



Kaiser Permanente Provider Experience

AAHAM – Maryland Chapter
March 15, 2024

Agenda

Welcome

Introductions

Kaiser Permanente Plans & Products

Community Provider Portal

Online Affiliate Functionality & New Features

News and Announcements

The Provider Experience Team

Sirena Perkins

Network Account Manager

Sirena.T.Perkins@kp.org

Professional, Facilities,
Ancillary

Dorothy Young

Network Account Manager

Dorothy.K.Young@kp.org

Professional, Facilities,
Ancillary

Shirley Redmond

Network Account Manager

Shirley.V.Redmond@kp.org

Dialysis – Nephrology,
Home Health, SNF, DME

Ebony Monzon

Manager – Provider Data
Operations

Ebony.N.Monzon@kp.org

Facilities, Ancillary

Stephen Apple

Communications
Consultant



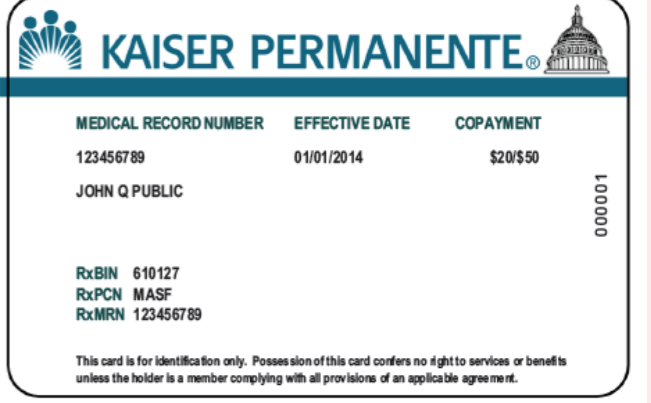
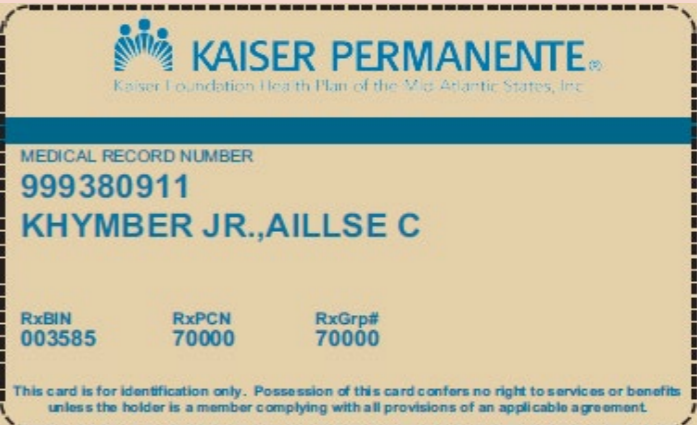

Stephen.T.Apple@kp.org

Network Education

Provider Account Management

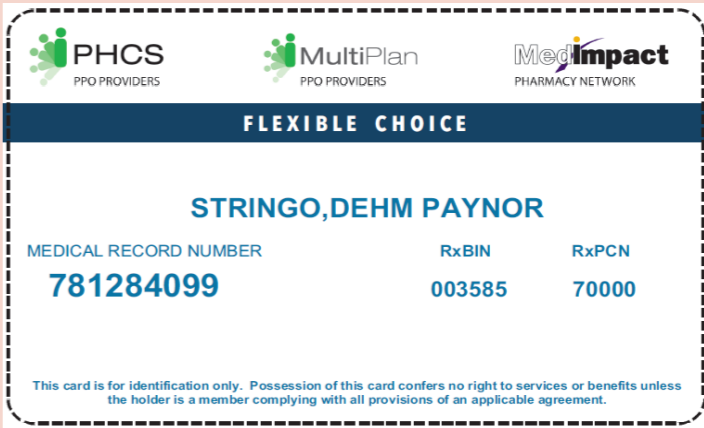
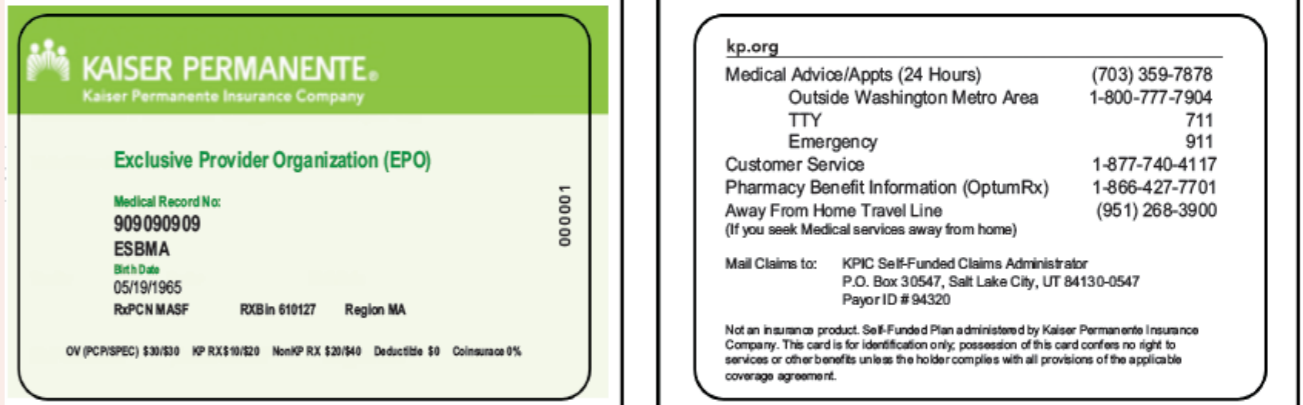

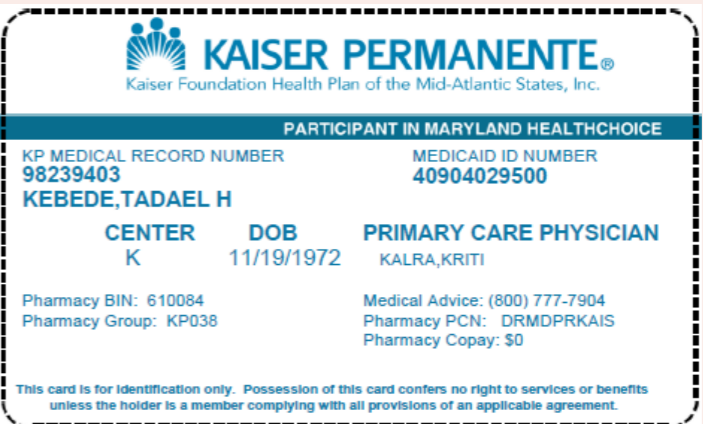
	Ebony Monzon Ebony.N.Monzon@kp.org	Shirley Redmond Shirley.V.Redmond@kp.org	Sirena Perkins Sirena.T.Perkins@kp.org	Dorothy Young Dorothy.K.Young@kp.org
Assignment / Counties	<ul style="list-style-type: none"> • Virginia Hospital Center 	<ul style="list-style-type: none"> • National Accounts • Home Health • DME • Dialysis • Nephrology • SNF Ancillary Services and Skilled Nursing Facilities – MD, DC, and VA 	<ul style="list-style-type: none"> • District of Columbia • Prince George’s • Montgomery • Charles • Anne Arundel • Calvert • Frederick 	<ul style="list-style-type: none"> • Northern Virginia
Baltimore City, Baltimore County, Howard, Carroll, Cecil, and Harford Counties	<ul style="list-style-type: none"> • Hospitals • Radiation Oncology • Transplants 	<ul style="list-style-type: none"> • All other providers in Baltimore, Howard, and Harford Counties 	<ul style="list-style-type: none"> • All other providers in Baltimore City 	<ul style="list-style-type: none"> • All other providers in Carroll and Cecil Counties

Kaiser Permanente Plans & Products

Product	Description	ID Cards
Kaiser Permanente Signature™	HMO	
Marketplace/Exchanges	HMO	 
Kaiser Permanente Select	HMO	
Added Choice™ (POS)	2-Tier Point of Service Plan	

More information about Kaiser Permanente plans, including sample ID cards can be found on our Community Provider Portal at www.kp.org/providers/mas.

Kaiser Permanente Plans & Products

Product	Description	ID Cards
Flexible Choice™ (3TPOS)	3-Tier Point of Service Plan	
Exclusive Provider Organization	Self-Funded Plan	
Medicare Advantage (SRA)	Medicare Risk Plan	
Maryland HealthChoice	Maryland Medicaid Plan	

More information about Kaiser Permanente plans, including sample ID cards can be found on our Community Provider Portal at www.kp.org/providers/mas.

Community Provider Portal

Kaiser Permanente's Community Provider Portal (CPP), which is accessible at www.kp.org/providers/mas, offers a wealth of information and tools for our contracted providers. Below are some of the different sections of CPP:

- 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 manuals, provider newsletters, and access the clinical library
- Pharmacy – View our formulary and pharmacy policies
- Forms – Access and download commonly used forms
- Online Provider Tools – Register for access to Online Affiliate
- News and Announcements – Read about what's new at Kaiser Permanente

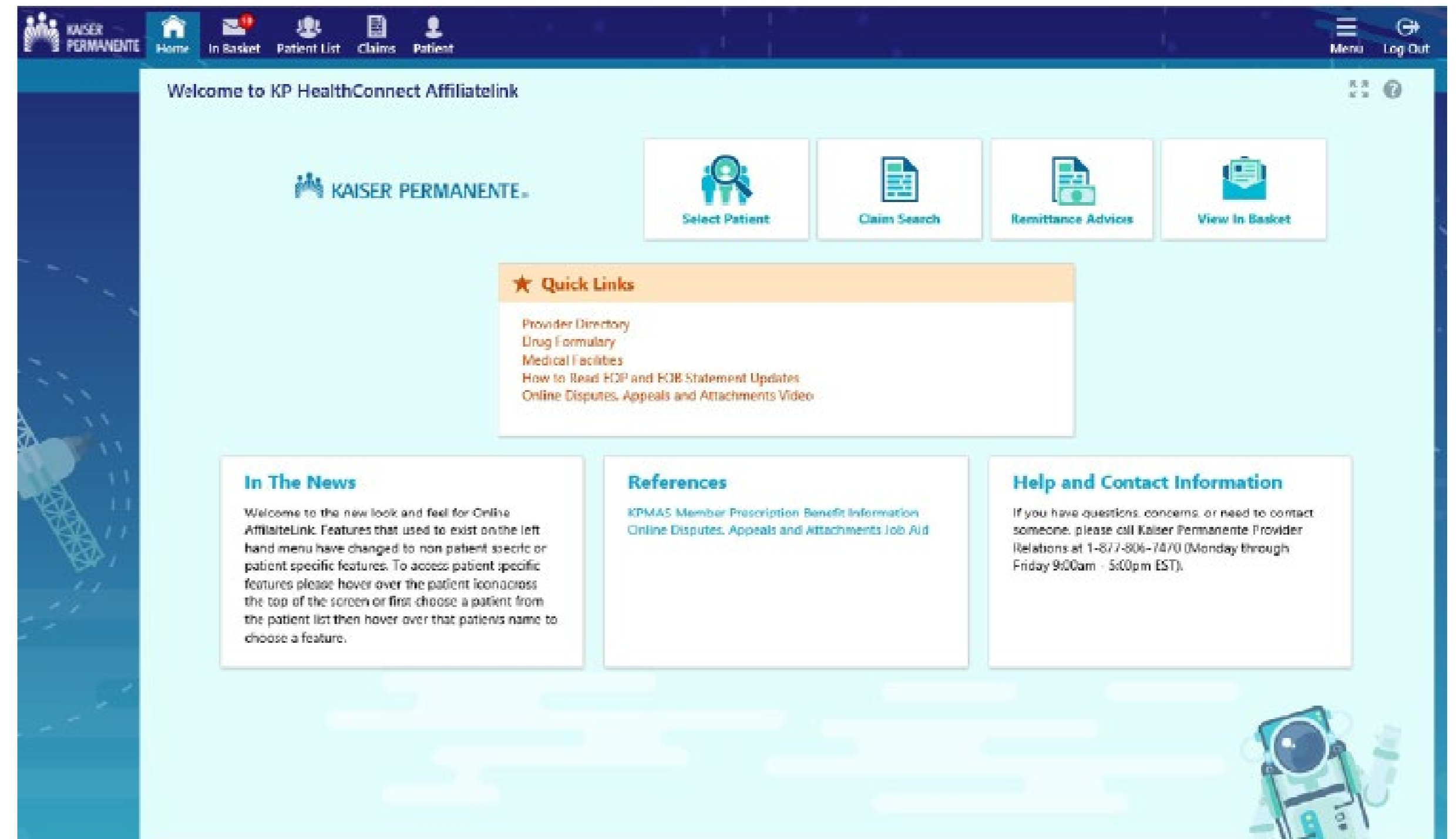


Kaiser Permanente HealthConnect Online Affiliate

Kaiser Permanente's Online Affiliate (OLA) is a secure, web-based application that allows providers to access a variety of information and tools to assist in caring for their patients. OLA allows providers to do the following:

- View member demographics
- Verify member eligibility and benefits
- View Kaiser Permanente medical records
- View referrals/authorizations
- View claim information and send inquiries
- File appeals and payment disputes
- Respond to Kaiser Permanente requests for information (RFI)

All providers can view basic member eligibility using the [Member Eligibility Guest Access Portal](#). For access to other features, providers should register for OLA access at the following link: [Online Provider Tools | Community Provider Portal | Kaiser Permanente](#).



Online Affiliate Feature – Viewing Bed Days

Online Affiliate now allows providers to check a patient’s bed day status on the “Referral Details” page.

After logging into Online Affiliate, providers can search using patient details or by facility to locate the appropriate referral. Once on the “Referral Details” page, providers can see the patient’s bed day table under the “Referral Status Info” section. Here they will be able to clearly see approvals and denials along with date ranges for the patient’s length of stay.

Referral Referral # 1714171581

Alternate Versions

Referral Information

Referral #	Creation Date	Referral Status	Status Update
[Redacted]	08/12/2022	Authorized	08/15/2022: Status History

Status Reason	Referral Type	Referral Reasons	Referral Class
Administrative Approval	Inpatient Service	Service Not Available at Kaiser	Network Specialist or Service outside KP

To Specialty	To Provider	To Location/Place of Service	To Department
z Hospital	Hospital, Holy Cross	HOLY CROSS HOSPITAL IP	none

To Vendor	Referred By	By Location/Place of Service	By Department
none	Yyyyyyyvalidation-Only, Xxxxx (M.D.), M.D.	none	none

Priority	Start Date	Expiration Date	Referral Entered By
Routine	08/11/2012	11/10/2022	Anderson, Amanda L

Visits Requested	Visits Authorized	Visits Completed	Visits Scheduled
1	1		

Procedure Information

Service Details	Modifiers	Revenue Code	Provider	Requested	Approved
200327 - REFERRAL HOSPITAL	None	None		1	1

Diagnosis Information

Diagnosis
R52 (ICD-10-CM) - PAIN, UNSPECIFIED

Triage Information

Decision	Priority
(none)	Routine

Referral Status Info

Referral Status

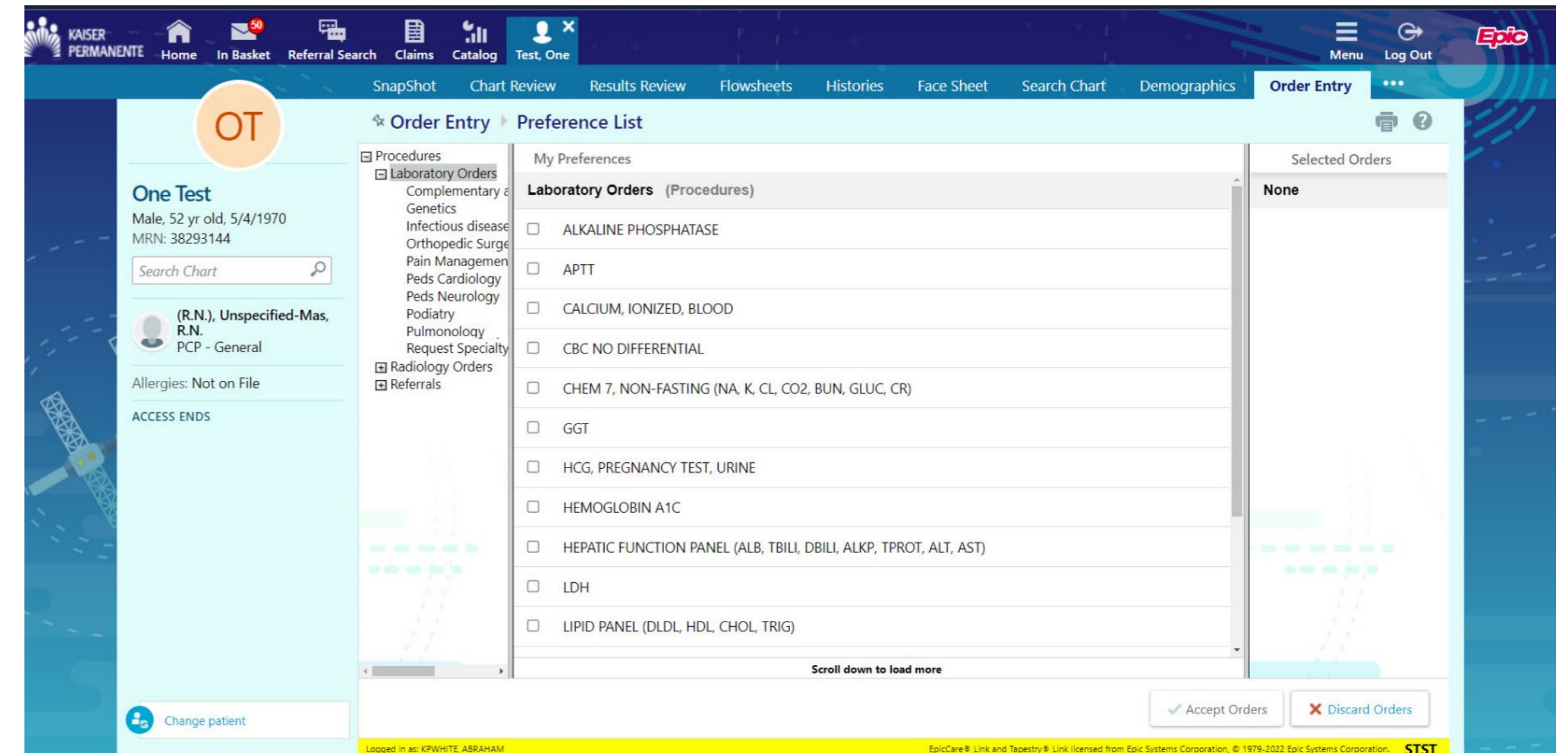
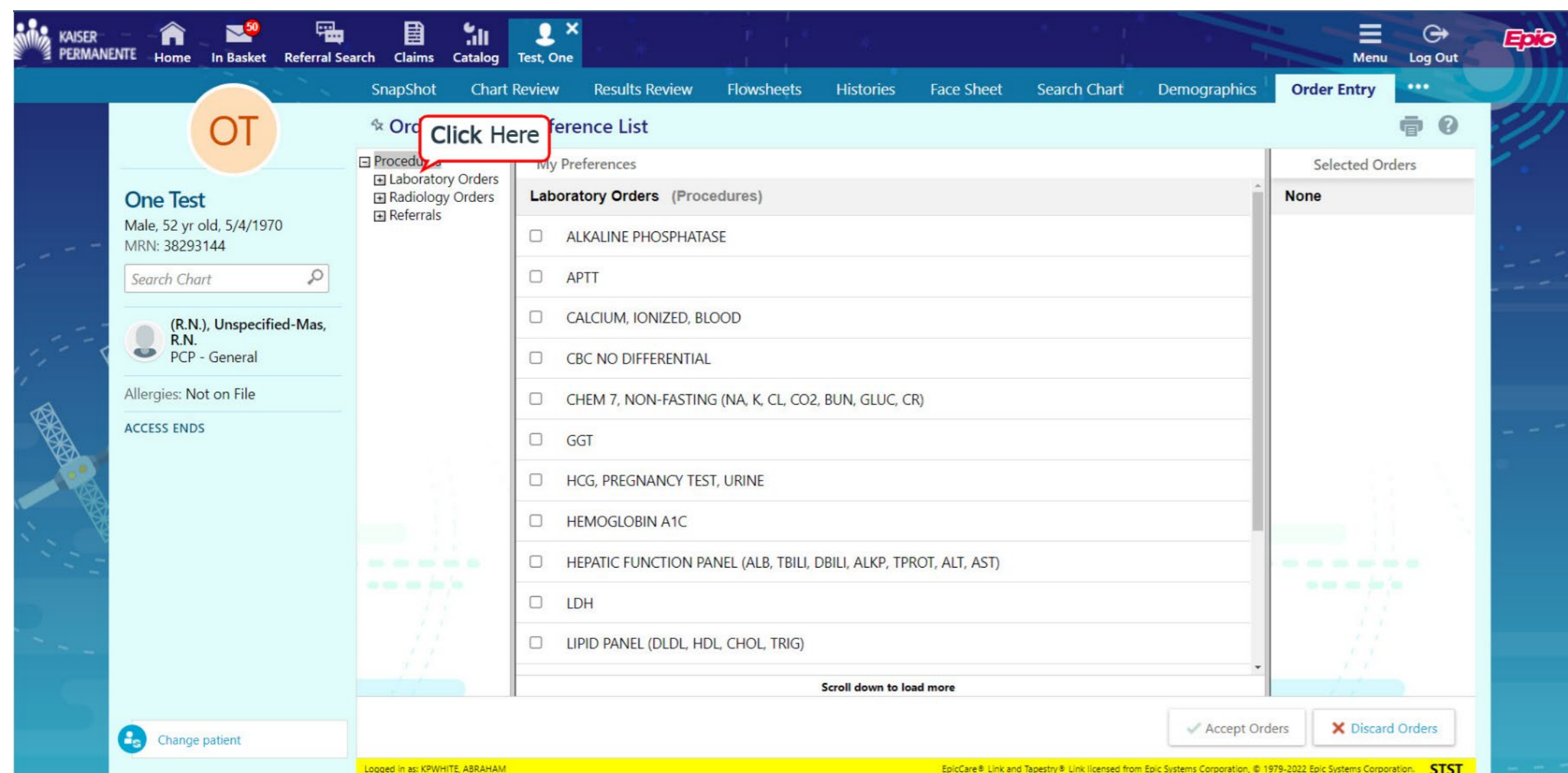
Status	Decision Date	Expiration Date
Authorized	8/24/22	8/24/22

Bed Days

Type	Status	Start Date	End Date	Approved Days
OBSERVATION	Approved	8/20/2022	8/21/2022	1
OBSERVATION	Approved	8/21/2022	8/22/2022	1
MEDICAL	Approved	8/22/2022	8/23/2022	1
MEDICAL	Denied	8/24/2022	8/24/2022	0

Online Affiliate Feature – Radiology and Lab Order Entry

Online Affiliate now allows external providers to request radiology and lab orders directly through the portal. Providers can select up to 16 laboratory options and over 50 radiology procedures via the order entry screens.



Any questions about Online Affiliate or its features can be directed to the Online Affiliate team at OnlineAffiliate@kp.org.

News and Announcements

Applied Behavioral Analysis (ABA) Provider Reference Guide

At the end of last year, we published an educational resource for our ABA providers on the “Provider Information” section of our Community Provider Portal: www.kp.org/providers/mas.

This guide contains reminders about our guidelines surrounding Habilitative Services, including ABA. Providers can find more information about required documentation for diagnostic evaluations, treatment plans, expected involvement of parents and caregivers, and more.

The guide also includes the ABA authorization request form along with explanations and examples so that providers can avoid any delays in referral processing.

Should you have any questions related to ABA procedures, policies, or educational resources, please contact our ABA Program Coordinators at ariel.x.wells@kp.org or katie.x1.Williams@kp.org.

Change Healthcare Cybersecurity Attack

Beginning on February 21, 2024, Change Healthcare, experienced a cybersecurity attack. Like thousands of other health care organizations across the United States, Kaiser Permanente uses Change Healthcare for various revenue and payment management services.

Change Healthcare has published a timeline for when they project their key systems to again be operational along with other information that may be helpful to affected providers on their website: [Change Healthcare](#).

In the short-term, providers may consider using one of Kaiser Permanente’s [other EDI Trading Partners](#). They can also access their EOPs through the [Online Affiliate Provider Portal](#).

In addition, providers can receive their 835 and ERAs through their Citi Payment Exchange Portal by logging in and updating their enrollment to their new clearinghouse. More information about the Citi Payment Exchange Portal can be found at the following link: [Claims | Community Provider Portal | Kaiser Permanente](#).

Online Affiliate: Pharmacy Weight Management Service Referrals

Effective February 6, 2024, Kaiser Permanente’s Online Affiliate platform offers providers an electronic method to refer patients to KPMAS Pharmacy Weight Management Service. This service will ensure appropriate and safe prescribing of injectable weight loss medication therapy (e.g. GLP-1 RAs), and help our patients fill their prescriptions seamlessly.

Before prescribing an injectable weight loss medication, providers should enter a referral into the Pharmacy Weight Management Service for evaluation of appropriateness of injectable weight loss medication.

If a patient meets the criteria, they will be enrolled into the service, and the clinical pharmacist will contact the provider for an injectable weight loss medication order.

For more information on this feature, please see the [March 2024 edition of our provider Network Newsletter](#).

Q & A





Thank You!

If you have any questions regarding this presentation, please email the Kaiser Permanente Provider Experience team at Provider.Relations@kp.org.