KPGA Network News: E-Edition

READY, SET, RISE!

Schools play a vital role in influencing the health of students, families, and school staff, and are a critical element of thriving communities — even when students are attending school virtually, like so many are this year. The uncertainty created by the pandemic has required new ways of teaching and learning, and increased the need to focus on the emotional wellness of educators and students.

As part of our RISE, or Resilience in School Environments, initiative to address trauma and stress in schools nationwide, Kaiser Permanente has partnered with Discovery Education and Alliance for a Healthier Generation to launch Ready, Set, RISE! — a series of no-cost, digital resources for educators to support human connection and empathy in school environments.

A natural extension of Kaiser Permanente's commitment to building healthier communities, Ready, Set, RISE!, offers e-modules to anyone working in a school setting, including teachers, school bus drivers, and office staff. The first 2 modules are available now and focus on educator self-care and new strategies for helping students overcome the effects of adversity, societal oppression, and implicit bias. In early 2021, additional modules will address how to recognize and respond to signs of trauma in schools and how to implement trauma-informed practices.

"With the continued impact of COVID-19 on millions of students, teachers, and school staff, it is more important than ever to empower educators with tools that help them, and their students, focus on mental health and resilience," said Bechara Choucair, MD, senior vice president and chief health officer for Kaiser Permanente. "We are proud to partner with Discovery Education and Alliance for a Healthier Generation to help cultivate trauma-informed practices and create a better world for both students and educators."

"During the uncertainty of this year, supporting our educators across the country is critical to fostering healthy, safe school environments for students," said Annie Reed, DrPH, MPP, national director for Thriving Schools at Kaiser Permanente. "Ready, Set, RISE! fills an important gap and helps ensure that we emphasize the importance of mental health and equity, as much as physical health."

To access the Ready, Set, RISE! e-learning modules, educators can visit readysetrisemodules.com and register by answering a few questions about their role.

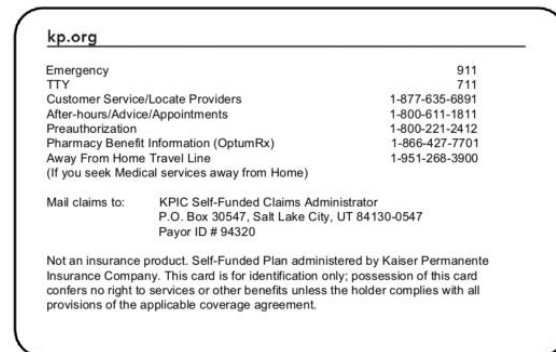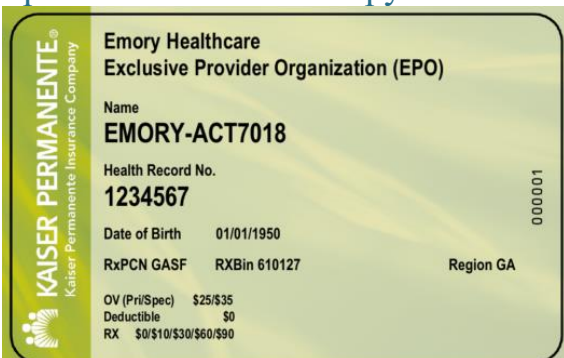## ATTENTION REQUIRED

Offshore Attestations

You may have received an email from Odette Paschal asking you about any member information that may be sent offshore, or may be handled or housed outside of the United States. Please make sure you fill out the short questionnaire and send it back in as soon as possible. You can fill it out using the Adobe Sign link it was sent through, or print, sign, and email it back to ga.provider-relations@kp.org.

KPGA requires all contracted groups to complete this Attestation.

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Provider Manual Changes For 2021

New Emory Plan ID Cards – Effective 1/1/2021, Emory employees will now have KP as a benefit option. Attached is a copy of their identification cards.

KAISER PERMANENTE (Kaiser Permanente Insurance Company)

Emory Healthcare
Exclusive Provider Organization (EPO)

Name
EMORY-ACT7018

Health Record No.
1234567

Date of Birth   01/01/1950

RxPCN GASF   RXBin 610127   Region GA

OV (Pri/Spec) $25/$35
Deductible $0
RX $0/$10/$30/$60/$90

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Emergency	911
TTY	711
Customer Service/Locate Providers	1-877-635-6891
After-hours/Advice/Appointments	1-800-611-1811
Preauthorization	1-800-221-2412
Pharmacy Benefit Information (OptumRx)	1-866-427-7701
Away From Home Travel Line	1-951-268-3900
(If you seek Medical services away from Home)	

Mail claims to: KPIC Self-Funded Claims Administrator
P.O. Box 30547, Salt Lake City, UT 84130-0547
Payor ID # 94320

Not an insurance product. Self-Funded Plan administered by Kaiser Permanente Insurance Company. This card is for identification only; possession of this card confers no right to services or other benefits unless the holder complies with all provisions of the applicable coverage agreement.

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KPGA Utilization Management/Quality Resource Management Department

Get to Know Us

The Quality Resource Management (QRM) department professionals are here to assist you in providing the highest quality care to your patients. QRM can assist you with utilization questions and issues with referrals, authorizations and medical necessity, as well as review of elective targeted services. Our physicians and nurses are available to discuss any details including criteria used in making a review decision. The information and medical criteria used for coverage or medical necessity determination are available upon request and provided free of charge.

How to Contact QRM:

Routine Calls:
- Monday to Friday: 8:30 a.m. – 5:00 p.m. (excluding company holidays)
- 404-364-7320 or 1-800-611-1811

Urgent, After-Hours Calls, Holidays and Weekends:
- 404-364-0966 or 1-800-611-1811

QRM nurses are on call to respond to inquiries. Non-urgent elective voice mail messages are returned the next business day. More information regarding pre-authorization of services, verification of eligibility, applicable co-payments, deductibles or co-insurance is located on the Kaiser Permanente Provider Website at http://providers.kp.org/ga.

Notice about Kaiser Permanente's Utilization Management Program

Kaiser Permanente does not use financial incentives to encourage barriers to care and service. Decisions involving utilization management are based solely on the appropriateness of care and service and the existence of coverage under the member's benefit plan. We do not reward practitioners or other individuals conducting utilization review for issuing denials of coverage or service, and does not use financial incentives that encourage decisions that result in under- utilization.

Kaiser Permanente is prohibited from making decisions regarding hiring, promoting or terminating its practitioners or other individuals based upon the likelihood or perceived likelihood that the individual will support or tend to support the denial of benefits.

Online Digital Tools

We introduced the capability to submit online appeals, disputes, and additional claim supporting documents.

Online Affiliate is Kaiser Permanente's online provider portal, which equips external providers with many-time saving features:

- Confirm patient eligibility, benefits and demographics
- View and print EOP's (Explanation of Payments)
- Check the status of claims with a comprehensive claim detail view
- Submit online appeals, disputes, respond to requests for information (RFI) documentation and unsolicited supporting claim documentation (i.e. itemized billing statements, medical records, etc.)

Beginning December 2020, users will begin to receive resolution letters to their Online Affiliate in-basket for appeals and disputes submitted online.

To find out more information about Online Affiliate or to register, please visit providers.kp.org/ga. You may also reach out to your Online Affiliate representative by emailing: KP-GA-OnlineAffiliate@kp.org.

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Targeted Review List (QRM) Updates

All procedures on the Target Review List must be authorized prior to rendering services, or the procedure will not be covered. Reminder, the new Target Review list will be effective January 1st, 2021. Please see http://providers.kp.org/ga for more information regarding the Target Review List and the changes for January 1st.

Medications requiring Prior Authorization

Kaiser Permanente periodically updates the QRM List of Medications following P&T meetings which occur on the even months (i.e. February, April, etc.) of the year. Please be sure to review the list carefully.

The QRM List of Medications (Targeted Review List) is on our Provider Website at http://providers.kp.org/ga. As a reminder, failure to obtain authorization prior to providing the medications listed will result in a denial of coverage. Please note affected members will be notified of this change.

New QRM medications effective 11.11.20:
- Dimethyl Fumarate (generic Tecfidera)
- Givlaari (givosiran)
- Koselugo (selumetinib)
- Nexletol/Nexlizet (bempedoic acid/bempedoic acid-ezetimibe)
- Reblozyl (luspatercept-aamt)
- Rinvoq (upadacitinib)
- Tukysa (tucatinib)
- Vyepti (eptinezumab)
- Zeposia (ozanimod)

QRM criteria updates effective 11.11.20
- Acthar (corticotropin)
- Ampyra (dalfampridine)
- Cosentyx (secukinumab)
- Enbrel (etanercept)
- Entyvio (vedolizumab)
- Evenity (romosozumab)
- Forteo (teriparatide)
- Humira (adalimumab)
- Korlym (mifepristone)
- Lemtrada (alemtuzumab)
- Orilissa (elagolix)
- Prolia (denosumab)
- Rituxan (rituximab)
- SGLT-2 inhibitors
- Simponi (golimumab),
- Somavert (pegvisomant)
- Stelara (ustekinumab)
- Tecfidera (dimethyl fumarate)
- Tymlos (abaloparatide)

QRM Criteria removal effective 11.11.20
- Inflectra (infliximab)

New QRM medications effective 1.1.2021
- Novolin Products (Novolin R, Novolin N, Novolin 70/30)

New QRM medications effective 1.6.21
- Darzalex Faspro (daratumumab and hyaluronidase-fihj)
- Mycapssa (octreotide acetate)
- Nurtec ODT (rimegepant)
- Oriahnn (elagolix, estradiol, and norethindrone acetate; Elagolix)
- Reyvow (lasmiditan)
- Ubrelvy (ubrogepant)
- Uplizna (inebilizumab-cdon)

QRM criteria updates effective 1.6.21
- Cimzia (certolizumab)
- Evenity (romosozumab)
- Forteo (teriparatide)
- Ruconest (C1 inhibitor (recombinant))
- SC Immune globulin products
- Supprelin LA (histrelin)
- Tymlos (abaloparatide)
- Xgeva (denosumab)

New QRM medications effective 2.3.21
- Bosulif (bosutinib)
- Cresemba (isavuconazonium)
- Eucrisa (crisaborole)
- Gleevec (imatinib)
- Iclusig (ponatinib)
- Lynparza (olaparib)
- Rubraca (rucaparib)
- Sprycel (dasatinib)
- Talzenna (talazoparib)
- Tasigna (nilotinib)
- Uceris (budesonide)
- Xhance (fluticasone)
- Zejula (niraparib)

New QRM medications effective 3.31.21
- Mytesi (crofelemer)
- Opsumit (macitentan)
- Prevymis (letermovir)
- Relistor (methylnaltrexone)

Fee Schedule Updates

It is the policy of Kaiser Permanente of Georgia's Provider Contracting and Network Management Department (PC&NM) to review and update the fee schedules annually. The 2021 RBRVS updates to the will be effective March 1st, while any updates to the Kaiser Permanente Market Fee Schedule will be effective April 1st. A copy of the fee schedules will be posted on Online Affiliate, which you can access from www.providers.kp.org/ga

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<u>**Coming January 1st, 2021:**</u>
<u>HB 888</u>
The Georgia Legislature passed House Bill 888 and Governor Kemp signed it into law this summer. Reminder that non-contracted providers should not be balance billing members, as of 1/1/2021, even at contracted facilities.
<u>Updates to the Target Review List</u>
The Target Review List has been updated, in addition to the pharmacy changes listed above. No new codes or procedures have been added. Please visit our website for the updated list.

Do We Have the Right Address?

- Do our members know how to get to or contact your office?
- Are we able to make accurate referrals?
- Have you checked to make sure your Network Manager has all of the correct information regarding your practice and group members?
- Have you responded to Credentialing questions or requests for new documentation?
- Have you responded to directory verification or outreach?

Please feel free to contact us if you think any of your information may be incorrect. You can reach out to your Network Manager: Dereck, Domonique, or Roderick directly or you can email Provider Contracting at ga.provider-relations@kp.org.

If you know any of your demographics are changing, or have changed, please let Provider Contracting know at least 60 days in advance, or as soon as possible. Please contact us at with any changes ga.provider-relations@kp.org.

ga.provider-relations@kp.org   (404)-364-4934

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