2025 Kaiser Permanente Attestation Portal Overview

0:00
And recorded.

0:02
Thank you for joining us today as we introduce Kaiser Permanente's newest tool, the online Attestation Portal.

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This platform has been developed to simplify and enhance the attestation process for contracted practitioners and to improve the accuracy of both online and print directories, ensuring that our members have access to the correct and most up to date information.

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In today's session, we will be covering the following key topics, an introduction to the Online Attestation Portal, key features and benefits of the portal and a step by step guide on how to navigate it.

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For the Q&A session, Please note that they will be attached to the presentation and address any questions submitted via chat during our live demonstrations.

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The Online Attestation Portal was specifically developed to streamline and enhance the management of our directories, both print and online, by ensuring that we meet compliance with regulatory standards and member needs.

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When it comes to the portal, we have quite a few key benefits, so the first is that it is specifically designed for the contracted practitioner.

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This allows any contracted practitioner to conveniently update their personal details and practice location, ensuring that the information remains accurate and up to date.

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We follow the general 90 day attestation cycle, giving every user 90 days to ensure that their information is correct.

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We also have integration with kp.org.

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All fields within the portal are linked directly to the information available on kp.org.

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This tool will improve directory accuracy through our quarterly access stations.

2:00
So every 90 days we'll be asking that contractor practitioners go in and update their information, whether it's updating a single line or testing assets, ensuring that our members get the most up to Few things that you will see within the portal include organization details, so information about a facility, personal details such as demographic information, name, gender, language, specialty information, panel status and plan acceptance.

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When it comes to the end to end process, the way the attestation is structured is through quarterly campaigns.

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So each quarter, our administrative team will compile a roster of contracted providers will participate in the attestation campaign.

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From that roster, we will load it into the attestation portal so that we can kick off an e-mail notification.

3:18
Practitioner selected for the campaign will receive an introductory e-mail outlining how to access and complete their attestation.

3:28
In that e-mail, you will have portal access.

3:32
Once logged into the portal, practitioners will be able to view the most current information we have for them on file.

3:38
It will have 90 days to review, update and to test the accuracy of this information.

3:45
Once attested, any changes made within the portal will be reviewed by the appropriate KP markets and, if approved, updated in the directories.

3:56
This meeting is being recorded.

4:02
So what does this process look like for you?

4:05
To begin, you will be receiving an introductory e-mail.

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This e-mail will explain the purpose of the portal, outline any prerequisites, and provide guidance on what to expect before the access station process begins.

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It'll also include a link to Online Affiliate.

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In order to gain access to the portal, you will need to have an account with Online Affiliate.

4:41
The next e-mail is the action needed.

4:43
e-mail.

4:45
This is a critical e-mail signaling the start of your 90 day attestation.

4:50
Once you receive this e-mail, the attestation process for your medical organization will officially begin.

4:58
You will get bi weekly reminders for the first 60 days of the campaign.

5:04
These reminders will provide you with the deadline and remind you to attest for your medical organization.

5:12
In the last 30 days you will be asked you will receive that e-mail weekly.

5:20
The action needed emails and the reminders will only reach you until you attest your information.

5:27
Once the information is attested, you will no longer receive them until the start of the next 90 day cycle.

5:37
Now we will walk through a demo and Please note that before I share that we are using a test environment, the final product will look slightly different once the attestation goes live.

5:49
This meeting is being recorded.

5:54
All right, let's say you received the action needed e-mail and you select portal link.

5:59
The portal link will actually take you to the community provider portal for users in Washington.

6:07
It will bring you to the Washington dedicated community provider portal, which is here.

6:17
In order to get into the online of, I'm sorry, the attestation portal.

6:22
You will be selecting the KP online affiliate link up at the top.

6:28
Let's select sign on.

6:30
If you cannot have an account, please go ahead and enroll and register for providers in Washington.

6:40
You have two ways of signing on.

6:41
You can either go to provider support and in the near future we will have the attestation portal link here or you can sign in through one help port.

6:53
Both links in Washington and this link up here will bring you twice on sign on page.

7:00
Please use your NUID to log in, which will bring you to the online affiliate page.

7:09
This page will soon have a QikLink that will say Attestation Portal.

7:18
This meeting is being recorded.

7:21
Once you select that link, it will bring you to the Kaiser pronounced Attestation Portal.

7:27
You'll be rerouted to this landing page here.

7:31
Please note that once again, this is a test environment.

7:34
It is not the production or live link at the moment.

7:38
So you will see more information that you would currently see if you try to login now.

7:44
So if you hadn't already received the action needed e-mail, what you would see is this top banner here, the welcome message, these fields here and this disclaimer letting you know that you have your access station cycle has not begun.

8:07
All this at the bottom would be empty.

8:10
Once you receive that action needed e-mail, this disclaimer here will go away and you would see everything that's currently on my page except this.

8:21
So once you log in using your new ID through the Ola, your e-mail associated to your account will automatically pop up.

8:33
You would hit the search button and everything associated to you would be directed at the bottom.

8:41
You would see the organization name, the case number, the status and dates left to a test.

8:48
You'll notice that there are different statuses here.

8:50
Attestation required for something that has not started.

8:54
An attestation in progress for that for those who have begun and have just not completed the last is attestation complete, meaning that all locations and practitioners have been attested here.

9:07
Before I go into a line item, Please note that we also have a support page which will answer any

frequently asked questions provided to your dictionary that explains the different fields and for their information as well as contact information.

9:29
When you go to a test, Please note that you'll have 4 buckets.

9:38
You'll have location to a test, location, attestation completed, practitioner to a test, and completed.

9:44
So as you're going through the different line items in a testing or editing, as soon as you complete them and hit a test, they will move over to the next bucket.

9:53
The same will apply to practitioners to a test.

9:56
We do have organizations that have multiple locations and multiple practitioners.

10:03
We also have locations that have smaller locations and a smaller amount of practitioners.

10:11
So here you'll notice that location to attest.

10:13
We have two buttons, attest and edit.

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In this view, everything that needs attestation is presented here.

10:22
Therefore, you are able to attest as is and you'll see successfully completed and it moved over.

10:31
If you need to make an update, let's say this is wrong, we can go ahead and edit, make the request a change.

10:38
Maybe the zip code is different and you see that we get a disclaimer saying that we need 5 digits.

10:44
We'll go ahead and put that in there and a test.

10:47
Once again, it was moved over and it's currently in progress.

10:51
The system has not yet acknowledged that it has been completed, but it will soon change to either submitted with changes or submitted without changes.

11:00
For practitioners to attest, we have one button edit, and that is because what you see on the screen is not all details that we have for that practitioner.

11:10
Instead, you can either click on the name or hit the edit button.

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You would go into each individual record and look at their personal information and location details.

11:21
So there are name, gender, languages, and any training they have done or location details.

11:28
So here is your respective practice locations.

11:35
Are they still at the location?

11:36
Should we continue to display them on directory and the plans offered and whether they're accepting plans?

11:44
If there's a location that had multiple locations and you can see it displayed here, Please note that you are able to add it.

11:52
We go ahead and attest and you see that I moved over to the completed bucket.

11:58
Last but not least, we have this sign out button and that is the attestation portal in itself.

12:08
Thank you so much for joining our demo.