



Kaiser Permanente Provider Experience

AAHAM – Maryland Chapter
December 13, 2024

Agenda

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Introductions

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Community Provider Portal

Online Affiliate Functionality & New Features

News and Announcements

The Provider Experience Team

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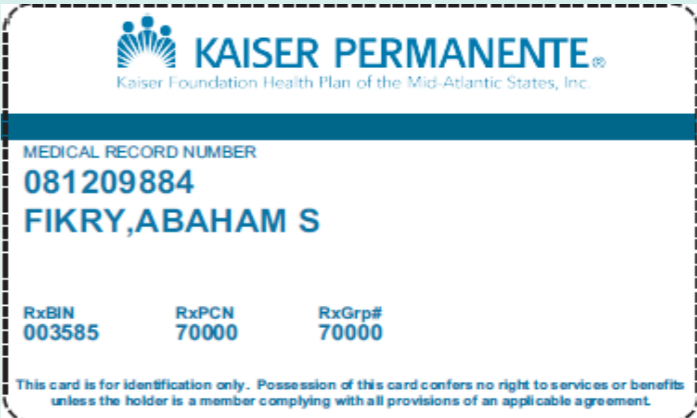

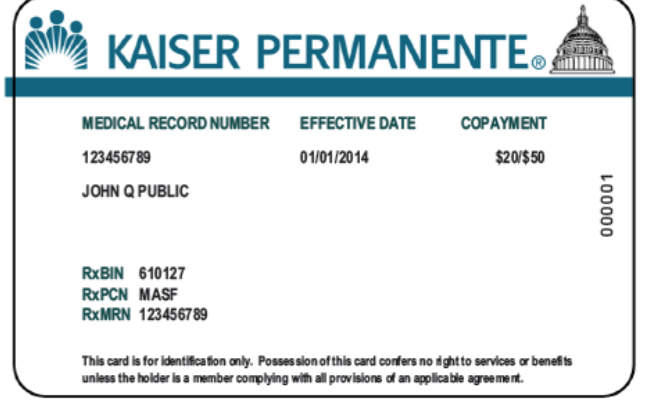
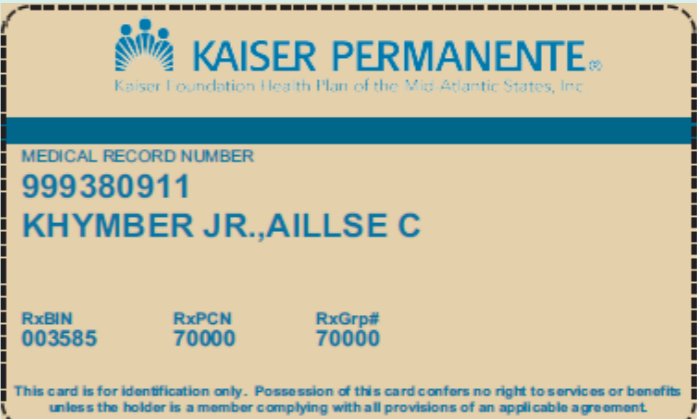
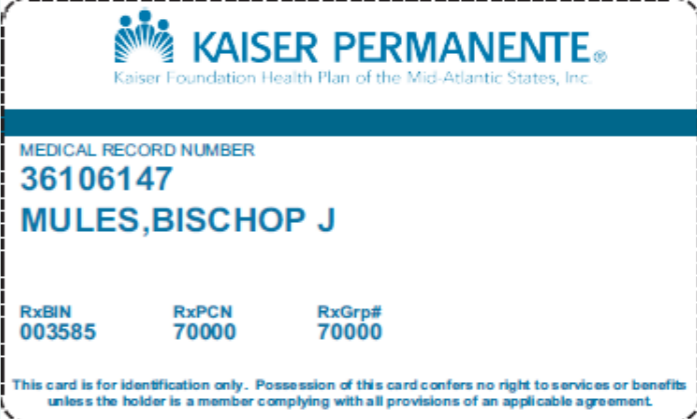
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Provider Account Management

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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	 <p>KAISER PERMANENTE Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.</p> <p>MEDICAL RECORD NUMBER 081209884 FIKRY, ABAHAM S</p> <p>RxBIN 003585 RxPCN 70000 RxGrp# 70000</p> <p><small>This card is for identification only. Possession of this card confers no right to services or benefits unless the holder is a member complying with all provisions of an applicable agreement.</small></p>						
Marketplace/Exchanges	HMO	  <p>KAISER PERMANENTE Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.</p> <p>MEDICAL RECORD NUMBER 58112090 ALLOSH, GNUN</p> <p>RxBIN 003585 RxPCN 70000 RxGrp# 70000</p> <p><small>This card is for identification only. Possession of this card confers no right to services or benefits unless the holder is a member complying with all provisions of an applicable agreement.</small></p> <p>KAISER PERMANENTE Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.</p> <table border="1"> <thead> <tr> <th>MEDICAL RECORD NUMBER</th> <th>EFFECTIVE DATE</th> <th>COPAYMENT</th> </tr> </thead> <tbody> <tr> <td>123456789</td> <td>01/01/2014</td> <td>\$20/\$50</td> </tr> </tbody> </table> <p>JOHN Q PUBLIC</p> <p>RxBIN 610127 RxPCN MASF RxMRN 123456789</p> <p><small>This card is for identification only. Possession of this card confers no right to services or benefits unless the holder is a member complying with all provisions of an applicable agreement.</small></p>	MEDICAL RECORD NUMBER	EFFECTIVE DATE	COPAYMENT	123456789	01/01/2014	\$20/\$50
MEDICAL RECORD NUMBER	EFFECTIVE DATE	COPAYMENT						
123456789	01/01/2014	\$20/\$50						
Kaiser Permanente Select	HMO	 <p>KAISER PERMANENTE Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.</p> <p>MEDICAL RECORD NUMBER 999380911 KHYMBER JR., AILLSE C</p> <p>RxBIN 003585 RxPCN 70000 RxGrp# 70000</p> <p><small>This card is for identification only. Possession of this card confers no right to services or benefits unless the holder is a member complying with all provisions of an applicable agreement.</small></p>						
Added Choice™ (POS)	2-Tier Point of Service Plan	 <p>KAISER PERMANENTE Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.</p> <p>MEDICAL RECORD NUMBER 36106147 MULES, BISCHOP J</p> <p>RxBIN 003585 RxPCN 70000 RxGrp# 70000</p> <p><small>This card is for identification only. Possession of this card confers no right to services or benefits unless the holder is a member complying with all provisions of an applicable agreement.</small></p>						

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 and 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:

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



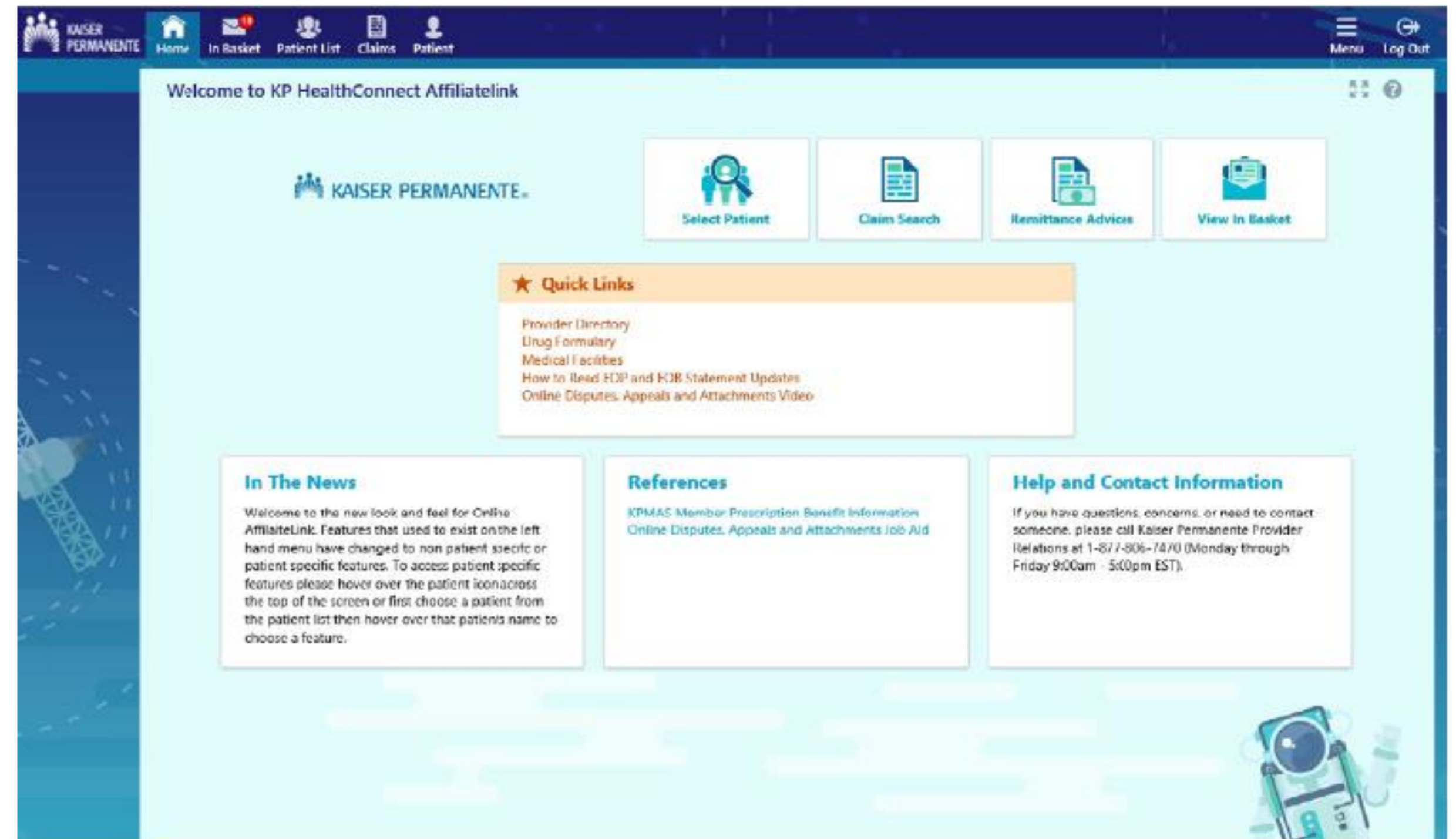
Kaiser Permanente HealthConnect Online Affiliate

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](#).

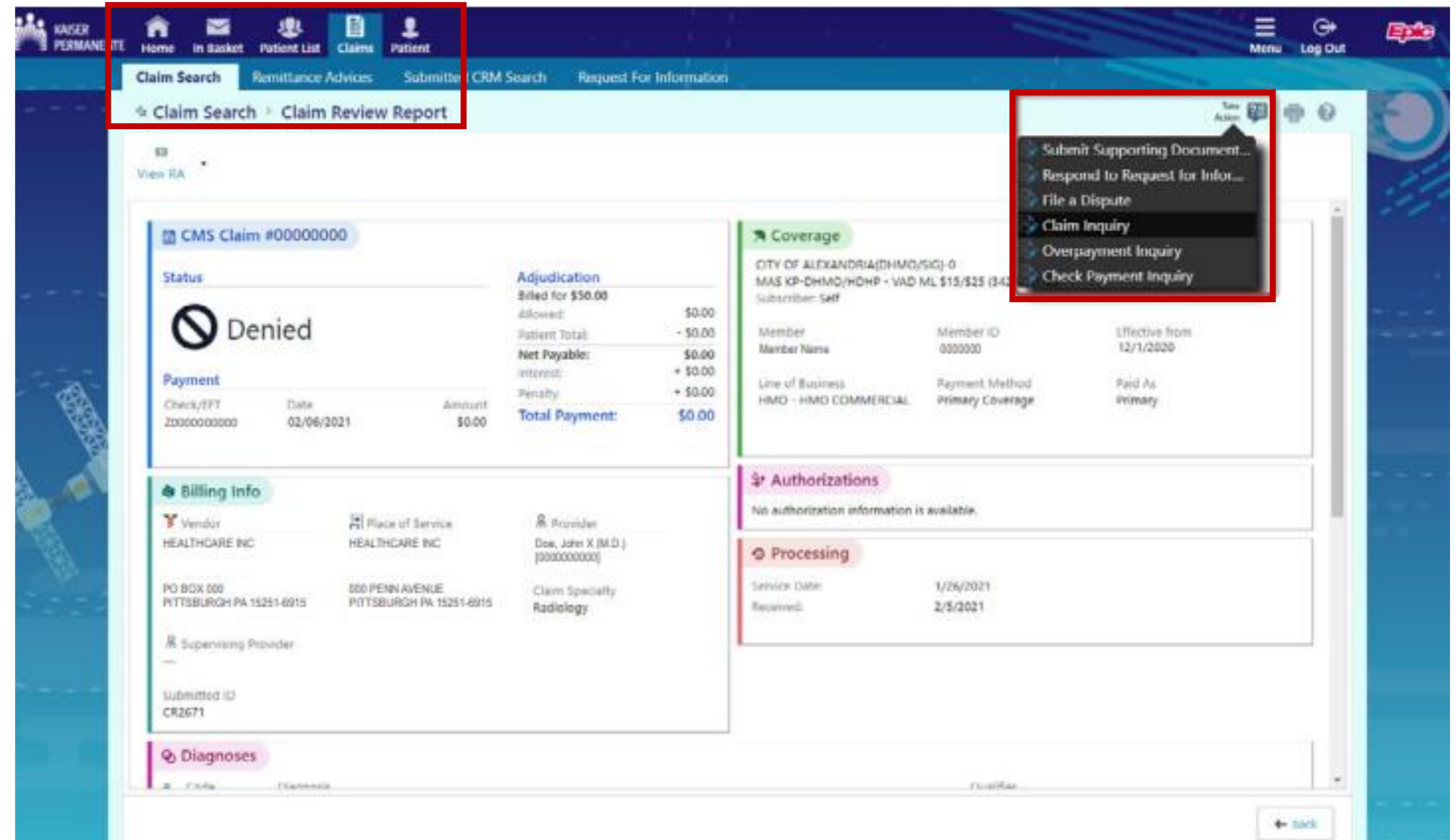
Providers can find more information about Online Affiliate including FAQs at the OLA support site: <https://kpnationalclaims.my.site.com/support/s/>.



Online Affiliate Feature – Take Action on a Claim

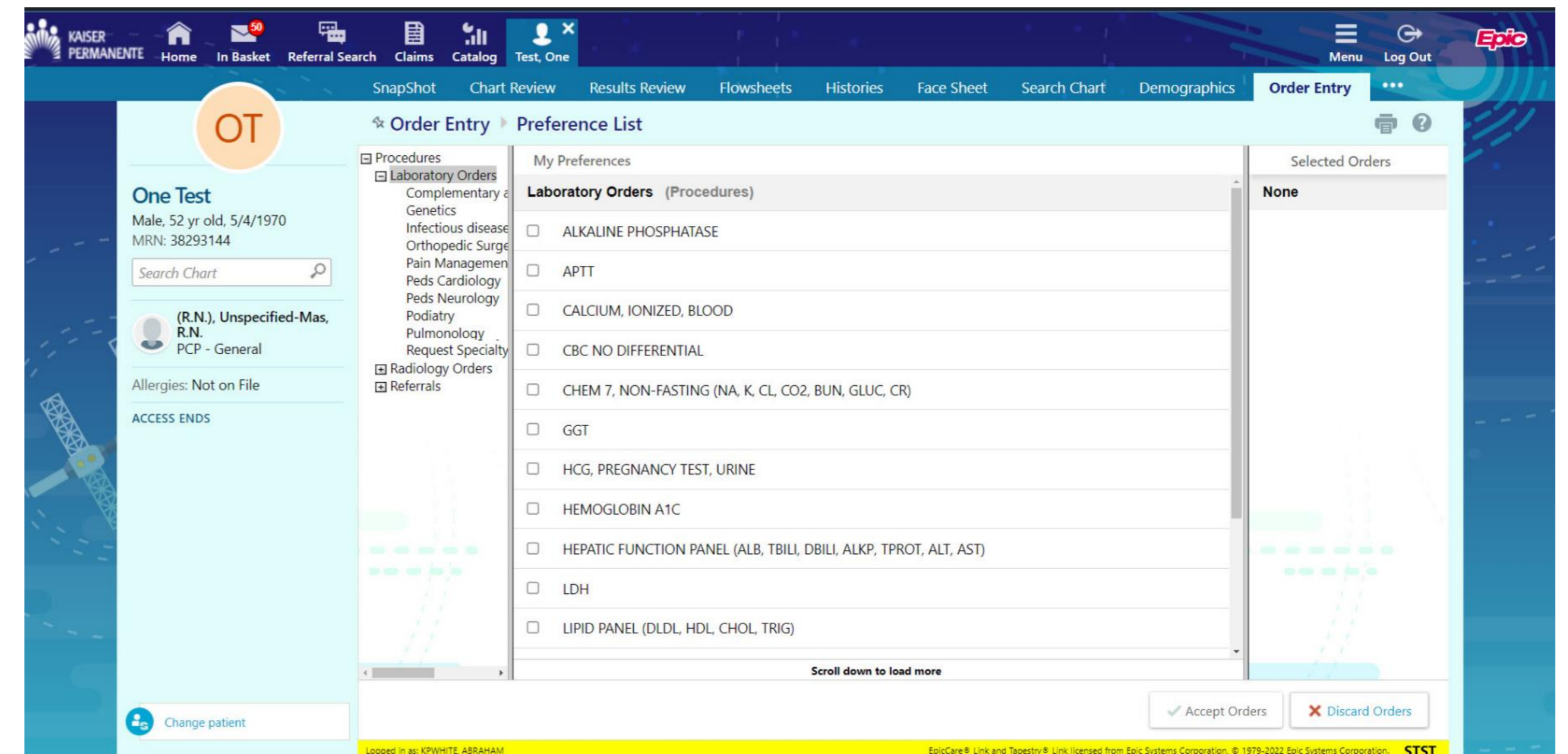
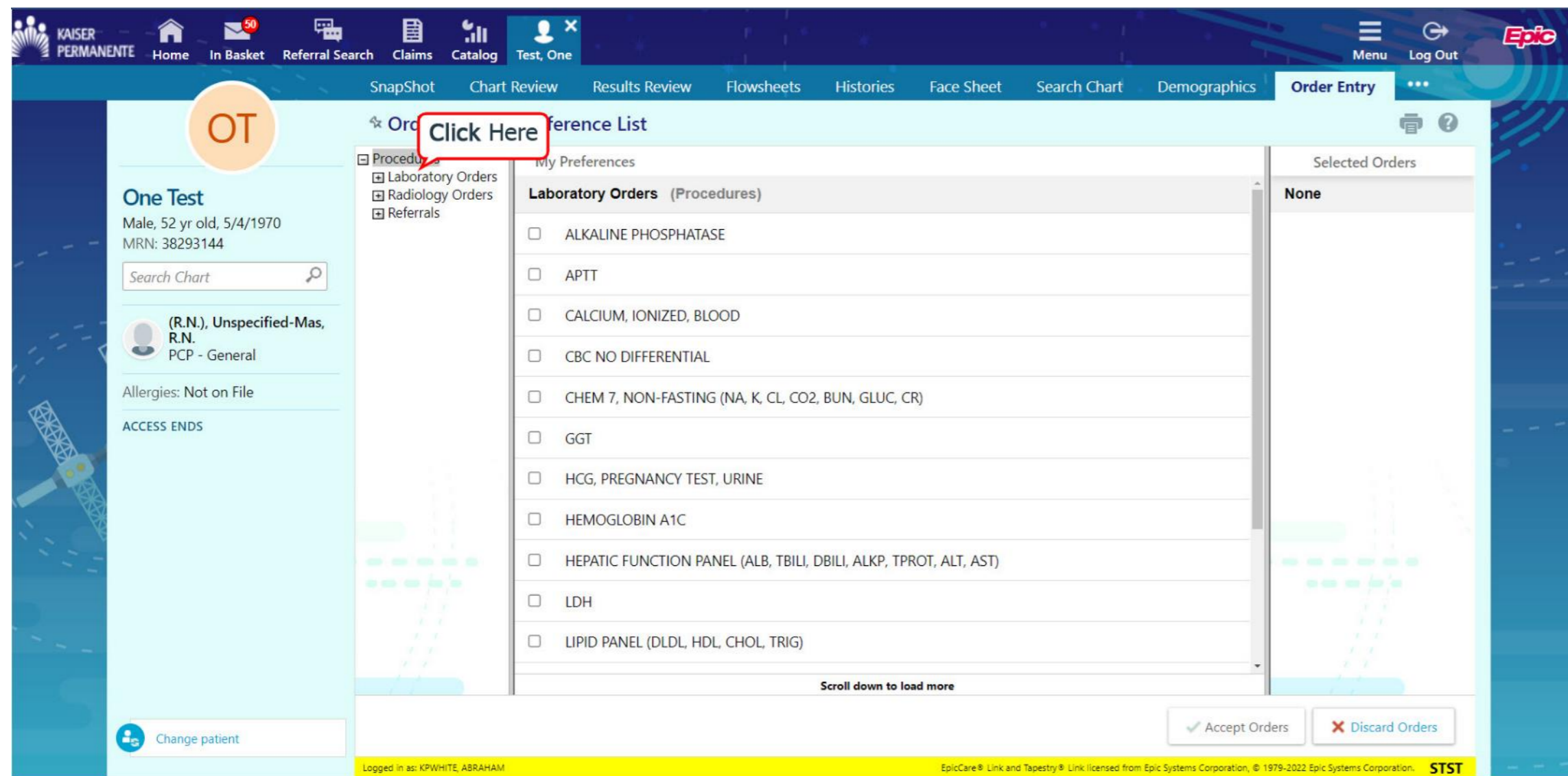
Providers can use Online Affiliate to view more information about claims that have been denied or underpaid. The “**Take Action**” feature allows providers to do the following:

- Submit supporting documentation
- Respond to requests for information
- File a dispute
- Make claim inquiries
- Make overpayment inquiries
- Check payment inquiries



Online Affiliate Feature – Radiology and Lab

Online Affiliate allows external providers to request radiology and lab orders directly through the portal. Kaiser Permanente recently expanded the list of options for lab orders.



If there are lab procedures not currently listed that you would like added, please create a support ticket with your request through the Online Affiliate support site: <https://kpnationalclaims.my.site.com/support/s/>.

News and Announcements

Provider Attestation Portal

We are pleased to announce the launch of the Kaiser Permanente Attestation Portal, a streamlined and efficient platform designed to simplify your attestation processes for validating provider information. This portal offers a user-friendly interface for submitting and managing your 90-day provider demographics attestations with ease and accuracy.

In early 2025, we will be rolling this new platform out to a select group of providers in a pilot program, with plans to expand the rollout later in the year.

Outlined below are several resources detailing the features and functionalities of the Attestation Portal:

- [Kaiser Permanente Attestation Portal Introductory Video.](#)
- [Kaiser Permanente Attestation Portal Guide](#)

Should you have any questions about the Attestation Portal or other Online Affiliate features, please visit the Online Affiliate Support Site at <https://kpnationalclaims.my.site.com/support/s/>.

We are excited for the potential of the platform to save time for our providers and will be sending out more information as the user-base grows.

Advance Premium Tax Credit (APTC) Subsidy Delinquent Claims

Members enrolled in a Kaiser Permanente Individuals and Families (KPIF) plan who elect to receive the APTC Subsidy and do not pay their monthly premium payment on time, are entitled to a three-month grace period pursuant to federal law.

Beginning January 6, 2025, Kaiser Permanente will be following the claims process outlined below for members electing to receive the APTC subsidy:

- During the first month of the grace period, Kaiser Permanente will process the member's claims.
- If the member fails to make payment during the second and/or third months (so that all the premiums owed for the three months are paid on or before the last day of the grace period), the member's claims will be held and not processed, until the end of the grace period.
 - Kaiser Permanente notifies providers in writing of their patient's claim status when the patient enters the second month of the grace period.
- If premiums are not paid in full by the end of the grace period, the Member's coverage will terminate on the last day of the first month of the grace period. Any claims incurred in the second and third months will be denied due to the retroactive termination of coverage based on the Member's failure to be enrolled on the date(s) of service due to their non-payment of premiums.

- Providers may seek reimbursement directly from the member at the end of the three-month grace period, if the claim is denied for the member not being enrolled (and, therefore, ineligible), due to termination of coverage based on the non-payment of premiums.

Kaiser Permanente encourages providers to continue to see members as they may become current in their premiums. However, if they do not pay all premiums that are due on or before the last day of their grace period, then the member's coverage will be terminated as of the last day of the first month of the grace period. The former (terminated) member will be responsible for payment to the provider if they are terminated at the end of their grace period for services provided during the second and third months of their grace period.

Mid-Atlantic Headquarters Relocation

Starting January 6, 2025, Kaiser Permanente's regional headquarters for the Mid-Atlantic States will be located at the following address:

4000 Garden City Drive
Hyattsville, MD, 21042

We will be updating our documentation accordingly and ask that providers direct pertinent correspondence to the new address beginning on January 6, 2025.

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.