

# We're expanding in Colorado Springs!

## Kaiser Permanente Premier Medical Offices

Located at the intersection of North Union Boulevard and Austin Bluffs Parkway near UCCS



### About the medical offices

Multispecialty facility with more than 12 doctors

25,000 square feet

Lab, medical imaging, pharmacy, and infusion services under one roof

Primary care

Specialty care services: Cardiology, endocrinology, neurology, ob-gyn, and rheumatology

### Integrated technology

Our fully connected electronic health records system gives Kaiser Permanente physicians and clinical staff immediate access to members' medical histories, resulting in highly coordinated care.



### A "NextGen" facility

The Premier Medical Offices will be the first facility in Colorado that features Kaiser Permanente's most recent NextGen (derived from "Next Generation") model that offers new technology with digital membership cards, self-service kiosks, appointment text notifications, mobile physician workstations, teleconsultation, and interactive waiting areas that provide education on a variety of healthy lifestyle topics.

### Committed to being green

Environmentally friendly features working toward Leadership in Energy and Environmental Design (LEED) certification.



Due to open early 2021.



For the latest **KPCO COVID-19** information, please access our Community Provider Portal at:

<http://providers.kaiserpermanente.org/cod/>



# KPCO Provider Insider

This communication is for Kaiser Permanente Colorado network providers.

April - June 2020

## New acupuncture benefit for Medicare members

In January, Centers for Medicare & Medicaid Services (CMS) finalized the decision to cover acupuncture for chronic low back pain for Medicare beneficiaries. Prior to this, acupuncture was nationally non-covered by Medicare.

The decision came after a small number of adults 65 years of age or older enrolled in published acupuncture studies. Patients with chronic low back pain in these studies showed improvements in function and pain.

Since there has been an over-reliance on prescription opioids for chronic low back pain, CMS recognized patients with chronic low back pain in these studies showed improvements in function and pain.

### Inside This Issue

- Thank you and updates
- Southern Colorado Premier Medical Offices announcement
- New acupuncture benefit for Medicare members
- Medtronic CGM recall
- Affiliate Link updates



The following team members are now serving in new roles:

- **John F. Riopelle, DO** — Assistant Market Medical Director, Network Operations, Southern Colorado
- **Rhonda Meili**—Manager, Provider Experience
- **Kelly Foley, MD** – Physician Consultant, Department of Quality & Risk



To all providers and staff for your diligence in providing care to our members during this difficult time—**THANK YOU!**

<http://providers.kaiserpermanente.org/cod/index.html>



## Affiliate Link updates

We are excited to share with you a new **Online Affiliate** feature that allows you to upload claim-related documents.

**Online Affiliate** is Kaiser Permanente's Epic-based online tool that allows you to check claims status, verify member eligibility and benefits and view referrals and authorizations.

This new functionality will allow you to *take action* on a claim:

- **File a Dispute** (appealing/disputing claim decisions). [Select this option if you are requesting reconsideration of payment.](#)
- **Respond to a Request for Information (RFI)** by allowing the upload of Kaiser Permanente-requested documents. [Select this option if you have received a letter or Explanation of Payment \(EOP\) denial for additional information.](#)
- **Submit Supporting Documentation.** [Select this option if you have submitted a claim that you know will require supportive documents.](#)

### Benefits to you as the provider:

- Submit claim appeals/disputes on-line
- Upload documents in response to RFIs, and upload medical records – avoiding having to deal with postal delays
- Proactively upload claim-related documents for quicker review of claims
- Reduce paper output and cost of stamps for provider responses to RFIs
- Reduce amount of time it takes for Kaiser Permanente to receive appeals/disputes, RFIs, and claim-related documentation



**If you need assistance, please contact your provider representative at 1-866-866-3951.**

If you already registered for Online Affiliate access, you may use this feature today by signing on with the following link: <https://extsso.kp.org/kpsso-ap/signIn.html>

If you do not have access to Online Affiliate, To register for Affiliate Link access at: <http://providers.kaiserpermanente.org/cod/index.html>

### **NEW reporting requirements for deceased Kaiser Permanente members**

We need your help with our reporting requirements. If you are taking care of Kaiser Permanente members and are aware of their deceased status, it is important you report this information back to Kaiser Permanente. You can do so by calling the Appointment and Advice Contact Center at 303-338-4545 or 1-800-218-1059, any time day or night. You may report this information to a call center agent who will chart the member's information as deceased. Thank you for your help and cooperation with this effort.

## Medtronic CGM recall

Medtronic has recalled some of its insulin pumps after injuries and one death were reported due to the device malfunctioning, according to a US Food and Drug Administration announcement .

The FDA identified it as a “Class I” recall, the most serious type of recall.

[Insulin pumps](#) are small devices that can deliver insulin and help diabetes patients reach desired blood glucose levels as part of their management of the disease.

Medtronic has recalled certain MiniMed 600 Series insulin pumps for delivering incorrect insulin dosing due to a [missing or broken retainer ring](#), which helps lock the insulin cartridge in place in the pump's reservoir compartment, the FDA announcement said. The recall includes about 322,000 devices.

There have been reported incidents of a loose reservoir that can no longer be locked into the pump. The reservoir can become loose due to a broken or missing retainer ring that prevents a proper lock.

The FDA stated that there have been 26,421 complaints regarding device malfunction, 2,175 injuries and one death.

In these devices, when the insulin cartridge is not properly locked in place it can interrupt how much insulin is delivered, which could lead to hypoglycemia, known as having low blood sugar, or [hyperglycemia](#), known as having high blood sugar. [Signs of hypoglycemia](#) include dizziness, confusion, and feelings of weakness. Severe cases of hyperglycemia can lead to loss of consciousness, seizure, or death.

As listed [on the FDA's website](#), Medtronic has recalled the following pump models:

- Model 630G distributed in September 2016 to October 2019
- Model 670G distributed in June 2017 to August 2019

The FDA announcement noted that Model 630G may be used by people 16 and older, and Model 670G may be used by people 14 and older. Any users of these devices are encouraged to talk to their doctors.

The letter that Medtronic sent to patients using these pumps encourages them to examine the trainer ring used in their pumps. If the reservoir does not lock into the pump properly or the ring is loose, damaged, or missing, the letter says to stop using the insulin pump and instead use manual insulin injections per your doctor's recommendations.

According to the FDA announcement, affected patients can contact Medtronic for a replacement pump if the reservoir does not lock into place properly or if the retainer ring is loose, damaged, or missing.

Patients with questions about the recall are encouraged to call the 24-hour Medtronic Technical Support line at 877-585-0166.

This is not the first time that there has been a recall of certain MiniMed insulin pumps. In June, the FDA issued a [warning about possible risk of hacking](#) for some of the MiniMed Paradigm models. In its warning at the time, the FDA noted that these devices pose the risk of someone nearby connecting wirelessly and then potentially hacking into the devices.

### **A Special SHOUT OUT to...**

### **AllHealth Network**

AllHealth Network has agreed to give long-acting injectable antipsychotics (LAIAs) to all members at AllHealth who medically require LAIAs.

AllHealth Network has absorbed those costs April-June.