



Provider topics	Resource	Supporting Documents and Notes
Treatment Extension Requests (TER): <ul style="list-style-type: none"> • Submitting forms • Questions about status of request • Questions about expiration of request • Questions about authorization decisions 	Regional Referral Center at 503-813-4560 or email referral.center@kp.org	To avoid delays please submit clinical documentation to support your request for prior authorization at least 2 business days prior to services rendered (e.g. most recent progress note, updates or changes to assessment, and updated treatment plan). If you have questions about the status of your treatment extension request, please call us  TER Template.docx
Denials: Peer to Peer Discussions and Communication	Peer to peer review of decision: Regional Referral Center at 503-813-4560 Requesting copy of communication or additional instructions: Utilization Review Coordinators at 503-813-2428	The denial letter includes instructions on appealing the decision. You have the right to discuss the decision with the clinician that made the determination to issue partial or full denials. Members may call these departments as well.
Communicating access: <ul style="list-style-type: none"> • Temporary closure to new members • Accepting new members 	KPNW-External-MH-Providers@kp.org	N/A
Case consultation and/or questions about treatment options: <ul style="list-style-type: none"> • Discuss additional services (such as a higher level of care need) for a member 	Utilization Management Team UM-MHReferral-request-KPNW@kp.org	 Case Consultation Template.docx
Billing and Claims Issues: <ul style="list-style-type: none"> • Confirm member eligibility • Review claims status • Submit a claims appeal • Submit a specialist and DME Referral Request • Get access to the cost estimator • Confirm authorizations 	Check the Community Provider Portal Northwest Region - Home (kaiserpermanente.org) or call 1-866-441-1221 to speak with someone	
Get access to the provider portal	Email NW-Provider-Relations@kp.org to request access Already have access? Here's the link: Kaiser Permanente Sign On (kp.org)	