

Honored for Supporting People with Disabilities

Leading U.S. disability organizations recognize Kaiser Permanente for supporting a diverse and inclusive workplace.

October is National Disability Employment Awareness Month, observed in the United States to honor and celebrate the many contributions that individuals with disabilities make to our workplaces and economy.

At Kaiser Permanente, we believe that hiring and maintaining a diverse workforce is essential to achieving our mission. Honoring and leveraging our differences enables a high-performing workplace, better care for our members and patients, and thriving communities.

We're proud to be recognized for our leadership in creating a workplace that supports and empowers people with disabilities.

- For the fifth year in a row, the National Organization on Disability named Kaiser Permanente a Leading Disability Employer. This honor recognizes companies for measuring and achieving strong talent outcomes for people with disabilities and demonstrating a commitment to building an inclusive workforce by adopting exemplary employment practices for individuals with disabilities.
- Kaiser Permanente also earned a top-ranking score of 100% on the 2021 Disability Equality Index, and was named a Best Place to Work for Disability Inclusion for the fifth year in a row. The American Association of People with Disabilities and Disability: IN created the Disability Equality Index to advance inclusion and equality of people with disabilities; it benchmarks companies based on culture, leadership, accessibility, employment practices, community engagement, and supplier diversity.

Addressing Open Care Gaps In Network Adult Primary Care Practices

At Kaiser Permanente, we know one of the most important things patients can do to maintain good health is stay up to date on their preventive care tests, screenings, and immunizations. With more patients coming in for face-to-face visits, we have an opportunity to catch up on closing care gaps that require an in-person touch. We ask our affiliate adult primary care practices to partner with us in getting this accomplished.

Kaiser Permanente is known for our integrated care and for our focus on prevention. As a network provider, you share this care gap closure goal with our mission-driven organization.



KPCO Provider Insider

Oct - Dec 2021

This communication is for Kaiser Permanente Colorado network providers.

Medicare 2022 Service Area Expansion

Effective January 1, 2022, Kaiser Permanente Colorado will expand the Medicare service area to Park county (Denver Metropolitan service area), and Teller and Fremont counties (Southern Colorado service area), after having exited these 3 counties in 2020.

The Medicare Medicaid Dual Special Needs Plan (D-SNP), that is currently offered in the Denver Metropolitan service area, will expand to/re-enter Park county, and be newly offered in Pueblo county only within the Southern Colorado service area. Note: While El Paso county is part of Southern Colorado service area, the D-SNP plan will not be offered there.

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Star Power

All 2022 Kaiser Permanente Medicare health plans earned **5 out of 5 stars** for excellent care and member experience.



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

Outpatient Behavioral Health Updates

BH Auth for External Network Change

- Beginning 7/30/21, Kaiser Permanente Colorado will no longer require authorizations for behavioral health services that are considered “routine” in nature. Please see list of codes that no longer require authorization at: https://providers.kaiserpermanente.org/info_assets/cpp_cod/Behavioral-Health-CD-Services-No-Auth.pdf
 - In general, a routine appointment includes intake assessments, therapy, and medication management.
 - The change goes into effect based on the implementation date (7/30/21), not by date of service.
- You will no longer receive notification via Affiliate Link or via other modes of communication, of this sub-set of services being authorized or referred to your agency/office.
 - Kaiser Permanente Colorado members can access care at your agency/clinic/office directly and therefore do not need to be redirected to the Behavioral Health Access Center (BHAC) for an authorization.
 - Members can also be directed to Behavioral Health Appointment Center (BHAC) at 303.471.7700 to schedule appointments or explore other network options.
 - Members can also be directed to the Kaiser Permanente Colorado Provider Directory to explore provider options kp.org/findadoctor.
- It is the provider’s responsibility to check benefits and ensure patients are matched with the appropriate provider type (i.e., Medicare members must only be seen by Medicare providers). To verify this information, please refer to Affiliate Link.
- Services that require authorization should be requested through Affiliate Link.

Emergent situations should always be directed to an Emergency Dept or Mental Health walk-in clinic.

Sign on to Affiliate Link at: https://providers.kaiserpermanente.org/html/cpp_cod/sign-on.html

Chiropractic Services in Southern Colorado

From 12/1/21 to 3/1/22 chiropractic services will be unavailable at:

- Briargate Medical Office Building
- Pueblo North Medical Office Building

and Kaiser Permanente CO members should be directed to KP.org to find a network Chiropractor.



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



Collaborative Visits...

Kaiser Permanente’s Colorado Affiliate Collaborative Visits

As described in the KPCO Provider Manual, all of our affiliate providers are expected to participate in Kaiser Permanente’s Colorado Affiliate Collaborative visits and share performance metrics. The purpose of these is to transform affiliate relations from the position of payer to one of partnership by maintaining a regular dialog to establish true alignment and collaboration. The Affiliate Collaborative is also intended to satisfy CMS compliance regarding Kaiser Permanente’s FDR obligations when contracting with First Tier/Downstream/Related entities. The meeting objectives are as follows:



- Maintaining an open line of communication to solidify the relationship between the affiliate partner and Kaiser Permanente.
- Establishing alignment with regards to patient clinical quality, safety, access, and service outcomes.
- Ensuring KP members cared for in affiliate practices have a good care experience.
- Providing a forum to share best practices, successes, and opportunities for improvement.

Antibody Testing

Dear healthcare partners,

Kaiser Permanente is aligned with the CDC’s position that antibody testing is not recommended to assess for immunity to SARS-CoV-2 before, during, or after COVID-19 vaccination. No changes are advised in vaccine recommendations in response to results obtained and, in our experience, these tests create unnecessary stress and worry for patients.

As we support the better understanding of these tests in the context of research, we ask that our members answer some clinical questions prior to obtaining the test. This information includes their clinical history of COVID-19 exposure, illness, and vaccination. **For this reason, this lab test requires that the patient log on to kp.org (or call a service member of our team) to complete these questions prior to going to the lab.**

The purpose of this message is to inform you of our process for COVID-19 antibody tests. In order to reduce member frustration and inconvenience, we request that you provide members with this information when you order a COVID-19 antibody test. The attached flyer can serve as a reference. Please provide it to KP members for whom you wish this test to be completed.

Please refer to:

https://providers.kaiserpermanente.org/info_assets/cpp_cod/AntibodyTests_PatientFlyer.pdf

Thank you for your support and partnership!

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

