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List of Healthcare Benefit Managers (HCBMs)

Kaiser Foundation Health Plan of Northwest (KFHPNW) utilizes Health Care Benefit Managers for certain services. Below is a list of Health Care Benefit Managers we use along with a brief description of the services they provide.

Careington International Corp: Dental provider network access and management.

Complementary Healthcare Plans, Inc. dba Heraya Health: Alternative care provider network access and management; utilization management; and claims processing.

DenteMax, LLC: Dental provider network access and management; and claims processing.

First Choice Health Network, Inc: Provider network access and management; claims repricing.

Government Employees Health Association, Inc: Dental provider network access and management.

HRGI: Claims processing and repricing.

MedImpact Healthcare Systems, Inc: Pharmacy network access and management, including prescription drug claims pricing, payment, and reporting for network pharmacies that are not owned and operated by Kaiser Permanente.

MultiPlan, Inc: Claims processing and repricing.

P&R Dental Strategies, LLC: Claims processing and repricing.

Permanente Dental Associates, PC: Provider network management.

Planned Administrators, Inc (PAI): Dental claims processing and repricing; prior authorization and post-claims utilization review of dental services; dispute resolution, grievances, and appeals relating to dental benefit determinations.

Radiant Services, LLC (Formerly: Accenture, LLP): Claims processing and repricing.

Relation Insurance Services (Formerly: HRGi, Inc. & Exponent Health): Claims processing and repricing.

Zelis Healthcare, LLC: Dental provider network access and management.

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