

Provider Reference Guide



Southern California Community Provider Portal (CPP) and Online Affiliate (OLA)

Eligibility Verify member eligibility and benefits	Authorizations View authorizations and policies	Claims View claims and billing information
Member information View member medical records and more	Provider Information View provider manual and more	Medi-Cal Medi-Cal for providers
Pharmacy View formulary, policies and more	Emergency services Emergency services for providers	Online Provider Tools Register for online access

View Online: **Community Provider Portal** [\(Click Here\)](#)

- Online-Clinical Access to KP Member's Medical Records
(Access is Limited to Licensed Healthcare Professionals)
- Online-Administrative Access to KP Members, Membership status, Benefits & Eligibility
 - ♦ Online Provider Disputes
 - ♦ RFI Requests
 - ♦ Online Claim Status

Online Affiliate: **New Group / User Registration** [\(Click Here\)](#)



Service	Contact	Telephone	Submission Address
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HMO/DHMO/Senior Advantage Products / CMS1500 submission			
Benefits & Eligibility	Member Service Call Center	888-576-6789	Kaiser Foundation Health Plan, Inc. Claims Administration Department P.O. Box 7004 Downey, CA 90242 -7004 EDI Pavor ID #94134
Claims	Claims Call Center	800-390-3510	
EDI	National Claims Administration	866-285-0361	

Self-Funded Product / CMS1500 submission			
Self-Funded: Benefits, Eligibility, Claims		800-533-1833	KPIC Claims Administrator P.O. Box 30547 Salt Lake City, UT 84130-0547 EDI Payor ID #94320
EDI		888-633-0835	

Accounts Payable /OneLink / Invoice Submission				
Invoicing Include: KP Contact Name/Title KP Phone Number GL String "Pay To" remit address KP Reference ID#		kp-ap-invoice@kp.org	888-576-6789	Kaiser Permanente Accounts Payable P.O. Box 12929 Oakland, CA 94604

Service	Contact	Telephone
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Council for Affordable Quality Healthcare (CAQH)		
	https://proview.caqh.org/PR/Registration	888-599-1771

Compliance		
Report suspected wrongdoing	www.kp.org/compliance	888-774-9100

Credentialing		
All Credentialing Requests	kaiserpermanente.regionalcredentialing@kp.org	626-405-3147

Formulary		
KP's On-Line Formulary	http://online.lexi.com/login	Log-in: <i>Scalformulary</i> Password: <i>Kaiser</i>

Institutional Services Contracting		
Network Development & Administration (ND&A)	NDandA-ProviderRelations@kp.org	626-405-3240

Professional Services Contracting		
Affiliated Provider Services (APS)	kp-scal-professional-contracting@kp.org	626-405-3289

Regional Behavioral Health Team		
	scal-bh-Panel@kp.org	626-381-7252

Regional Quality Assurance		
	scal-quality-and-regulatory@kp.org	626-405-6482

Utilization Management		
UM Criteria and Guidelines		626-405-3130

Referral and Authorization Contact Information

All referral and authorization requests should be made to the Outside Referral Department in the patient's home service area.

AREA	TELEPHONE NUMBER	AREA	TELEPHONE NUMBER
Antelope Valley	661-729-7108	Riverside	951-602-4294
Baldwin Park	562-622-3880	San Bernardino County	909-609-3262
Coachella Valley/Yucca Valley	951-602-4294	San Diego	619-589-3360
Downey	562-622-3880	South Bay	310-816-5324
Kern County	661-852-3482	West Los Angeles	323-783-4401
Los Angeles	323-783-4401	West Ventura	805-477-7720
Orange County	714-564-4150	Woodland Hills	805-477-7720
Panorama City	818-375-2806		