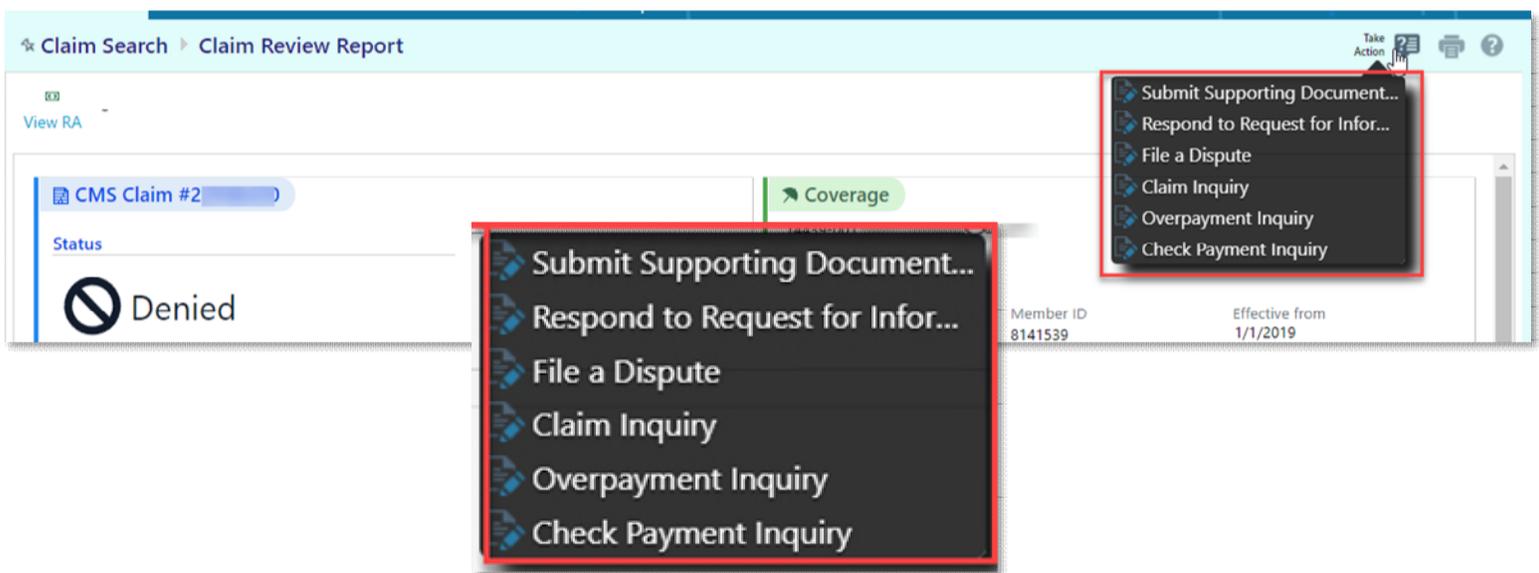


Submitting Claim Inquiry, Dispute Appeals, or respond to KP Request for Information

1. As described in the Claims Search section, locate the claim to submit a claim inquiry, dispute, appeal or other claims "Take Action".
2. Select the appropriate Claim Number from your search results.



3. Once the claim detail report is open, the **Take Action** icon will be available to select an option from the dropdown



4. If the selection is to disputes payment/denial, the below questionnaire dialogue box **image 1** pops up.
5. if selection is to upload claim documents, the below questionnaire dialogue box **image 2** pops up.
6. otherwise, if you wish to submit an inquiry on a claim **image 3** pops up with the listed options

Image 1

The screenshot shows the 'File a Dispute' dialog box. It has a title bar 'File a Dispute' and a subtitle 'You have 60 days from paid date to submit a dispute'. Below the subtitle are fields for 'Priority' (set to Routine) and 'Site' (set to TEST PROVIDER GROUP). Below these fields is a 'Records' table with the following columns: Claim #, Member ID, Svc Frm Dt, Vendor Tax ID, and Status. The table contains one row of data: Claim # 22, Member ID 8141539, Svc Frm Dt 01/19/2022, Vendor Tax ID 35, and Status Denied. Below the table is a 'Disputing Payment Denial Questionnaire' section with two text input fields: 'Dispute Amount' and 'Dispute Reason'. Below the input fields are 'Submit' and 'Cancel' buttons.

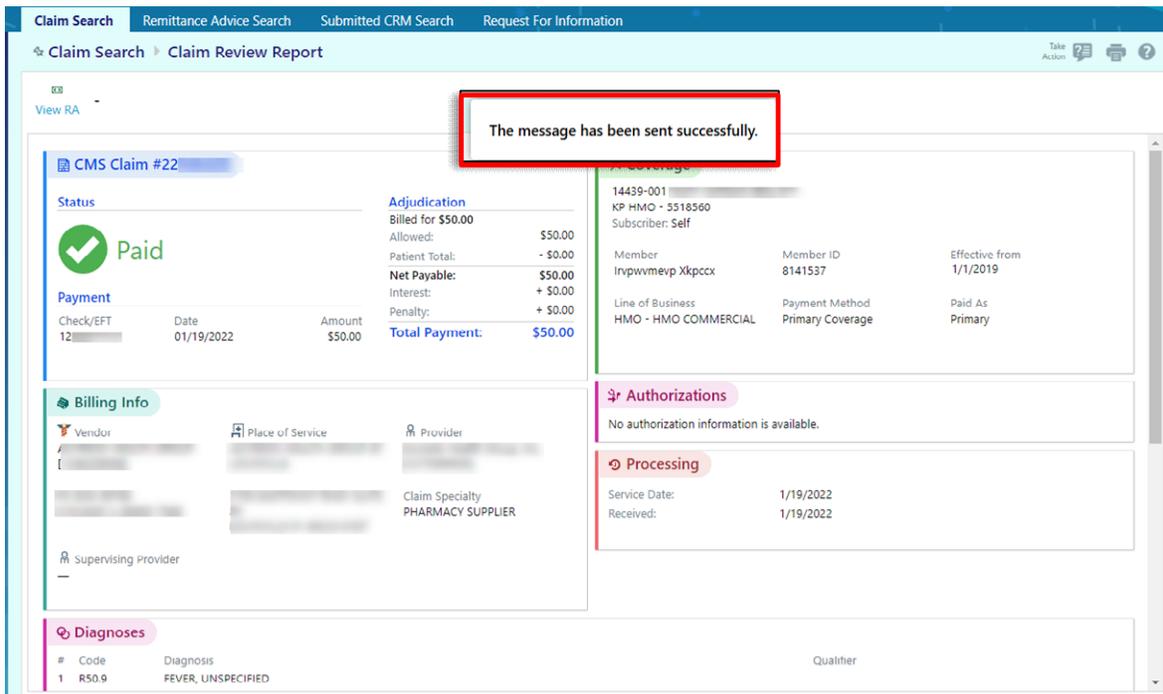
Image 2

The screenshot shows the 'Submit Supporting Documentation' dialog box. It has a title bar 'Submit Supporting Documentation' and a subtitle 'You have 60 days from paid date to submit a dispute'. Below the subtitle are fields for 'Priority' (set to Routine) and 'Site' (set to TEST PROVIDER GROUP). Below these fields is a 'Records' table with the following columns: Claim #, Member ID, Svc Frm Dt, Vendor Tax ID, and Status. The table contains one row of data: Claim # 22, Member ID 8141539, Svc Frm Dt 01/19/2022, Vendor Tax ID 11, and Status Denied. Below the table is a 'Requested Documentation Questionnaire' section with a text input field and a 'Search' button. Below the input field is an 'Add' button. Below the 'Add' button is a 'Details' section with a text input field. Below the input fields are 'Submit' and 'Cancel' buttons.

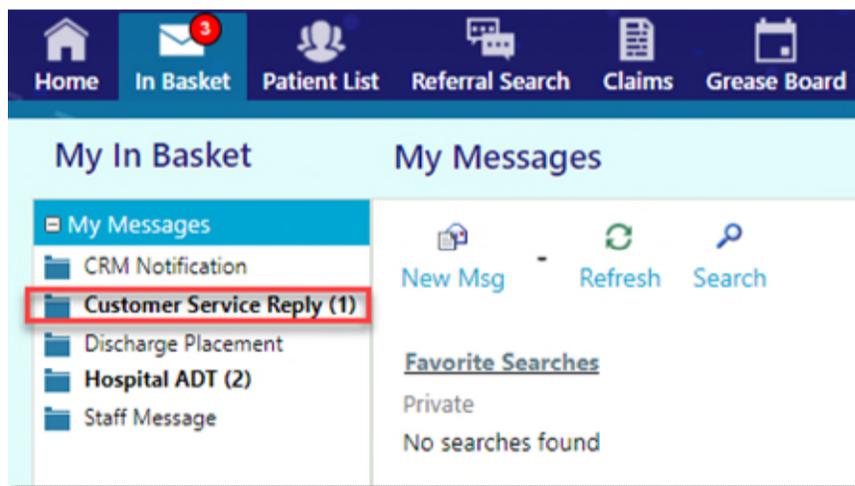
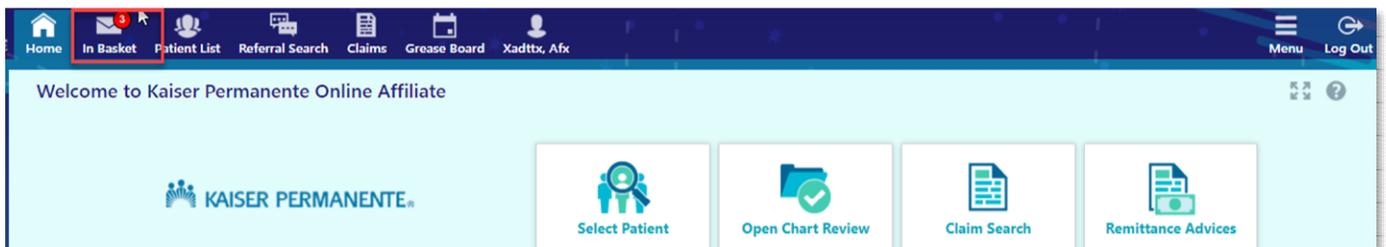
Image 3

The screenshot shows the 'Claim Inquiry' dialog box. It has a title bar 'Claim Inquiry' and a subtitle 'You have 60 days from paid date to submit a dispute'. Below the subtitle are fields for 'Priority' (set to Routine) and 'Site' (set to TEST PROVIDER GROUP). Below these fields is a 'Records' table with the following columns: Claim #, Member ID, Svc Frm Dt, Vendor Tax ID, and Status. The table contains one row of data: Claim # 22, Member ID 8141539, Svc Frm Dt 01/19/2022, Vendor Tax ID 11, and Status Denied. Below the table is a 'Claim Inquiry Questionnaire' section with a text input field and a 'Search' button. Below the input field is a 'Details' section with a text input field. Below the input fields are 'Submit' and 'Cancel' buttons. A dropdown menu is open from the 'Search' button, showing the following options: 'Please make a selection', 'Please select one of the following inquiry options:', 'Search Matches:', 'Name', 'Claim is in a Denied Status', 'Claim was Underpaid', and 'Claim is In Progress Status'.

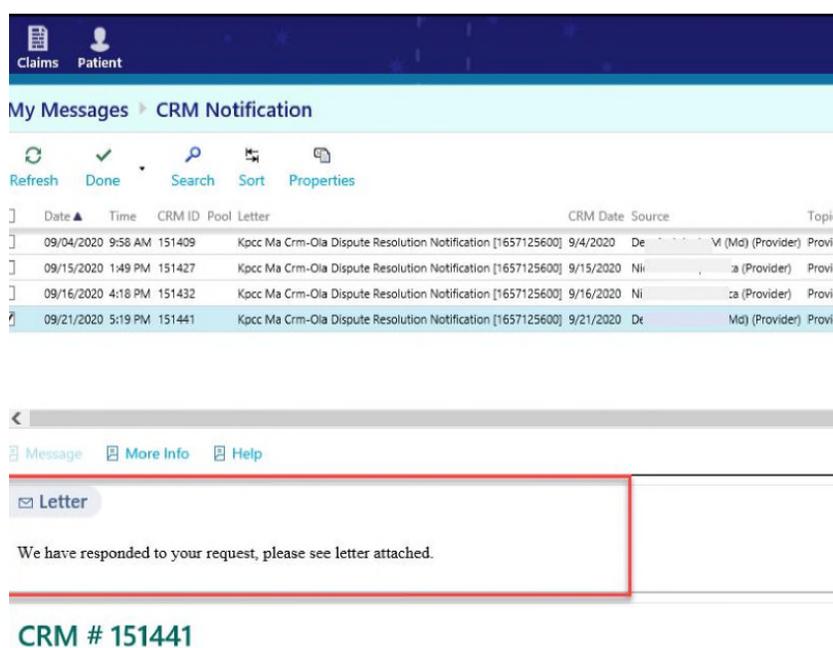
6. Once dispute/appeal or claim supporting documents are uploaded, you will receive a confirmation of successful submission indicating “*The message has been sent successfully*”.



7. **Acknowledgement Letter:** You will receive an Acknowledgement Letter for all submission via your in-basket. These are automated responses from your submission and documentation for your records. The automated responses will be in the Customer Service Reply folder under My Messages (see figures below)



8. **Resolution Letter:** Once the submission is reviewed and determination made, the Kaiser Permanente reviewer will send a Resolution Letter to your in-basket.



Help and Contact Information

If you forget your password, you may reset your password by completing the steps in **Forgot Password** located on the **Sign-On** page at kp.org/providers.

Sign on

Kaiser Permanente affiliate providers and medical office staff:
Please sign on to gain access to secure features.

User ID

Password

Sign on

[Register now](#) if you need a User ID and password.
[Forgot your User ID or password?](#)

Should you need to reach out for assistance, please use the following contact information

Region	Method of Contact
Northern California	Online Affiliate Support Webform
Southern California	
Colorado	
Georgia	
Hawaii	
Maryland/Virginia/DC	KP-MAS-OnlineAffiliate@kp.org
Oregon/SW Washington	NW-Provider-Relations@kp.org

 **Note:** that this list is subject to change, please refer to the [Community Provider Portal](#) site for the most current information.