



KPCO Provider Insider

Oct - Dec 2022

This communication is for Kaiser Permanente Colorado network providers.

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AMR's Services

Kaiser Permanente is promoting **use of AMR's services**, so our members aren't balance billed.

AMR is only active with Kaiser Permanente in the following counties in CO, so we require AMR be contacted in these counties for their services:

El Paso
Pueblo
Douglas
Jefferson
Denver
Boulder
Broomfield
Adams
Weld

The number for **AMR** is **303-308-4000**

(If AMR happens to be contacted in other counties, AMR can accommodate the request, but it's not preferred.)

Please ensure your hospital facilities have this information.

Thank You
Healthcare
Heroes!

Did you know....

You can access Kaiser Permanente Self-Funded Claims information?

It's easy...just register here:

<https://kpclaimservices.com>

Have you completed your Diversity and Cultural Competency Training for 2022?

If not, you can find the **Kaiser Permanente Diversity, Equity, and Inclusion Tool Kit** here: <https://healthy.kaiserpermanente.org/colorado/community-providers/provider-info#diversity-and-cultural>

Once training has been completed, please answer the following questions, and send them along with your responses to your Provider Experience Consultant.

Culturally Sensitive and Anti – Bias Questions

- Have your providers and front office staff gone through Culturally Sensitive and Anti-Bias training?
- # of providers
- # of providers who have completed training
- # of Front Office Staff
- # of Front Office Staff that have completed training
- Type of training (example developed by your organization, YouTube etc.)?
- Training provided by?
- Course duration (minutes, hours, or days)
- Date Completed

Payers will be collecting this data on a yearly basis.

If you have questions about **Regulation 4-2-80**, please see below.

<https://doi.colorado.gov/announcements/notice-of-adoption-amended-regulations-4-2-73-and-5-2-12-and-new-regulation-4-2-80>

IMPORTANT!!

A REMINDER that Outpatient Therapy does not require an auth.

Having delays in authorization requests and notifications? Would you like to have your notifications faster? Ask your Provider Experience Consultant today about submitting authorization requests through the Kaiser Online Affiliate Link Portal to take advantage of faster turn-around times and automated services.

When entering an authorization request, in the notes section, if you are not attaching clinicals to the referral because the office is in Care Everywhere, please indicate this information in the note section. This will reduce delays in notification because UM is calling asking for clinicals.

SAVE TIME AND SUBMIT ONLINE



Submit your
disputes and
appeals
online using
KP Online
Affiliate

Online Affiliate is Kaiser Permanente's self-service portal available to external providers. It allows providers access to many **time-saving claims features**.

With Online Affiliate access, you can submit your appeals and disputes with a few clicks.

When viewing a claim in the portal, you can use the "Take Action" feature to submit your request efficiently. You will be prompted to complete a form with key information such as:

- Dispute amount
- Dispute reason (drop-down selection)
- Additional details regarding submission
- You may also submit PDF attachments to support your dispute

You will receive an auto-acknowledgment letter and resolution letter to your Online Affiliate in-basket by submitting online.

CLICK HERE TO SIGN UP FOR
ONLINE AFFILIATE TODAY!



Feel free to share with your claims
operations teams!

If you have questions regarding this communication or wish to register for Online Affiliate access, please go to kp.org/providers, select the appropriate Kaiser Permanente region and navigate to the Online Provider Tools section.

Kaiser Permanente Premier Medical Office

We now offer select specialty care services so that you can continue to save time and trips by taking care of many health care needs under one roof!



Kaiser Permanente
Premier Medical Offices

Located at:
3920 N. Union Boulevard
Colorado Springs, CO

*Corner of Austin Bluffs Pkwy
and Union Blvd.*

Dermatology at Premier and Pueblo North Medical Offices

Our dermatology doctors provide a full range of services (excluding cosmetic services,) ranging from routine skin checks and acne management to rash evaluation and skin cancer treatment. Appointments may be scheduled online via kp.org account or by calling **303-338-3376** (TTY 771). **No referral needed!**

Rheumatology

Our rheumatologist can diagnose and treat autoimmune inflammatory diseases such as rheumatoid arthritis, lupus, and scleroderma. Services provided include physical examination of the hands, joint inspections, or other areas that may be causing discomfort. Appointments can be made by calling **303-764-4480**. **If a referral has been placed by a Kaiser Permanente provider and authorized, you may schedule online at kp.org.**

Infusion Services (Non-Oncology)

We have an infusion center that overlooks the beautiful Palmer Park Bluffs. We offer medications that help patients with GI, rheumatologic and neurological conditions, just to name a few. **For referral questions, patients can call 877-895-2705. Prior to infusions being administered at Premier MOB, Prior Authorization is required. The KPCO nurse will call to schedule once**

Endocrinology at Premier and Pueblo North Medical Offices

Endocrinologists diagnose and treat everything from diabetes and thyroid disease to hypertension and hormonal disorders. To make an appointment, call **303-764-4665**. **If a referral was placed by a Kaiser Permanente provider, you may schedule online at kp.org.**

Neurology

Our neurologist can treat disorders of the nervous system with our primary focus being on high-quality, personalized care. Our practice is focused on evidence-based medicine while considering what's best for you by listening to and involving you in your care. Appointments can be made by calling **303-861-3380, Option 1**. **If a referral was placed by a Kaiser Permanente provider, you may schedule online at kp.org.**

Sports Medicine

Our physician can help manage conditions such as arthritis and old injuries. We are devoted to the prevention, diagnosis, treatment, and rehabilitation of injuries and disorders that may affect you. To make an appointment, call **303-861-3408**. **If a referral has been placed by a Kaiser Permanente provider, you may schedule online**

Chiropractic Services

Chiropractic care is effective for treating lower back pain, neck pain, and headaches. **No referral is needed!** To schedule an appointment, call the Centers for Complementary Medicine at **1-844-800-0788** (TTY 711.)

Learn more at kp.org/Premier



Updated Flu Shot Information

- KPCO will be offering walk-in flu shots Monday through Friday in the month of October at all our Medical Office Buildings in Colorado Springs and Pueblo.
- Additionally, we will have walk-in clinics all Saturdays in the month of October at Premier Medical Office Building (Colorado Springs) and Pueblo North Medical Office Building (Pueblo) from 9a-5p. On these Saturdays, we will offer BOTH flu shots and the COVID-19 bivalent booster shot.
- Members may book an appointment within Primary Care Nurse Clinic for a COVID-19 bivalent booster shot Monday through Friday at all our Medical Offices.
- Of note, this year, no-cost flu shots will only be available at Kaiser Permanente locations.
- Alternatively, members can choose to pay out-of-pocket to get a flu shot at a pharmacy outside of Kaiser

Medical Office Building	Walk-in Flu Clinics Monday- Friday	Flu and COVID-19 Bivalent Booster Saturday Walk-in Clinic	COVID-19 Bivalent Booster Shots Monday - Friday
Premier MOB	Oct 1 – Nov 30 9a-5p	All Saturdays in the month of October 9a-5p	Nurse Clinic Appointments can be scheduled online at kp.org or by calling 303-338-4545
Pueblo North MOB			
Acero MOB		N/A	
Parkside MOB			
Briargate MOB			

Full Time Pediatric Teams at Parkside and Briargate Medical Offices

We are excited to announce that we now have full-time Pediatrics teams at both our Parkside and our Briargate Medical Offices, and they are accepting new patients. They provide compassionate, quality care, along with the convenience of pharmacy, lab, and X-ray services – all under one roof.

Appointments

We have Pediatric appointments, including same-day availability, Monday through Friday at Briargate and Parkside Medical Offices.

Parkside Medical Offices, 215 S. Parkside Drive, Colorado Springs, CO 80910

- Bao Nguyen, MD

Briargate Medical Offices, 4105 Briargate Parkway, Suite 125, Colorado Springs, CO 80920

- Audrey Hall, MD

- KPCO members may:
- Schedule online at kp.org/appointments
 - Call **1-800-218-1059 (TTY 711)**, Monday through Friday, from 6 a.m. to 7 p.m.

