



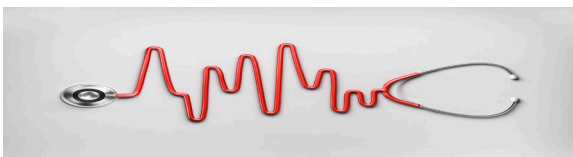
KPCO Provider Insider

July – Sept 2025

This communication is for Kaiser Permanente Colorado network providers.

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Important: Provider Demographic Change to the Application Process

Kaiser Permanente is committed to maintaining accurate provider demographic data in our network. To maintain data accuracy and simplify the process, we are now collecting provider office location demographics on the front end, which is easier than making the updates through the portal. Please use the [Practitioner Adds-Changes-Terms Template](#), which can be found on the Community Provider Portal under Provider Demographics (or click on the hyperlink in this article to download the template). Please list all applicable locations on the “Pract Adds for Application” or “Pract Adds Full Capture” tabs in the Place of Service (POS) Locations sections and contact KPCO-PDM@kp.org with any questions. We are happy to assist with suggestions for making this transition easier for you.

What can we do better?

Our Provider Experience Consultants are reaching out to network contracted providers to find out what **we** at Kaiser Permanente can do better to assist you in caring for our members.

Take the opportunity to let us know. **We want to help.** Email us and let us know:

NDPC-PEC-Cases@kp.org

Kaiser Permanente Colorado is pleased to announce
Doula Coverage
For HMO and PPO Large Group and CHP+ Members
Effective 7/1/2025

Overview

For plans issued or renewed on or after July 1, 2025, Kaiser Permanente Colorado will cover doula services. This coverage is available to large group HMO, PPO, and CHP+ members only.

Doula services:

For plans issued on or renewed on or after July 1, 2025, Kaiser Permanente will cover doula services. This coverage is available to large group HMO, PPO or CHP+ members only. Services include:

- Perinatal support services, including emotional support, guidance, and education on caring for a newborn, to prevent adverse outcomes.
- Delivery support services providing in-person continuous emotional and guidance.
- Postpartum support to improve member outcomes and support.
- Doula services are available to any eligible member who is pregnant or has been pregnant within the last 12 months without a referral

Members will have coverage for 11 doula visits per pregnancy (prenatal and postpartum), within a 12-month period. The visits can be any combination of prenatal, postpartum or support if the pregnancy ends in stillbirth or miscarriage.

Members will have coverage for 1 doula visit for support during labor and birth. The plan's hospital cost share will apply to this service.

Until Kaiser Permanente contracts with doulas, members may choose any doula that meets state qualification requirements. Members can contact Kaiser Member Services at 800-632-9700 (Monday – Friday 8am to 6pm) if they have specific questions or to confirm benefits.

Doula coverage is **NOT covered** for KPCO members in the following plans:

- CO Medicare Group and Individual DPA plans
- Self-funded plans (unless the group adds doula coverage)
- KPIF plans
- Small Group Plans



Note: Medicaid covers doula services, but Medicaid members will need to work with their Regional Accountable Entities to find an eligible provider.

Benefits should be verified.

Home Health ED Escalations

Attention-Please use the following number for advice on KP patients who may need to be sent to the **ED-303-764-4994**. Continue to use the provider line (303 338-4688) for all other questions/messages.

Measles Miscellaneous

- Two doses of the measles-mumps-rubella (MMR) vaccine are 97% effective at preventing measles. It is uncommon for someone fully vaccinated to develop measles.
- People at high risk for measles exposure include international travelers, health care workers, and people attending college or other post-high school educational institutions.
- Adults who were born in 1957 or later who don't know if they received the live vaccine for measles and didn't have measles in the past may need to be vaccinated.
- Except for health care personnel, adults born before 1957 do not need to receive a vaccine for measles.
- "Booster" doses of MMR vaccine are not recommended for either adults or children.
- If you have been vaccinated, blood tests to check for immunity to measles are not generally recommended.
- Measles is spread through direct contact with infectious droplets or by airborne spread when a person with measles breathes, coughs, or sneezes.
- People who think they have measles or may have been exposed to measles should isolate themselves and call their health care provider.

New Process for providing Kaiser Permanente Cultural and Anti Bias Training Responses

To find out more about our new process, please access this web page on our Community Provider Portal:

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

When responding to the survey questions, make sure you answer ALL of them to receive credit. The only one you may leave blank is 1.1 "Other Training".

Below are the questions the survey includes:

1. Type of Training
 - 1.1 Other Training
2. Total # of Providers contracted with KPCO?
 - 2.1 # of providers who received training?
3. Total # of front office staff?
 - 3.1 # of front office staff
4. How was the training provided? (YouTube, etc.)
5. Course Duration-Approximate length of training?
6. Approximate date training was completed?
7. Certificate or CME awarded?



**Thank You
Healthcare
Providers!**

Join us for our grand opening event

New Pueblo North Medical Offices

Saturday, August 16, noon to 4 p.m.



Celebrate the opening of our Pueblo North Medical Offices

Saturday, August 16, noon to 4 p.m.

Join us for a fun-filled day featuring a complimentary farmers market and more. Kids can even bring their favorite stuffed animal for a checkup at our teddy bear clinic.

Our new offices provide additional exam rooms and feature modern upgrades, advanced technology, and contemporary design touches to support high-quality patient care.

Kaiser Permanente Pueblo North Offices

3107 Bonaventure Ct.

Pueblo, CO 81008

kp.org/pueblo

Forvis Mazars

Don't forget that Forvis Mazars will be calling and/or emailing your front office staff for the **Appointment Access Survey**.

Please participate.

Provider Data Attestations

Learn more about attesting to your provider demographic data using pre-populated directory data in a centralized all in one web portal on this web page:

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

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

Changes to our Supportive (Palliative) Care Services department.

We wish to inform you of upcoming changes to our Supportive (Palliative) Care Services department.

Effective August 18, 2025, Kaiser Permanente Supportive Care social work visits will transition to virtual visits (via phone or video) and in-person at select Kaiser Permanente medical offices.

We regret any inconvenience and disruption this change may cause. Below are the details on how to connect your Kaiser Permanente patients with palliative care services:

Appointments

In-Person: Patients can be seen in person with our specialty Supportive Care social workers or physicians at the Kaiser Permanente Rock Creek, Franklin, or Lone Tree Medical Offices. Kaiser Permanente offers the convenience of many services at most medical offices—primary care, lab, medical imaging, and pharmacy services. We also offer other specialty services at select medical offices.

Virtual: At any time, patients may schedule a phone or video visit with a Supportive Care social worker or physician.

We have a few contracted palliative care providers in the communities where we will not have Kaiser Permanente providers. Please refer your patients to Kaiser Permanente Supportive Care. Our team will assess their needs and connect them with the support that best fits them.

To schedule a Supportive Care in-person or virtual visit with a physician or licensed clinical social worker, patients can call Kaiser Permanente at **303-338-4545** or **1-800-218-1059** (TTY 711), Monday through Friday, from 6 a.m. to 7 p.m.

Monthly well-being tips

Learn ways to improve work relationships, reduce stigma, and create a safe and emotionally supportive work environment.

July focus: Joy

Joy is a deep and lasting sense of well-being that comes from feeling connected, purposeful, and present. Joy helps us stay grounded, resilient, and hopeful, even during challenging times. Here are some tips to cultivate joy, even with all of life's challenges:

- Savor small moments. Pause to enjoy a beautiful view, a favorite song, or a quiet moment of peace.
- Practice gratitude. Take a moment each day to reflect on what you're thankful for.
- Connect with others. Talk and laugh with family, friends, and coworkers.
- Add joyful movement to your day — physical activity that is fun and enjoyable to you.
- Do what lights you up. Joy grows when we do what we love.
- Celebrate! Recognize your achievements, no matter how small.