

COVID-19 Antibody testing now available

We are pleased to announce that COVID-19 antibody testing at Kaiser Permanente Colorado was available as of June 9, 2020.

- Prior to member's visit, they are required to complete an attestation form which will serve as a record that they understand what can and can't be learned from antibody testing.
- This attestation is required for members in all Kaiser Permanente regions.
- The easiest way to take part in antibody testing is through **kp.org**. If member does not have a **kp.org** account, they can go to **kp.org/registernow** and follow the prompts to create a user account. If they have questions or problems, they can call the Web Manager Help Desk (1-800-556-7677).

Who can get an antibody test?

- To be tested, member must be COVID-19 symptom free.
- If member previously had symptoms, more than 14 days must have passed since the symptoms started or since they tested positive by a diagnostic test.

What can be expected?

- After an attestation form is completed, member will arrange a lab visit in one of the Kaiser Permanente Colorado medical offices.
- A few days after the lab visit, the antibody test results will be available on **kp.org**.
- Repeat testing is not recommended at this time.

What should member know about COVID-19 antibody test?

There are important facts to understand about what a COVID-19 antibody test does and does not indicate:

- A positive antibody test may or may not indicate prior exposure to COVID-19.
- The test does not determine active infection for COVID-19.
- It is unknown whether a positive (reactive) antibody test represents immunity to COVID-19.
- A negative (non-reactive) antibody test may represent:
 - not having been exposed to or infected with COVID-19
 - the lack of an antibody response after infection (false negative)
 - not having yet mounted an antibody response after an exposure or infection (testing too soon after infection)

Given the uncertainty surrounding the COVID-19 antibody test, regardless of the member's test result, social distancing, masking, hand hygiene, and other measures to reduce the likelihood of transmitting or becoming infected with COVID-19 should be practiced at all times.

For an appointment, members can call **303-338-4545** or **1-800-218-1059 (TTY 711)** from 6 a.m. to 7 p.m., Monday-Friday, to speak with a service associate.



KPCO Provider Insider

This communication is for Kaiser Permanente Colorado network providers.

Welcome to the Online Practitioner Portal for Credentialing!

If you have not heard about the online practitioner portal, here is the scoop! We have moved into an exciting space to make your credentialing experience a whole lot easier. Not only is it more efficient, it's user friendly, reduces lost or incomplete pages to the Colorado Application and it is completely paperless with digital signatures!!! With a simplified format, it makes it easier to complete initial and recredentialing applications in faster times than before. Initial applications will take a little longer to complete as all elements such as personal information, education, as well as licensing and work history will need to be entered. On the plus side, recredentialing applications will already have previously submitted data elements and in most cases will take no more than about 10 to 15 minutes to complete!

With this online tool, as a credentialer, you are able to complete the application on behalf of the practitioner. Once the application is complete you can notify your practitioner that the application is ready for review and attestation and all they will have to do is log in, review and "Click to Submit". We also made it easier to complete the applications with prompts to immediately answer any questions that require an explanation and an easy to use upload section for any additional documents that may need to be submitted.

We will have more detailed instructions available to review on the Community Provider Portal soon. This can be found at http://providers.kaiserpermanente.org/html/cpp_cod/index.html Until then, you can contact Gayle M Pressler CPCS at gayle.m.pressler@kp.org if you have any questions about the portal process.

July - September 2020

Inside This Issue

- Thank You
- Online Portal for Credentialing
- Lutheran Medical Center joins Kaiser Permanente network
- COVID-19 AB Testing
- Affiliate Link Updates
- Referral Process Change
- Register for access to our Online Affiliate

IMPORTANT— Register for our Online Affiliate!

As of 9/1/2020, Claims Status will only be available from one of our online self-service tools.

Contracted providers should register for a user log on to access our Online Affiliate secured portal.

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

Questions? Contact your provider representative at 1-866-866-3951.



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



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



Online Affiliate 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 & 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 requested documents. [Select this option if you have received a letter or 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:

- Allows you to submit claim appeals/disputes on-line
- Upload documents in response to a Request for Information, and 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 Requests for Information (RFI)
- Reduce amount of time it takes for Kaiser Permanente to receive appeals/disputes, Request for Information, 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, please contact your regional representative at: KP-CO-OnlineAffiliate@kp.org

Lutheran Medical Center is Joining Kaiser Permanente CO Network

We are excited to announce that Lutheran Medical Center, part of SCL Health, will officially be a core hospital network facility with Kaiser Permanente Colorado beginning July 15, 2020.

Lutheran Medical Center had been recognized by Healthgrades as one of “America’s Best 50 Hospitals” (2018-2020), and KPCO members have been requesting access to Lutheran for many years.

Adding Lutheran Medical Center as a core network hospital represents an expansion of a long-standing clinical relationship between SCL Health and Colorado Permanente Medical Group physicians and specialists, who collaborate on advanced medical treatments in SCL Health’s exceptional facilities.

We are excited to provide even better access to quality care and more services to our members living and working in the west metro area and foothills including:

- All emergency room care and continued services (inpatient and observation), if admission is required.
- Elective inpatient General Surgery, Total Joint Orthopedics, as well as Obstetrics/Gynecology care will be provided by CPMG physicians in concert with other physicians on Lutheran’s medical staff.
- These services will continually expand to meet the demand of KPCO members.

Lutheran Medical Center is located at 8300 W. 38th Ave, Wheat Ridge, CO 80033



Changes in our Referral Processes

For the last several years, KPCO **Southern Colorado market** area and **Northern Colorado market** area has had a centralized Navigation Team (made up of MAs and RNs) who have helped send referrals from internal KPCO providers to your practice. These referrals have been sent to fax numbers that your practice has provided us.

Effective 8/10/2020, the Navigation Team will be disbanded, and the referral-related work will be absorbed elsewhere within our organization.

What is changing?

1. Providers will be responsible for submitting referrals to our affiliate partners. If you are on Affiliate Link (AFL), the referral and relevant clinical information can be found in that system.
2. If you are not set-up on Affiliate Link and wish to continue to receive referrals from our internal providers, we recommend that you do so. Please visit this website <http://www.providers.kaiserpermanente.org/cod/> and Register your practice.
3. Affiliate Link is a tool that your practice can obtain referral orders, view KPCO member eligibility and benefits, claims status, and other relevant clinical information.

More information to come. Any questions contact your **provider representative at 1-866-866-3951.**

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

To all our providers who care for our members...



THANK YOU!

