



Apr– May 2023

KPCO Provider Insider

This communication is for Kaiser Permanente Colorado network providers.

Kaiser Permanente Pharmacy Facts/FAX

Are you wondering how to get a prescription filled at a Kaiser Permanente Colorado (KPCO) Pharmacy in Colorado Springs/Pueblo or enroll a member into KP Mail Order?

Prescription Home Delivery Most new and refill prescriptions can be delivered directly to patients, usually within 5 to 7 days, and shipping is available at no extra cost. Members also may be able to get a 3-month supply for the cost of 2 months. Patients can order your prescriptions through our mail order pharmacy online through their kp.org account, the KP mobile app, or by calling our Mail Order Service at 1-866-523-6059 (TTY 711).

Need it today? Same-day or next-day delivery is available for an additional fee. Talk to your local pharmacy staff for more information.

Most prescribers can utilize Surescripts to drop orders into ePIMS. However, you may also fax the prescription refill or mail order request to the following fax numbers:

Acero Pharmacy:	719-696-6456
Pueblo North Pharmacy:	719-595-5370
Parkside Pharmacy:	719-327-6566
Premier Pharmacy:	719-755-6417
Briargate Pharmacy:	719-282-2470

Effective April 2nd, 2023, Premier Pharmacy hours will be changing to 9:00 AM to 5:00 PM Monday through Saturday (closed for lunch 12:30-1:30 PM), closed On Sunday. Members can use the pharmacy at Parkside (215 S. Parkside Drive) or Briargate (4105 Briargate Pkwy.) if needed -- their hours are 7:30 AM to 6:30 PM.

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Advantage of ERA/EFT Enrollment

Get paid faster and reduce costs by eliminating paper checks and remittance advice by receiving ERA/EFT.

- Get paid faster, reduced administrative costs, and increased efficiency
- Automate payment posting to streamline processes
- Automate reconciliation of payments and remittances

Kaiser Permanente has partnered with Citi Payment Exchange to provide a portal for enrolling in Electronic Fund Transfer (EFT) and Electronic Remittance Advice (ERA). With this partnership, Kaiser Permanente requests that all vendors pursuing EFT/ERA enrollments utilize the Payment Exchange portal for enrollment and changes to existing EFT/ERA. The portal is open 24 hours a day and 7 days a week for new enrollments or changes.

It's easy to get started now!
Each Kaiser Permanente region requires a separate enrollment.
If you wish to create a new enrollment for EFT/ERA in the Colorado region

CO - <https://b2bportal.citipaymentexchange.citi.com/enroll/CO-KFHP-ACH>

Activation code **YJRW6** is required at login.

Kaiser Permanente's association with Cigna's PPO Network....

Curious?? Learn more at:
<https://healthy.kaiserpermanente.org/colorado/community-providers/cigna-ppo-network-providers>

If you need assistance, please
contact your Provider
Experience Consultant at



1-866-866-3951.

From Our Kaiser Permanente Labs

What Network Providers are Currently Ordering	What KP will run
UA Complete	UAwM- ****this is the routine urine testing with microscopic only
UA w/microscopic, Culture if indicated	UAwM-this test will not reflex to a culture if indicated. If a culture is needed, the provider needs to order Culture separately.
UA complete with reflex to Culture	UAwR

Effective April 3rd, 2023, the Premier Laboratory hours will be changing to 9:00 AM to 5:00 PM Monday through Saturday. Members can use the laboratory at Parkside (215 S. Parkside Drive) or Briargate (4105 Briargate Pkwy.) if needed -- their hours are 7:30 AM to 6:30 PM.

NEW Reporting Requirements for Kaiser Permanente Patients

We need your help with our reporting requirements. If you are taking care of Kaiser Permanente patients 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.

Re-Orientations

If you have received an email from your Provider Experience Consultant asking for a response to set up a date/time for a Re-Orientation, it is highly recommended you respond sooner than later.

We expect ALL network contracted providers to complete an ANNUAL RE-ORIENTATION.

It is to the provider's advantage to participate in these annually. If you neglect to respond, you will miss out on valuable information pertinent to providing services to our members, authorizations, claims, referrals, and DOI requirements.

Looking to have your authorization request reviewed sooner?

And in some cases, auto approved?

Talk to your Provider Experience Consultant about our provider portal for ease of authorization submissions.

Kaiser Permanente distributes criteria by mail, fax, or email, upon request. We will be happy to provide an explanation of the scientific or clinical standards or judgment as well as any internal rule, guideline, benefit plan information or protocol that apply to the determination, without charge, if you request one by contacting Utilization Management at 1-877-895-2705. How to contact UM for the above information can also be found on the provider website <https://healthy.kaiserpermanente.org/colorado/community-providers> > Authorization > Affiliated Provider Manual > Section 4: Utilization Management

UM decision making is based only on appropriateness of care and service, for each individual member's needs, and existence of coverage. The organization does not reward practitioners or other individuals for issuing denials of coverage. Financial incentives for UM decision makers do not encourage decisions that result in underutilization. Kaiser Permanente will not make decisions regarding issues like hiring, compensation, termination, or promotion based on the likelihood that the person will support the denial of benefits.

If you need assistance, please contact your Provider Experience Consultant at 1-866-866-3951.

Carelon Behavioral Health formerly Beacon Health Options

Beacon Health Options changed its brand name effective March 1, 2023, to **Carelon Behavioral Health**.

In Northern and Southern Colorado service areas, all behavioral health for Kaiser members is contracted through our third-party vendor, Carelon Behavioral Health.

EDI Claim Rejections Invalid MRN

Kaiser Permanente is experiencing an increase in claim rejections for “Member Not Found”. Many of the claim rejections are due to an incorrect KP Payer ID on the EDI submitted claim. Please ensure you have the correct Region/Payer ID selected for each member prior to submitting EDI claims for adjudication.

Check member’s ID card for Payer ID, if no Payer ID use the Regional Clearinghouse information below:

Clearinghouse	Northern CA	Southern CA	Hawaii	Georgia	Northwest	Mid-Atlantic	Colorado
ChangeHealthcare (CHC) www.changehealthcare.com	94135	94134	94123	21313	93079	52095	91617
OptimumInsight/Ingenix www.optum.com/solutions/provider	N/A	N/A	N/A	NG010	NG009	NG008	COKSR
Navicare www.waystar.com/	N/A	N/A	N/A	21313	N/A	N/A	N/A
Office Ally https://cms.officeally.com	94135	94134	94123	21313	NW002	52095	91617
Availity (formerly REALMED) www.availity.com	N/A	N/A	N/A	N/A	N/A	54294	N/A
Relay Health www.changehealthcare.com/	RH009	94134	RH0011	RH008	RH002	RH010	RH003
SSI http://thessigroup.com	NKAISERCA	SKAISERCA	N/A	21313	SS002	N/A	999990273

It’s easy to register for Affiliate Link access...

Go to the Community Provider Portal:

<https://healthy.kaiserpermanente.org/colorado/community-providers>

Then in the upper right-hand corner of the Home Page, click on the blue hyperlink that says “Register”.

Sign-On  , Register or Manage Account  to access KP Online Affiliate

From there follow the instructions at the bottom of the Online Provider Tools page. **If you have any issues/questions, call your Provider Experience Representative -- at 1-866-866-3951.**

Archived Provider Insider Newsletters

Did you know you can access all our previous published Provider Insider Newsletters on our Community Provider Portal? It’s in our “News” section on our Community Provider Portal. (At the bottom of the page.

The Community Provider Portal can be found at:

<https://healthy.kaiserpermanente.org/colorado/community-providers>

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Thank You

Healthcare
Providers