



Oct– Dec 2024

KPCO Provider Insider

This communication is for Kaiser Permanente Colorado network providers.

Mail Order Pharmacy

Mail order pharmacy services are the easiest and cheapest way for our members to receive their maintenance medications. Network providers should select the **Kaiser Perm COLORADO Mail Order Pharmacy** when ordering (via Surescripts) for our Colorado members.

The **Kaiser Permanente COLORADO Mail Order Pharmacy** service is now located in Renton, Washington. The **Colorado** store is managed by the KP Washington pharmacy team; however, it is a separate store with a separate phone number and operates on a different pharmacy system than the Washington mail order pharmacy at the same location. **Colorado member prescriptions must be received by the Colorado store for processing.**

Ordering Labs-Testosterone LC/MS

If a patient comes in with an order for a Testosterone LC/MS from any provider, Kaiser lab staff will order our in-house Testosterone Total, CIA. The methodologies are different, but not the quality of the results. Kaiser will only order the Testosterone Total, LC/MS to Quest when it's requested on a pediatric patient.

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To email your Provider Experience Consultant

Use this new email box:

NDPC-PEC-Cases@kp.org

Need Fit Tests?

As you know...

Kaiser Permanente is NOT contracted with Exact Sciences for Cologuard Tests.

We do offer FIT Tests, and the contact person for ordering FIT Tests for our network contract providers has changed. The new contact is:

Chris Stiltner

Physician Account Manager

Quest Diagnostics | Action from Insight | 695 S Broadway | Denver, CO 80209 USA
| **phone** 303.625.3134 | **fax** 610.271.4079
| chris.i.stiltner@QuestDiagnostics.com [QuestDiagnostics.com](https://www.questdiagnostics.com)

Medicare BH Reminder

As of January 1, 2024, Medicare recognized mental health counselors and licensed marriage and family therapists as provider types that can treat Medicare members and receive reimbursement for approved services. This means you may now see Kaiser Medicare members and get reimbursed from Kaiser if you enroll with Medicare. MFTs and MHCs can enroll electronically with Medicare using the [Provider Enrollment, Chain, and Ownership System \(PECOS\)](#) or the paper CMS-855I enrollment application. For more information please go to [Marriage and Family Therapists and Mental Health Counselors FAQs \(cms.gov\)](#).

What Kaiser Plans?

Do you know what Kaiser plans you're contracted for? If not, contact your Provider Experience Representative.

Ophthalmology Providers...



Remember that as of 10/1/2024 we require Prior Authorization for cataract procedures and will be reviewing lens implants for medical necessity as well.

2025 Specialty self-referral changes for KPCO members

To help members get the right care as quickly, conveniently, and affordably as possible, we are changing how some specialty care is accessed.

Starting January 1, 2025, a referral will be needed to be seen in the Kaiser Permanente Allergy, Dermatology, and Urology departments (depending on member's benefit coverage). For most other specialists, a referral is not needed. Members will need to work with their PCP (or other primary care provider) to determine if a referral is needed to one of these specialties. Many health conditions can be effectively treated in primary care.



**Thank YOU,
Healthcare
Providers!**



DOI Regulation 4-2-80 responses Due by end of year!

If your practice has not completed your Diversity and Cultural Competency Training for this year, you can find the Kaiser Permanente Diversity, Equity, and Inclusion Tool Kit here: [Diversity Equity Inclusion Toolkit](#)

Once training has been completed for your group, please answer the following questions, and send to your Provider Experience Consultant at: NDPC-PEC-Cases@kp.org

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

If you have questions about Regulation 4-2-80, please reference link below, OR reach out to your Provider Experience Consultant (PEC) at 1-866-866-3951.

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



**We
appreciate
you!**

**Coming in 2025
New Look to the
Community Provider Portal!!**



Prior Authorization criteria for total hip and knee replacement

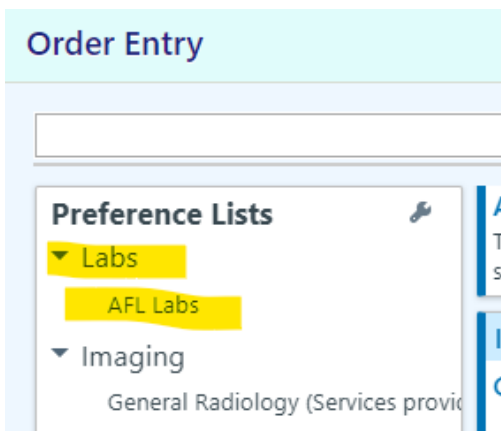
Kaiser Colorado has recently updated its Prior Authorization criteria for total hip and knee replacement requests. This was done as part of a regular guidelines review in consultation with contracted total joint surgeons, more recent published evidence on surgical risk reduction, and a view of the standard expectations for review in our area.

This may require your team to supply more information on things like patient BMI, smoking status, and nonoperative course of care to obtain prior authorization. Please review these guidelines and contact your Provider Experience Consultant with questions.

Revised Total Hip and Total Knee Arthroplasty guidelines can be found on the Community Provider Portal: <https://healthy.kaiserpermanente.org/colorado/community-providers/provider-info#clinical-guidelines>

Placing Lab Orders?

Instead of giving the member a paper order, why not place the lab order through Affiliate Link?



All Providers should be utilizing Affiliate Link for a seamless process for Kaiser members and providers, or faxing orders to (1-877-489-5586) the lab's Client services department 24-48 hours before the member plans to go to the lab to have testing done. Members walking into a KP lab location with a list of tests that need to be manually entered into our system are unsatisfied with the process because of how long it takes to enter the tests being requested.

Providers needing results please call the Lab client services department at 303-404-4050 (this is a non-member facing line please do not give this number to members).

For Glucose Tolerance test for **non-OB patients**, Kaiser offers a 2-hour GTT that can only be entered by the client services department or if a 3-hour is needed Quest offers that test TC100559.



If you need assistance, please contact your Provider Experience Consultant at 1-866-866-3951, or email NDPC-PEC-Cases@kp.org.