



KPCO Provider Insider

Oct – Dec 2023

This communication is for Kaiser Permanente Colorado network providers.

2024 Colorado Option Network Change

Beginning in 2023, the Colorado Division of Insurance (DOI) required that all carriers in the Individual and Family and Small Group markets offer Colorado Option standardized benefit plans. These plans were created by the DOI to have standardized benefits and cost sharing requirements across carriers.

Beginning January 1, 2024, Kaiser Permanente Colorado (KPCO) will be offering Colorado Option plans on two new Colorado Option networks, which will be comprised of a combination of providers contracted for the KP Select and KP Commercial networks. These new networks will be called Kaiser Permanente Colorado Option for Individuals and Families (KPIF) and Kaiser Permanente Colorado Option for Small Groups (SG). Kaiser Permanente Colorado Option members should access the Kaiser Permanente Colorado Option (KPIF) network and Kaiser Permanente Colorado Option (SG) network of affiliate providers and hospital locations and can find in-network providers and locations by visiting kp.org/locations.

Providers will receive a letter with more information about network status for the Colorado Option networks in 2024 and can find examples of member ID cards in the 2024 provider manual. If you have any questions or need any additional assistance with this change, please contact your Provider Experience Consultant by calling 866-866-3951, weekdays, 8 a.m. to 5 p.m.

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**Thank-You
Healthcare
Providers!**

Have you completed your Diversity and Cultural Competency Training for 2023?

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



**It is an annual
DOI Requirement.**

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>

Quarterly Attestations

Did you know that CMS conducts directory audits from time to time and may call your Practice as a Secret Shopper with various questions including:

- What is the clinic/practice/group name, address (including suite), and phone?
- Can members schedule an appointment with the provider at this location?
- Does the provider see new patients at this location?
- What is the provider's specialty?
- Does the provider accept Kaiser Medicare?

It is important that the staff answering the phones have access to accurate and up-to-date information. Reviewing and updating your quarterly attestations is an easy way to maintain accurate directory information. If you notice inaccuracies or discrepancies on kp.org, please email KPCO-PDM@kp.org.

In Affiliate Link, did you know...

- If you get a REFERRAL from a Kaiser staff member but have a question for the person who sent the referral, or need to communicate to the referring Kaiser staff member you don't need to call the Kaiser Medical Office...instead, you can send the note through Affiliate Link, and it will go directly to the referring provider's In Basket. (That's faster and our preference.)
- You need to sign on every 60 days, so you stay activated?
- LOC/POS is the place where the services will be rendered?
- You can file Claim Disputes?
- You can see Patient Demographics?
- The bottom middle box on the home page has "References", which are step by step instructions how to use the portal?

**If you have questions on how to utilize processes in Affiliate Link, reach out to your Provider Experience Consultant—
1-866-866-3951**

Info for Network Gastroenterology Offices...

Kaiser Permanente Colorado would like to thank you for taking such good care of our members. To assist us in helping close care gaps, we are asking you to please send Colonoscopy GI results to Kaiser Permanente Colorado by way of Right Fax at 866-468-8309. This is a secure fax line monitored by nurses. Please start this today. Any records Kaiser needs prior to today we will reach out and ask for. Please let us know if you have any questions.



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

★★★★★ Notification ★★★★★

Effective July 1, 2023, we are excited to notify you that **Colorado Springs School District 11** has chosen Kaiser Permanente to provide benefits to their employees and their families.















Primary Care FAX Numbers for Colorado Springs Medical Offices

Because many of our network providers are sending Faxes for our Primary Care offices to the incorrect FAX numbers. Please use the FAX numbers below if you need to send to our Kaiser Permanente Primary Care Offices at our Medical Buildings.

Kaiser Permanente Colorado Springs Medical Office Locations	Primary Care FAX Numbers
Kaiser Permanente Premier Medical Offices 3920 N Union Blvd. Colorado Springs CO 80907 (Corner of Austin Bluffs Pkwy and Union)	Primary Care <ul style="list-style-type: none"> • 855-902-6009
Kaiser Permanente Briargate Medical Offices 4105 Briargate Pkwy., Ste. 125 Colorado Springs, CO 80920	Primary Care <ul style="list-style-type: none"> • 866-562-1722
Kaiser Permanente Parkside Medical Offices 215 Parkside Drive Colorado Springs, CO 80910	Primary Care <ul style="list-style-type: none"> • 866-564-7451

These Resources are available on the Community Provider Portal

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

 Eligibility Verify member eligibility and benefits	 Authorizations View authorizations and policies	 Claims View claims and billing information
 Member information View member medical records and more	 Provider Information View provider manual, clinical library and more	 Laboratory View Laboratory, policies and more
 Pharmacy View formulary, policies and more	 Radiology View radiology, policies and more	 Care Coordination and Guidelines View Care Coordination and Guidelines
 News Download commonly used forms	 Contact us Contact us if you have any queries	 Online Provider Tools Register for online access