Kaiser Permanente Northwest Added Choice®
A quick reference guide for First Choice Health Network and community providers

IMPORTANT CONTACT INFORMATION

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<td>Pharmacy services: MedImpact customer service, 1-800-788-2949; MedImpact pharmacy locator: mp.medimpact.com/pharmacylocator</td>
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| For all members and physicians | General information: Kaiser Permanente Member Services, 1-866-616-0047; TTY: 711 | kp.org/addedchoice |

| External claims | Kaiser Permanente National Claims Administration - Northwest, PO Box 370050, Denver, CO 80237-9998 |

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**WHAT IS ADDED CHOICE?**

In response to the needs of our customers, we offer point-of-service Added Choice plans. With Added Choice, members can choose care from Kaiser Permanente Select Providers or First Choice Health providers, or qualifying care from community health care providers.

Added Choice members who come to see you will have an identification card or an open enrollment form. Each includes the Added Choice trademark, First Choice Health logo, and Kaiser Permanente logo. You may bill Kaiser Foundation Health Plan of the Northwest directly for care using the standard CMS 1500 form. Please mail it to Kaiser Permanente National Claims Administration - Northwest, PO Box 370050, Denver, CO 80237-9998.
TO HELP YOUR ADDED CHOICE PATIENTS MAXIMIZE THEIR PRESCRIPTION BENEFITS

Members may receive significant savings by using the Kaiser Permanente Mail-Delivery Pharmacy. In addition to lower copayments, members can receive a 90-day supply of maintenance drugs for just two copayments. These services are available to Oregon and Washington residents and limited to drugs that are on our formulary and shipped by our Mail-Delivery Pharmacy. You can view the Kaiser Permanente drug formulary at kp.org/formulary. New prescriptions can be faxed directly to the Kaiser Permanente Mail-Delivery Pharmacy at 503-261-7542. For all other pharmacy questions, please call Kaiser Permanente Pharmacy Services at 1-888-572-7231.

CASE MANAGEMENT AND PRIOR AUTHORIZATION FOR YOUR ADDED CHOICE PATIENTS

Utilization and case management: These services for members accessing care outside Kaiser Permanente are provided by Kaiser Permanente Resource Stewardship, a division of Kaiser Permanente Northwest. Resource Stewardship will work with the Remote Telephonic Medical Center and others when coordination of care is necessary.

Prior authorization: Prior authorization is required for the services below, which require 48 hours’ advance notice. To obtain prior authorization or for questions about medical necessity requirements, please call Kaiser Permanente’s Resource Stewardship department. In Portland, call 503-813-1031 (for TTY: 711). From all other areas, call 1-855-281-1840. For a pre-authorization form, please visit providers.kp.org/national and look under the Provider Resources panel on the right.

Kaiser Permanente specialist referral: Outside medical providers can refer to a Kaiser Permanente specialist through the Regional Referral department of Kaiser Permanente. Regional Referral will review the medical case and work with the non–Kaiser Permanente provider so the Kaiser Permanente specialist has what they need to deliver a positive member experience to the patient. The member and provider can call Resource Stewardship for more details about the process. In Portland, call 503-813-1031 (for TTY: 711). From all other areas, call 1-855-281-1840.

THE FOLLOWING REQUIRE PRIOR AUTHORIZATION:

- Inpatient admissions and services.
- Inpatient rehabilitation therapy admissions, services, and programs.
- Subacute admissions and services.
- Inpatient skilled nursing facility and long-term care admissions and services.
- Inpatient mental health and chemical dependency admissions and services.
- Non-hospital residential services, partial hospitalization and day treatment for mental health and chemical dependency OP.
- Bariatric surgery/gastric bypass, stapling, or banding.
- Orthognathic surgery/TMJ.
- Cosmetic procedures.
- Diagnostic procedures.
- Home health (all services, including home uterine monitoring).
- Home infusion (including tocolytics).
- Pain management.
- Varicose vein treatment/sclerotherapy.
- Upper airway procedures.
- Enhanced external counterpulsation (EECP).
- Plasmapheresis for multiple sclerosis.
- Anodyne therapy.
- Vagal nerve stimulation for epilepsy.
- Orthotics/prosthetics.
- Imaging services – MRI, MRA, CTA, PET, EBCT.
- Infertility referral and related services.
- Durable medical equipment.

Note: This list is provided for summary purposes only and is subject to change. For complete details of coverage and pre-authorization requirements, see the group agreement.