



Jan– Mar 2025

# KPCO Provider Insider

*This communication is for Kaiser Permanente Colorado network providers.*

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- Thank YOU, Healthcare Providers
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### To email your Provider Experience Consultant

Use this new email box:

**NDPC-PEC-Cases@kp.org**

## Referral REMINDER...

**Beginning January 1, 2025**, members on the HMO plans will no longer be able to schedule specialty visits within Kaiser Permanente or with contracted network offices for **Allergy, Dermatology and Urology** without a referral. Members will need to work with their PCP (or other primary care visit) to determine if a referral is needed to one of these specialties.

PPO plan members do not need a referral to see these specialists, they are still able to self-refer.

### BACKGROUND:

Members are being seen by specialists when they could be treated by primary care providers more efficiently. In some cases, specialty visits require initial work-up/testing. When members self-refer, they may bypass requested recommendations which creates follow-up appointment inefficiencies. This change in specialty care scheduling will help reduce inappropriate specialty care demand, improving access for those who need specialized care.

If a member is already in the care of an Allergist, Dermatologist or Urologist, they can continue their care, a referral is not needed. This notice is for new visits where care from one of these specialists has not been started.

Any questions, contact your Provider Experience Consultant.

## EOP Shift to Paperless

**Opportunity Value:** We have identified about 33,000 unique vendor TIN/NPI combinations across all regions that can potentially be shifted to Electronic Remittance Advice. This vendor pool represents roughly 7.9M claims per year. The opportunity value of this project to default the EOP to paperless is projected at up to \$1.4M, dependent upon providers taking action.

### Explanation of Payments (EOP) Shift to Paperless

Currently the Explanation of Payment (EOP) is printed and mailed to Providers. **We will phase out printing EOPs** as they can be accessed on the Online Affiliate provider portal and providers are able to sign up for EFT/ERA.





- ~33K vendor TIN/NPI combinations across all regions can potentially be shifted to Electronic Remittance Advice.
- Communications will inform providers of the shift and what they need to know.

**ISS** Integration and Support Services  
NCA-PDM-AIS

### What To Know

- 01 **We'll begin phasing out paper EOPs** in December of 2024 and continue in 2025.
- 02 **Providers who are not already signed up** for EDI/EFT/ERA or KP's Online Affiliate provider portal **can obtain sign up information at [kp.org/providers](https://kp.org/providers).**
- 03 Providers who **utilize EDI/EFT/ERA experience quicker turn-around times** with claims adjudication and payments.

### Resources

 <p><b>Community Provider Portal</b> The CPP pages (<a href="https://kp.org/providers">kp.org/providers</a>) will be updated to reflect the shift.</p>	 <p><b>Provider User Guides</b></p> <ul style="list-style-type: none"> <li>• <a href="#">EDI/EFT/ERA Guide</a></li> <li>• <a href="#">Online Affiliate Registration Guide</a></li> </ul>
 <p><b>MSCC FAQs</b> A CSIR alert with FAQs for call representative will be available.</p>	 <p><b>EDI Support</b> Still can't find what you need? open a case: <a href="https://kpnationalclaims.my.site.com/EDI/s/">https://kpnationalclaims.my.site.com/EDI/s/</a></p>

## DOI Regulation 4-2-80

Kaiser Permanente is required to **annually** collect training data per DOI Regulation 4-2-80 which covers Colorado Option Standardized Health Benefit Plans. Kaiser Permanente Colorado, however, collects this information for all professional groups.

Every year, Network Providers and their Front Office Staff are required to complete anti-bias, cultural competency, or similar training and then report this to insurance carriers. This training is designed to assist covered persons in the Colorado Option standardized plan who experience higher rates of health disparities and inequities.

This email is to inform you of our new process for collecting this data. **Starting in 2025**, you will receive periodic emails from Kaiser Foundation Health Plan via Smartsheet [automation@app.smartsheet.com](mailto:automation@app.smartsheet.com), which will include a survey link where you will go to report this data.

**More information to come.**

## **Sending patients to a Kaiser Permanente Medical Office Building for labs... ...use Affiliate Link to place those Lab Orders**

**All Providers should be utilizing Affiliate Link** for a seamless process for sending Kaiser members to a Kaiser Medical Office Building for lab services. If you don't yet have access to Affiliate Link, our secured portal, you may fax 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. This is why we are requesting you utilize Affiliate Link, or fax in advance.

**At the end of this Newsletter**, we have placed the new Job Aid for submitting Lab Orders through Affiliate Link. If you would like a virtual training, contact your Provider Experience Consultant and they will be happy to set up a training. [NDPC-PEC-Cases@kp.org](mailto:NDPC-PEC-Cases@kp.org)

## **Requesting to review a drug for coverage through the Kaiser Pharmacy Authorization Service**

**Reminder for providers on how to initiate a request to review a drug for coverage through the Kaiser Pharmacy Authorization Service for our commercial members.**

Please note that requests for review can be initiated online through cover my meds, as electronic PA through SureScripts, faxing a medication request (attached) form along with any relevant information for the review. Please visit our provider portal at [www.providers.kp.org](http://www.providers.kp.org) for formulary information and forms and links. Colorado>Pharmacy>Medication Exception Process

Please contact your Kaiser Provider Experience Consultant with additional questions.

**How to request a review for coverage for our Kaiser Medicare members:**

As of January 1, 2021, Kaiser Permanente delegated all Medicare Part D coverage determinations to OptumRx.

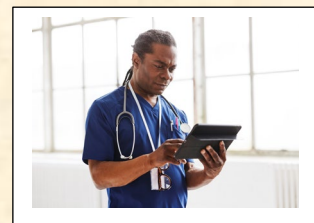
Please send your request(s) for Medicare Part D coverage determinations to OptumRx via one of the following methods:

OptumRx Fax: 1-844-403-1028

OptumRx Phone: 1-888-791-7255

Electronic methods: SureScripts within your electronic medical record

Cover My Meds at [www.covermymeds.com](http://www.covermymeds.com)



**And for all providers:**

Any product is supplied and billed under the member's medical benefit or any product/medication that administered in office is not eligible for review under the pharmacy benefit.

Please fax these types of requests directly to the Referral Center at 1-866-529-0934. Please call the Kaiser Referral Center at (303) 636-3131 if you have any further questions or to request an update on the status of the review.

# CART (Communication Access Realtime Translation) Services for Members

Live captioning services for members who are deaf or hard of hearing.

CART (Communication Access Realtime Translations) services are for members in the Colorado region. CART service is for patients who are deaf or hard of hearing who may not know Sign Language. This is being implemented to provide equal access to communication for these members.

## Appointment Options

The vendor (Visible Voices) has certified CART translators who listen to speech and instantaneously translate the speech to text. CART services are manual transcription typing services that are offered for in-person and virtual appointments. Display options include computers, laptops, or mobile devices.

- Virtual Transcription - CART can be used virtually during an in-office visit or a virtual visit. Additional steps and materials are needed. (see below)
- In Person Transcription - The CART vendor will arrive with the equipment needed for translations.

## Booking the Appointment

Follow the current Language Interpreter Guideline to book these appointments

## Visible Voices

**Mon-Fri, 9 a.m. to 9 p.m.**

Request by email (preferred): [info@visiblevoices.com](mailto:info@visiblevoices.com)

Request by phone: **720.838.3737**

Please schedule the appointment with as much **advanced notice** as possible. Inform the vendor if this is for an **in-person or virtual** transcription service.

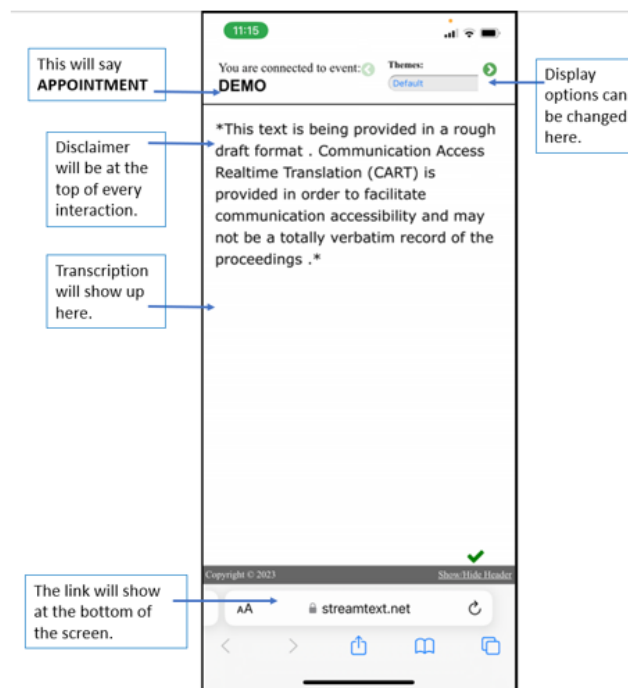
**Cancellation Policy:** Notice **as soon as possible**. Should be given at least 24 hours prior to the appointment, or as soon as notification is given by the member. Contact the vendor directly.

Booking information needed:

- In-Person transcription:
  - Member's name/MRN
  - Address of the medical office
  - Date and time of the appointment
  - Clinic staff name, contact number and email
- Virtual transcription:
  - Member's name/MRN
  - Date and time of the appointment
  - Clinic staff name, contact number and email

Virtual transcription appointment steps:

- Device needed
  - KP internet device to allow the member to see the transcription text. (KP provided phone, haiku device, tablet, etc.)
  - KP phone with speaker, or audio speaker option on internet device, so the interpreter can hear both the provider and the member
- Provider/staff: contact the vendor by phone just prior to the appointment to establish the phone link.
- Vendor: will send the secure, private link to the captioning webpage via email, to the KP provider/staff contact. (e.g., [www.streamtext.net/player?event](http://www.streamtext.net/player?event))
- Provider/staff: access the link via the KP internet device.
- This webpage is where the live captioning will be displayed.
- Once the appointment is complete, the internet window is closed.
- The transcription is not kept by the vendor.



## To Register for the Secured Portal, Affiliate Link:

Go to this web page on the Community Provider Portal & follow instructions: <https://healthy.kaiserpermanente.org/colorado/community-providers/online-provider-tools#registration-signon>

Any issues with registration, contact the Affiliate Link Team at: [NDPC\\_AffiliateLink@kp.org](mailto:NDPC_AffiliateLink@kp.org)



## Kaiser Permanente Colorado Interpreter Service Process

Member makes the appointment as normal

If interpreter services are needed, the provider's office contacts:

- Mile High Interpreters – In person only – 303-333-7900
- Language Line – Telephone only – 1-855-221-3669

In person Sign Language Resources:

- Professional Sign Language Interpreting, Inc. – Denver/Boulder (M-F, 8:30a-4:30p) (in person)
  - Outgoing calls/setting up for appointments: 303-920-7330
  - TTY/Video Relay 866-327-8877 (incoming calls)
- Sign Language Network Inc – Southern Colorado (M-F 8:30a – 4:30p)
  - 719-599-4517 (during normal business hours)
  - 719-651-2490 (after hours)
- Purple Language Service (M-F, 8:30a-4:30p)
  - 800-900-9478 ext. 1362
  - 800-549-6000 (after hours)

The provider's office will need to provide the following information to the interpreter service they will be using so they can bill Kaiser Permanente:

- 1) Identify the member as KP Colorado member
- 2) Member Medical Record Number
- 3) Member Name
- 4) Date and time of the appointment
- 5) Clinic details



**Thank YOU  
Healthcare  
Providers!**

### Provider Reorientations

If you've had turnover in staff, or would just like a refresher via an Orientation, let your Provider Experience Consultant know.

There are many changes that occur over the course of a year, and it's a good idea to make sure you are on top of them.

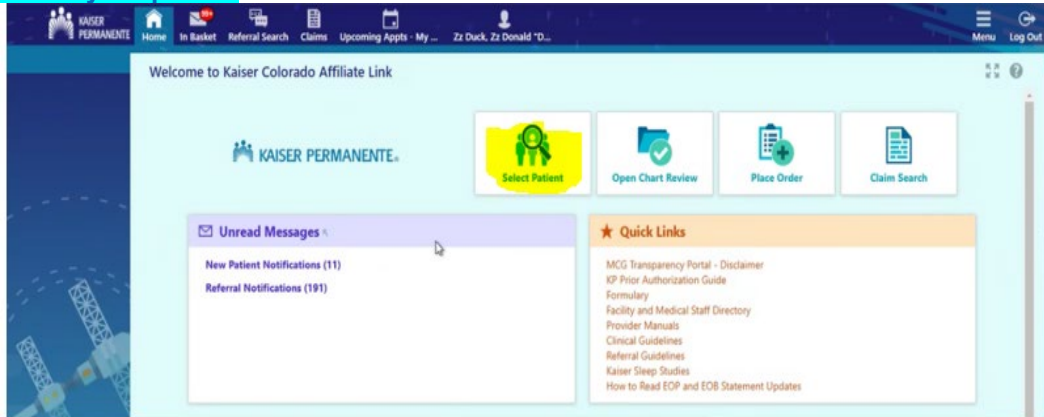


If you need assistance, please contact your Provider Experience Consultant at 1-866-866-3951, or email [NDPC-PEC-Cases@kp.org](mailto:NDPC-PEC-Cases@kp.org).

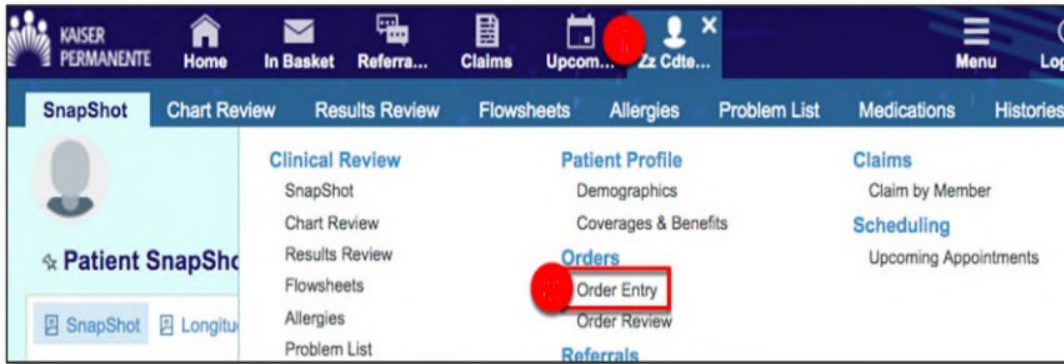
# Online Affiliate Link Lab Order Entry Process (Job Aid)

Log into Online Affiliate Link Home Page

Select your patient



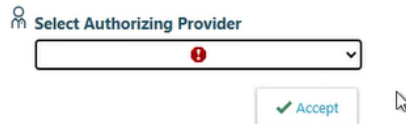
From the menu, choose Order Entry



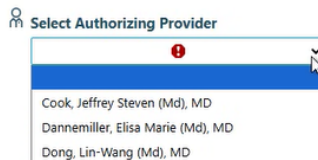
Select Authorizing provider

Click "Accept"

Select an authorizing provider for this order.

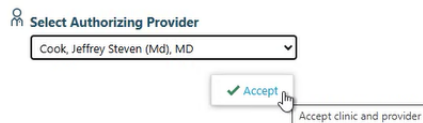


Select an authorizing provider for this order.



Order Entry

Select an authorizing provider for this order.



Continued Next Page...

**From the Order Entry screen, click the Preference List. (Alternatively, individual test names can be entered in the free text field. For this training, we cover the Preference List.)**

Order Entry

Preference List Dx Association

New procedure:

Dannemiller, Elisa Marie (Md), MD - NORTHERN COLORA...

Unsigned new orders (0)

No unsigned orders

Order Entry

Browse Preference List

**Preference Lists**

- Labs
  - AFL Labs
- Imaging
  - General Radiology (Services provided by KP)
  - Mammography (Services provided by KP)
- Procedures
  - REFERRALS

**AFL Labs**

This section has too many items to be browsed. These items may still be selected using the search field.

**Imaging**

**General Radiology (Services provided by KP)**

- XR ABD AP
- XR ABD SUPINE AND ERECT
- XR ACUTE ABD COMPLETE
- XR AP PELVIS AND AP FROG LEG 2 VIEWS
- XR AP PELVIS AND AP FROG LEG 2 VIEWS (INFANT)
- XR BILAT ACROMIOCLAVICULAR JOINTS W OR WO WTS
- XR BILAT TMJ OPEN AND CLOSED MOUTH
- XR CERVICAL SPINE 2 OR 3 VIEWS
- XR CERVICAL SPINE FLEX/EXT
- XR LUMBAR SPINE ROUTINE
- XR MANDIBLE 4 OR MORE VIEWS
- XR NASAL BONES 3 OR MORE VIEWS
- XR NECK SOFT TISSUE
- XR NOSE TO RECTUM FB SINGLE VIEW, CHILD
- XR ORBIT 1 TO 3 VIEWS
- XR OSSEOUS SURVEY LTD, MYELOMA
- XR OSSEOUS SURVEY, INFANT LESS THAN 12 MOS
- XR PELVIC AP

No current selections.

Clear All Selected

**LAB Example Note: Lab orders are sent directly to KP Labs. Instructions are provided for the provider to print and give to the member. A member may then call to schedule their appointment depending on the type of lab order.**

**LAB Example**

PROCEDURE REFERRALS

LAB AFL Labs

IMAGING

My Preferences

- CBC W AUTOMATED DIFFERENTIAL - Qty:1
- CEA - Qty:1

Selected Orders

Procedures

- CBC W AUTOMATED DIFFERENTIAL

Order Entry

hemo

Browse Preference List

Procedures

Name	Px Code	Type	Pref List	O...
HEMOGLOBIN A1C	830368	Lab	LAB - AFL ... 20...	
HEMOGLOBIN AND HEMATOCRIT	200476	Lab	LAB - AFL ... 20...	
HEMOGLOBIN ELECTROPHORESIS	830208	Lab	LAB - AFL ... 20...	
HEMOGLOBIN ELECTROPHORESIS, NEONATAL	83020E	Lab	LAB - AFL ... 20...	
HEMOGLOBIN, PLASMA	83051B	Lab	LAB - AFL ... 20...	
HEMOGLOBINOPATHY PANEL (HCT, HGB, RBC, HGB FRACTIONATION), HPFC	269344	Lab	LAB - AFL ... 21...	
HEMOSIDERIN, URINE	83070B	Lab	LAB - AFL ... 20...	
GLOBIN, FECAL (aka HEMOCCULT)	82274A	Lab	LAB - AFL ... 20...	
OCCULT BLOOD STOOL 1 SPECIMEN, OTHER THAN COLORECTAL CANCER SCREENING (aka...	82272D	Lab	LAB - AFL ... 20...	
FACTOR IX ACTIVITY (aka HEMOPHILIA B ASSAY)	85250B	Lab	LAB - AFL ... 20...	
HAEMOPHILUS INFLUENZAE B ANTIBODY (aka HEMOPHILUS INFLUENZAE)	86684A	Lab	LAB - AFL ... 20...	
METHEMOGLOBIN (aka HEMOGLOBIN; METHEMOGLOBIN)	83050B	Lab	LAB - AFL ... 20...	
REF PEDS. HEMOPHILIA CLINIC - CHCO ONCOLOGY/HEMATOLOGY	220536	Referral	PROCEDU... 21...	

Select And Stay:  Accept  Cancel

**Hit Accept**

Continued Next Page...



**Add/Edit required information:**

Order Entry 📄 ?

Preference List 🔗 Dx Association

New procedure:  🔍 Smith, David B (Md) - NORTHERN COLORA...

Unsigned new orders (1)

**HEMOGLOBIN A1C** 🗑️

Routine • Normal • Qty-1

Orders signed in this encounter (0)

*Don't see the order you're looking for? Try Order Review.*

✔️ Sign Orders

**BMP with ionized Ca (Chem 8) STAT**

Priority:  🔍 Routine ✔️ STAT

Class:  🔍

Quantity:  (The maximum orderable quantity for this procedure is 1000)

Status:  Normal  Standing  Future

Specimen source:  🔍

Comment: ? 📄 ↔️ ➡️ 🗑️

Scheduling instructions: ? 📄 ↔️ ➡️ 🗑️

Process instructions: STAT ONLY performed at Hidden Lake, Arapahoe, Parkside, Pueblo North, Briargate, East, Wheatridge, Greeley, Loveland, and Fort Collins.  
If a STAT is needed at another location, use Basic Metabolic Panel (Total CA, CO2, CL, CR,

**Select priority level:**

Please make a selection

Priority:  Search

Search Matches:

Title	Number
After office visit	3
After xray	4
ASAP	1
Patient Waiting	10
Preoperative	9
Routine	6
STAT	2
Timing Critical	8
Today	5

Please make a selection


Select an order class:  Search






Search Matches:

Title	Number
Back Office	2
External	26
Normal	1
Performed	22
Research	35

Continued Next Page...






**Comment Section:** Add any additional information on the order

Comment:  You have SmartTools that must be resolved or removed ([More Information](#)).


\*\*\*


**Scheduling Instructions:** N/A

Scheduling instructions:     

**Select Status (Normal, Standing, Future) When Applicable**



iMP with ionized Ca (Chem 8) STAT


Priority: Routine [6]   Routine  STAT


Class: Normal [1] 

Quantity: 1 (The maximum orderable quantity for this procedure is 1000)

Status:  Normal  Standing  Future

 Expected Date:   Today Tomorrow 1 Week 2 Weeks 1 Month 3 Months  Approx.  
6 Months

Expires: 11/6/2025  1 Month 2 Months 3 Months 4 Months 6 Months  1 Year  
18 Months

Specimen source: BLOOD [1208] 


**Complete all required fields below:**

Process instructions: STAT ONLY performed at Hidden Lake, Arapahoe, Parkside, Pueblo North, Briargate, East, Wheatridge, Greeley, Loveland, and Fort Collins.  
If a STAT is needed at another location, use Basic Metabolic Panel (Total CA, CO2, CL, CR, GLUC, K, NA, BUN) [800488]

Questions: **Answer**  
1. Release to patient

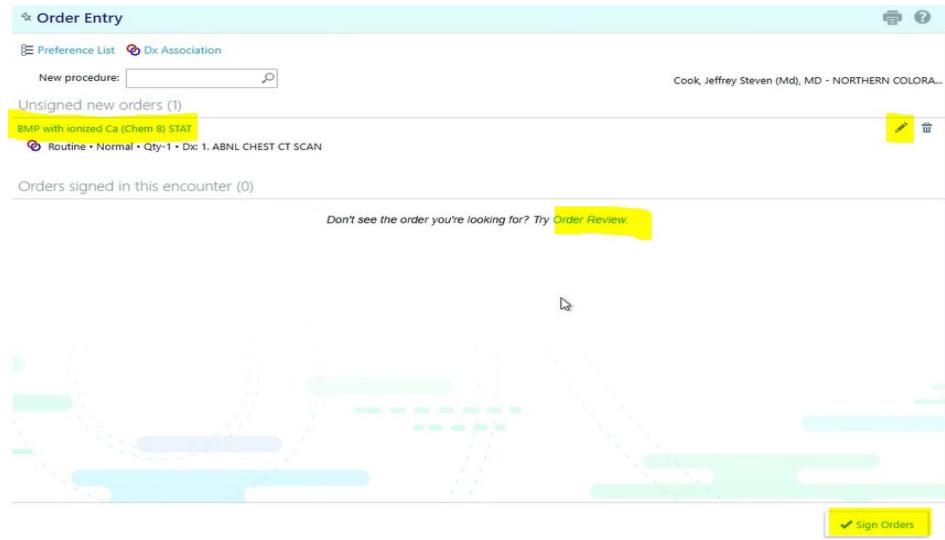
Dx association: **Quick Picks**  

<input checked="" type="checkbox"/> ABNL CHEST CT SCAN	R91.8
<input type="checkbox"/> ADHD, UNSPECIFIED	F90.9
<input type="checkbox"/> ADVANCE DIRECTIVE STATUS COUNSELING	Z71.89
<input type="checkbox"/> AGE-RELATED ATROPHY OF BRAIN	ADMIN CODE

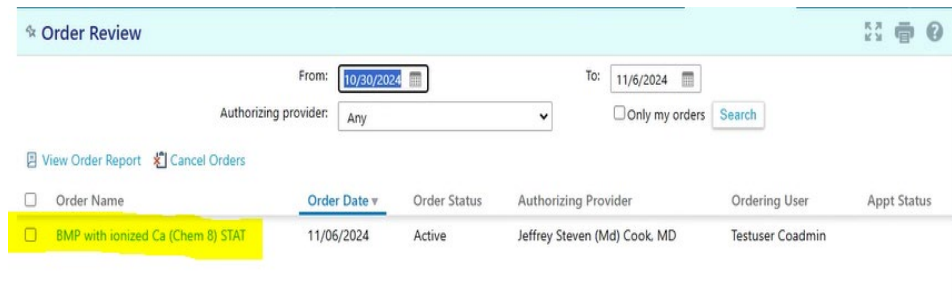
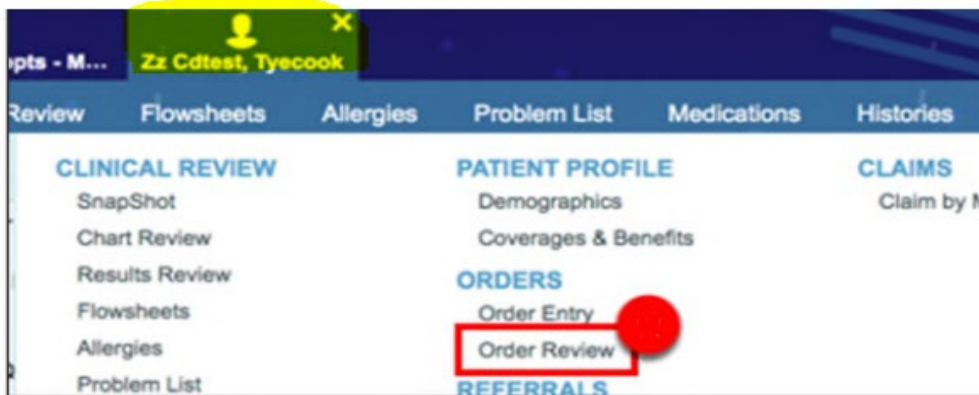
 

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**Sign orders:** (Click the [blue hyperlink](#) to edit the order OR use the pencil. **DO NOT USE THE BACK BUTTON, this will delete the order**



Click **Order Review** to confirm your order went through:



**To schedule a training, contact your Provider Experience Consultant at:  
NDPC-PEC-Cases@kp.org**