



Network Development and Administration
393 East Walnut Street – 7th Fl.
Pasadena, California 91188
(626) 405-3240

USPS Certified Mail, Return Receipt Requested

October 25, 2023

RE: Updated Information for Current Contract with Kaiser Foundation Hospitals

Dear Provider,

We are providing this notification to inform you of the availability of Kaiser Permanente's Network Development and Administration's (ND&A) Provider Manuals for Southern California contracted institutional providers and other useful provider information on our Southern California Community Provider Portal (CPP) website. These documents provide valuable information related to the performance of the parties' respective obligations under the current contract. All the documents are provided to you to support the current contractual relationship, and to maintain compliance with applicable California laws and the licensure of Kaiser Foundation Health Plan, Inc. If you are participating in our Self-Funded product, we have also included information for this product. Please access the documents via this link:

<https://healthy.kaiserpermanente.org/southern-california/community-providers/provider-info>

This link will take you directly to the following documents and annual disclosures:

- The 2024 versions of the Southern California Provider Manuals for Contracted Institutional Providers
 - HMO Provider Manual for Contracted Institutional Providers
 - Self-Funded Provider Manual for Contracted Institutional Providers
- AB1455 Fee Schedule Confirmation
- Collection of Member Cost Share
- Notification for Psychiatric Emergencies and for Authorization for Post-Stabilization Care for Southern California Members (EPRP, OURS Notification)
- Member Service Call Center (Interactive Voice Response System)
- Cover Letter Member Grievance
- Member Grievance Appeal Medicare
- Member Grievance Appeal Form Non-Medicare
- NCQA Access to Care Decisions and Availability of Utilization Management Criteria/Guidelines
- Language Assistance Program (LAP) Information
- Provider Quick Reference Guide
- Impact Spending
- Skilled Nursing Facility Non-Emergent Transportation
- Recommended Home Health and Hospice Codes
- Provision of Ancillary Health Care Services to KP Members in Post-Acute or LTC Facilities
- Cost Sharing for Members Dually Enrolled in Medicare and Medicaid

- Kaiser Permanente Southern California Address/Phone/Fax/Email Change Form

For additional Medi-Cal information, including but not limited to Proposition 56, Coordination of Benefits and Medi-Cal Cost Avoidance, and Cultural Sensitivity Training, please visit:

<https://healthy.kaiserpermanente.org/southern-california/community-providers/medi-cal>

Please feel free to disseminate the link to others in your organization, including those involved in providing services to Kaiser Permanente members and those administering your agreement with Kaiser Permanente.

Included in your mailing is a hardcopy of the 2024 Kaiser Permanente Payor List (Including Self-Funded Plan Sponsors). Please review and retain this hardcopy communication with your contract documents. Also included is an Address/Email/Information Change form for Contracted Institutional Providers to submit updates to ND&A via email, fax, or mail. Submission of provider information via the CPP will become automated at some point in the future.

In addition to the above, claims-related information, including without limitation, Kaiser Permanente's Claims Settlement Practices & Provider Dispute Resolution disclosure, which includes an updated copy of our current Clinical Review Payment Determination Policy, can be accessed via the following link:

<https://healthy.kaiserpermanente.org/southern-california/community-providers/claims>

Among the updates to the HMO Provider Manual, please note: Section 17.8 (Access and Availability) has been updated to describe your obligations relating to access and availability of covered services. In addition, our current Clinical Review Payment Determination Policy has been updated to incorporate language related to level of care review, the short stay (2 midnight rule), and "Do not bill" events, which are commonly referred to as hospital-acquired conditions.

We urge you to carefully review the documents made available via the above-listed links because they contain changes which may apply to you and the way your claims will be processed and reimbursed.

If you have any questions or concerns relating to the updated Provider Manuals or the above-listed documents, please contact us immediately at the following address, email, or telephone number.

Kaiser Permanente, Network Development and Administration Department
393 East Walnut Street, Pasadena, California 91188
Phone (626) 405-3240 Email: NDANDA-providerrelations@kp.org

Sincerely,
KAISER FOUNDATION HOSPITALS
Southern California Region

By: 

Richard Snader
Vice President
Network Development and Administration
Southern California and Hawaii Regions