

Kaiser Permanente Colorado Interpreter Service Process

Member makes the appointment as normal.

If interpreter services are needed, the provider's office contacts:

- Mile High Interpreters – In person only – 303-333-7900
- Language Line – Telephone only –1-855-221-3669

In person Sign Language Resources:

- Professional Sign Language Interpreting, Inc.– Denver/Boulder (M-F, 8:30a-4:30p) (in person)
 - Outgoing calls/setting up for appointments: 303-920-7330
 - TTY/Video Relay 866-327-8877 (incoming calls)
- Sign Language Network Inc – Southern Colorado (M-F 8:30a – 4:30p)
 - 719-599-4517 (during normal business hours)
 - 719-651-2490 (after hours)
- Purple Language Service (M-F, 8:30a-4:30p)
 - 800-900-9478 ext 1362
 - 800-549-6000 (after hours)

The provider's office will need to provide the following information to the interpreter service they will be using so they can bill Kaiser Permanente:

- 1) Identify the member as KP Colorado member
- 2) Member Medical Record Number
- 3) Member Name
- 4) Date and time of the appointment
- 5) Clinic details



KPCO Provider Insider

July - Sept 2021

This communication is for Kaiser Permanente Colorado network providers.

Quality of Care Mammogram Screening

Did you know that the **NEW Premier Medical Offices in Colorado Springs now offers screening mammography for members?**

- Mammograms offered Monday through Friday from 8:30 a.m. to 5 p.m.
- Members do not need an order to schedule their appointment.
- Members may call 303-338-3456 Monday through Friday, from 7 a.m. to 6 p.m., and the Scheduling Team will help members find a time that is most convenient.

Kaiser Permanente offers screening mammography every year beginning at age 40 as a no-cost benefit. By the age of 50, we strongly recommend that women have a screening mammogram every 1-2 years.

Inside This Issue

- Interpreter Services
- Quality of Care-- Mammograms
- Today's Telehealth
- KP Scholarship Fund
- Access to UM Staff
- KP Formularies
- Thank You Healthcare heroes
- Utilization Management Provider Message
- New Staff Members
- Urgent Auth Requests

New NDPC Staff Members



- **John Heinz**—Executive Director, Hospital Contracting and Provider Relations
- **Michael McGuire**—Sr. Contract Manager
- **Katherine Griewahn**—Contract Manager
- **Tony Toro**—Contract Manager
- **Katie Hastie**—Provider Experience Consultant
- **Marcus Cole**—Data Entry Operator I

What constitutes an Urgent Auth request?

ANSWER: An Urgent request is afforded to those members that if they do not receive services within 72 hours, it can have a negative effect on their overall health.

THANK YOU 
healthcare heroes



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

Kaiser Permanente Formularies

Kaiser Permanente uses closed formularies which means that only those medications included in the formulary are covered under the Member's prescription drug benefit. Non-formulary or medications with Limitations/restrictions may be covered but require authorization through the medical exception process as described in Section 4.11 of the Provider Manual. The drug formularies are developed, updated, and maintained by groups of Kaiser Permanente physician, pharmacists, and nurses who meet regularly to evaluate medications that are most effective, safe, and useful in caring for our Members. Drugs are selected for the formulary based on several factors including safety, efficacy, and cost. Kaiser Permanente reviews and updates the formularies regularly throughout the year.

You can find our formularies on the Community Provider Portal.

http://providers.kaiserpermanente.org/html/cpp_cod/index.html

Select the service area, then choose Pharmacy/Formulary.

Access to UM Staff

- For general or specific UM inquiries, please call 1-877-895-2705. Staff are available to accept collect or toll-free calls during normal business days and hours (Monday through Friday 8:00 a.m. – 5:00 p.m.).
- Utilization Management (UM) staff will identify themselves by name, title and organization name when making outbound calls or taking inbound calls regarding UM issues.
- Individuals who are deaf or hard of hearing may contact Utilization Management by calling Relay Colorado at 1-800-659-2656 (toll free TTY or dial 711). Utilization Management staff will provide a telephone interpreter to assist with UM issues to individuals who speak limited or no English free of charge.
- After normal business hours for the Colorado service area, providers and members can call UM's toll-free number, 1-877-895-2705. The message(s) will be forwarded to the UM staff. Messages received after normal business hours will be returned the next business day.

Did you know that in Affiliate Link

- you should log on at least every 90 days to avoid "deactivation"?
- when someone leaves the practice you need to notify us so we can remove that user's access?



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



Today's Telehealth...

A Seamless Experience...

In a recent survey of 2,000 Americans, conducted by OnePoll on behalf of Kaiser Permanente, 85% of respondents said they're likely to select telehealth for their next primary care appointment, and 73% said they're likely to choose it for their next specialty care appointment in areas such as dermatology or women's health.

Convenience and reduced travel time topped the list of telehealth benefits noted by respondents. They also pointed to advantages such as scheduling flexibility, reduced contact with sick people, and saving money on transportation and childcare.

Convenience and connected care are key factors in Americans' willingness to consider telehealth, according to the survey.

Nearly 3 in 4 people said they would be more likely to use telehealth if they knew their doctor could order lab work, prescribe medications, and make referrals to other doctors. More than 74% identified the ability to follow up with a doctor directly as being important to them, and 70% said that they'd be more likely to choose telehealth if they knew the provider would have access to their full health history. That integration of services is central to Kaiser Permanente's model.

Message from our Utilization Management Department:

Want to get your authorization decisions faster? Ask your Provider Experience Representative about our online provider portal, Affiliate Link. By submitting your authorization requests through the portal, it gives you, the provider, the ability to take advantage of some of our auto authorization rules. **Faster authorization decisions = better care for our members.**

In the news...

Kaiser Permanente Colorado Equity Scholarship Fund

The Foundation for Colorado Community Colleges announced a \$1 million gift from Kaiser Permanente to create the Kaiser Permanente Colorado Equity Scholarship Fund. This 15-year endowed fund will provide financial assistance to students of color and other underrepresented groups for the advancement of their education in the health care industry.

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

