

# Kaiser Permanente Plus™ members

## Kaiser Permanente Plus: Information for providers

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The Kaiser Permanente Plus plan offers Washington Kaiser Permanente members the opportunity to access care from any licensed out-of-network provider, regardless of whether the provider is contracted with Kaiser Permanente. For these plans, providers who are not affiliated with the Options network are considered out-of-network. Members do not need a referral to use their limited out-of-network benefits.

### Out-of-network coverage

#### Medical claims

Mail all medical claims to:

**Kaiser Permanente Claims Administration**

P.O. Box 30766

Salt Lake City, UT 84130-0766

Contact our Provider Assistance Unit with questions or to verify eligibility or check on a claim.

Call **1-888-767-4670** (TTY **711**) and follow the prompts. Representatives are available Monday through Friday, 7 a.m. to 5 p.m. (except holidays).

#### Medical visits

This plan covers up to 10 out-of-network medical services for certain physician, laboratory, and radiology services per year, combined.

#### Prescriptions

For Washington Kaiser Permanente Plus members, prescriptions can be filled through either of 2 options:

- **For a lower cost:** Prescriptions can be filled through a Kaiser Permanente pharmacy or through Kaiser Permanente's mail-order pharmacy.
- **For a higher cost:** Prescriptions can be filled at a member's choice of pharmacy within the OptumRx pharmacy network, which includes up to 65,000 pharmacies. The number of prescriptions covered out of network is limited to 5 fills (with a 30-day supply each) per plan year. Specialty pharmacy drugs are not covered out of network.

For questions about out-of-network pharmacy benefits and claims, call **1-888-901-4636**.

Our mail-order pharmacy can be reached at **1-800-245-7979** (TTY **711**). Members may also refill prescriptions online at [kp.org/wa/pharmacy](https://kp.org/wa/pharmacy).

To determine if a medication is on the Kaiser Permanente formulary or to speak to a pharmacist, call **1-800-245-7979** (TTY **711**).

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## Fulfilling laboratory and image orders

For Kaiser Permanente Plus members, orders for laboratory and imaging can be fulfilled through these options:

- **For a lower cost:** Orders can be filled at a Kaiser Permanente facility. These orders will not count toward the member's 10 out-of-network medical services limit. Instructions for bringing orders from an out-of-network provider to a Kaiser Permanente facility are below.
- **For a higher cost:** Orders can be filled at any licensed out-of-network provider. These orders will count toward the member's 10 out-of-network medical services limit.

### Laboratory

To order blood tests at a Kaiser Permanente medical office, please fill out a universal requisition with the information below along with your signature and provide this to the member.

- Provider's name
- Address
- Phone and fax numbers
- Member name
- Date of birth
- ICD-10 diagnosis code
- Test name

Members may go to any Kaiser Permanente laboratory for blood or urine specimen collection. Other clinically collected specimens, rapid strep, wound culture, throat culture, or Pap test require an appointment at a Kaiser Permanente facility. Please have the member schedule these collections with the Kaiser Permanente appointment line at **1-800-297-6877 (TTY 711)**, 24 hours a day, 7 days a week.

Providers who have questions may call **206-630-4545**, option 6, from 8 a.m. to 4:30 p.m.

When all testing is complete, the results will be faxed to your office.

### Radiology

All Kaiser Permanente medical centers offer general radiology.

To order a radiology exam, please fax a script to the Kaiser Permanente Radiology Call Center at **1-844-660-0675**.

For routine X-ray exams, members can walk in, without an appointment, to any Kaiser Permanente radiology facility and provide their script.

Orders for certain advanced studies – including MRI, CT, and PET scans – require an appointment at a Kaiser Permanente facility and are only covered under a member's in-network Kaiser Permanente benefit. External orders must be faxed to the Kaiser Permanente Radiology Call Center at **1-844-660-0675**.

Please have the member call the Kaiser Permanente Radiology Call Center at **1-877-751-4284**, Monday through Friday, 8 a.m. to 5 p.m.

To request radiology digital images on CD along with the reports, call the Kaiser Permanente Washington Imaging Film Library at **1-877-751-4284**, option 4.