

Network NEWS

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Kaiser Permanente Medicare Health Plan Rated Georgia's Best

Kaiser Permanente Georgia is the state's highest rated health plan for providing care and service to its Medicare members - and the only plan in Georgia with a 5-star rating.

According to the Centers for Medicare & Medicaid Services 2020 Star Quality Ratings, Kaiser Permanente Georgia's Medicare Advantage plan received 5 out of 5 stars, CMS's highest rating - only 20 plans nationwide were given a 5-star rating.

CMS annually rates health plans on a scale of 1 to 5, with 5 being the highest, to provide beneficiaries with a way to assess Medicare plans based on the level of care and service delivery. Medicare health plans that earn 5 out of 5 stars can participate in a 5-star special election period and continue to enroll new individual members from December 8 through November 30 of the following year. Beneficiaries who want to change from their current Medicare health plan to a 5-star plan may switch once per year during the 5-star special election period.

Our 5-star rating demonstrates our commitment a culture of safety and performance improvement. We appreciate your continued partnership in providing coordinated and compassionate care and service to Kaiser Permanente Medicare members.

Fee Schedule Updates

It is the policy of Kaiser Permanente Georgia's Provider Contracting and Network Management Department (PC&NM) to review and update the fee schedules annually. PC&NM anticipates the 2020 updates based on the Medicare RBRVS fee schedules will be effective March 1, while any updates to the Kaiser Permanente Market Fee Schedule (KPMFS) or Enhanced Groupers will be effective April 1.

Remembering Bernard Tyson



We were are deeply saddened by the loss of Bernard J. Tyson, Chairman and CEO of Kaiser Permanente. Bernard unexpectedly passed away in his sleep on November 10, 2019.

An outstanding leader, visionary and champion for high-quality, affordable health care for all Americans, Bernard was a tireless advocate for Kaiser Permanente, our members and the communities we serve. Most importantly, Bernard was a devoted husband, father and friend. We all will miss his tremendous presence in our lives. To honor his legacy, the Kaiser Permanente School of Medicine, which is scheduled to open the summer of 2020, will be renamed the Kaiser Permanente Bernard J. Tyson School of Medicine

On December 12, 2019, the board of directors named Gregory A. Adams as the new Chairman and CEO. Gregory previously served as the Executive Vice President and Group President for Kaiser Permanente.

Procedure for Radiology Services



Routine radiology services do not require referrals in Kaiser Permanente Online-Affiliate. Most radiology services are available at multiple Kaiser Permanente medical offices throughout the Atlanta area. Refer to kp.org for a full list of facilities offering routine radiology services, including contracted facilities. Cardiac PET scans require authorization. For MRI and CT services, you must refer to a Kaiser Permanente medical office. MRI and CT scans not performed at Kaiser Permanente medical centers require authorization.

Radiology Ordering Procedure:

1. Order radiology exams using the Kaiser Permanente Imaging Order Worksheet/Form/Requisition found on the provider website (www.providers.kp.org/ga).
2. Complete and sign the order. The order must contain, at a minimum, the following information:
 - Diagnosis Code, symptom/and or disease
 - Clinical Information (Reason for Exam)
 - Physician Name, Office, and Fax Number (either in comments or on the prescription).
3. Fax the order to **1-877-206-2482** and provide the member with a hard copy. (To schedule an appointment at a Kaiser Permanente medical office, the member can call the appointment scheduling number **(404-365-0966)** at the top of the form. Or, to have services completed at a Kaiser Permanente contracted facility, the member can take the hard copy of the order to the nearest contracted facility listed on kp.org.)

Apria Healthcare

Apria Healthcare has a new dedicated phone and fax line exclusively for Kaiser Permanente. Calls are answered by Apria's customer service team, who are knowledgeable about Kaiser Permanente.

The Kaiser dedicated team of experts can be contacted to:

- Phone: 888.4 KAI DME (**888.452.4363**)
- Fax: 844.KP APRIA (**844.572.7742**)

Orders for Kaiser Permanente members needing Negative Pressure Wound Therapy (NPWT) will continue to be supported by Apria's dedicated NPWT Customer Service Team. See apria.com for more details.



Information You Must Keep Up to Date

CMS requires quarterly outreach to ensure directories are complete and accurate. Providers are expected to maintain/update/validate all demographic information, in addition to complying with and responding to all outreach in a timely manner. Additionally, all CAQH information, including Schedules B and C should be kept up to date and accurate.

Please email Provider Contracting (ga.provider-relations@kp.org) at least ninety (90) days in advance to inform us of any changes to demographics including, but not limited to:

- Provider status changes (additions or terminations or location changes)
- Practice/Provider name changes
- Telephone/fax
- Address

Targeted Review List (QRM) Updates

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 Nov. 13, 2019:

- Mulpleta (Iusutrombopag)
- Doptelet (avatrombopag)
- QBrexza (glycopyrronium)
- Vyndaquel (tafamidis meglumine)
Vyndamax (tafamidis)

QRM Criteria Updates:

- Botox (onabotulinumtoxin A)
- Acthar Gel (Corticotropin)
- Symdeko (tezacaftor/ivacaftor)
- Firazyr (icatabant)
- Exondys 51 (etepirlisen)
- Emflaza (Deflazacort)
- CGRP Inhibitors (Emgality, Aimovig, Ajovy)

New QRM Medications effective Jan. 1, 2020:

- Nuplazid (Pimavanserin)
- Jublia (Efinaconazole)
- Noxafil (Posaconazole)
- Mirvaso (Brimonidine)
- Onexton (Clindamycin/Benzoyl Peroxide)
- Picato Gel (Ingenol Mebutate)
- Soolantra (Ivermectin)
- Enstilar (Calcipotriene and Betamethasone)
- Mayzent (Siponimod)
- Mavenclad (Cladribine)
- Daraprim (Pyrimethamine)

New QRM Medications effective March 1, 2020:

- Northera (Droxidopa)
- Syprine (Trientine)
- Humira (Adalimumab)
- Enbrel (Etanercept)
- Remicade and Biosimilars (Infliximab)
- Cosentyx (Secukinumab)
- Cimzia (Certolizumab Pegol)
- Simponi (Golimumab)
- Nuedexta (Dextromethorphan and Quinidine)
- Onfi (Clobazam)
- Phenytek (Phenytoin)
- Avastin (Bevacizumab)
- Rituxan (Rituximab)
- Herceptin (Trastuzumab)
- Promacta (Eltrombopag)
- Xtandi (Enzalutamide)
- Neupogen (Filgrastim)
- Opdivo (Nivolumab)
- Antineoplastics-PARP inhibitors (Niraparib, Olaparib, Rucaparib, Talazoparib)
- Kerydin (Tavaborole)

Provider Manual 2020 Updates

As noted in the previous issue of Network News, the following sections were updated in the Provider Manual, effective February 1, 2020:

Section 1:

- 1.4.7 Kaiser Permanente of Georgia Mammography Services
- 1.4.8 Kaiser Permanente of Georgia Radiology Services
- 1.4.9 Kaiser Permanente of Georgia MRI & CT Services
- 1.4.10 Interventional Radiology
- 1.4.11 Kaiser Permanente of Georgia Outpatient Behavioral Health Services

Section 2:

- 2.1 Fully Funded: Key Contacts
- 2.2 Self-Funded: Key Contacts

Section 3:

- 3.6.7 KP TRICARE Prime

Section 4:

- 4.5.3 Referral Limitations and Expiration
- 4.6 Authorization Policy and Procedure
- 4.6.1 Authorization Limitations and Expiration
- 4.14 Hospital Admission, Discharge and Transfer Policy

Section 5:

- 5.2 Self-Funded: Contact Information
- 5.19.1 EDI Claim Forms: 837P (Professional) Guidelines
- 5.19.2 EDI Claim Forms: 837I (Institutional) Guidelines
- 5.23A-B Self-Funded: Electronic Funds Transfer (EFT) Payment
- 5.25 Clean Claims
- 5.30 Fully Funded: Claim Adjustments/Corrections (Retrospective or Otherwise)

- 5.31 Self-Funded: Claim Adjustments/Corrections (Retrospective or Otherwise)
- 5.36 Member Cost Share
- 5.38 Visiting Members
- 5.40 Coding Standards
- 5.41 Modifiers in CPT and HCPCS
- 5.48 National Clinical Review
- 5.49 Third Party Liability (TPL)
- 5.50 Workers' Compensation
- 5.51 First Party Liability
- 5.52 Third Party Claims Administrator (TPA)
- 5.53.1 Self-Funded Claims Disputes
- 5.55 Fee Schedules
- 5.56 Claim Form Instructions
- 5.57 CMS 1450 (UB-04) Field Descriptions
- 5.58 Billing Requirements and Instruction for Specific Services
- 5.59.1 Coordination of Benefits (COB) How to Determine the Primary Payor
- 5.59.3 COB Claims Submission Requirements and Procedures
- 5.59.4 Members Enrolled in Two Kaiser Permanente Plans
- 5.60.1 KPIC EOP
- 5.61 Self-Funded Explanation of Payment (EOP)

Section 6:

- Provider Rights and Responsibilities page 5
- 6.4 Hospitals' and Facilities' Responsibilities
- 6.6.1 Credentialing with Kaiser Permanente of Georgia
- 6.10 Fully Funded: Claims Appeal Process

Section 7:

- No Changes

Section 8:

- Quality Section Page 4
- Quality and Patient Safety Program
- Quality Improvement (QI) Activities and QI Program
- 8.1 Achieving our Goal: Improve the member experience improve the health of populations and reduce per capita costs of healthcare.
- 8.2 Unusual Occurrences/ Adverse Events
- 8.3 Do Not Bill Events
- 8.4 Participating Practitioner Credentialing
- 8.4.1 Credentialing and Re-credentialing Processes
- 8.4.3 Participating Practitioner Rights
- 8.5 Peer Review
- 8.6 Compliance with Facility and Office Site Reviews
- 8.6.1 Frequency of Facility and Office Site Review
- 8.6.2 Non-Compliance with Site Review Standards
- 8.7 Compliance with Medical Record Standards
- 8.7.1 Compliance with Medical Records Standards
- 8.7.2 Non-Compliance with Medical Records Standards
- 8.7.3 Submission of Consultation Notes and Discharge Summaries

Section 9:

- No changes
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Laboratory Services

You must submit your laboratory service orders either to our contracted laboratory vendor (Quest Diagnostics) or to a Kaiser Permanente medical office. Failure to do so will result in your office being liable for payment for services sent to a non-participating vendor.

Orders for outpatient laboratory services sent to Quest Diagnostics or Kaiser Permanente do not require referrals, however they do require a separate form/requisition that can be found on the provider website (www.providers.kp.org/ga).

- Orders for Quest Diagnostics should be submitted using a Quest Diagnostics requisition.
- Orders for a Kaiser Permanente medical office Lab should be submitted using the Kaiser Permanente requisition.



Note: Your contract may require you to send all laboratory services orders to Kaiser Permanente medical offices.

- ▶ Laboratory services cannot be referred through Kaiser Permanente Online-Affiliate. We require you to provide diagnosis codes on all laboratory orders to either Kaiser Permanente or our contracted laboratory vendor.



New Online Affiliate Access Process

As an affiliate provider, you have access to great self-service tools that will save your organization time and reduce costs. Online Affiliate is a web portal that allows external providers access to the following:

- Check Claim Status
- Member Benefits & Eligibility
- View and Print Remittance Advice
- Member Demographics

If you previously had access, your access was migrated to the new platform. Due to HIPAA regulations, you must keep your user information current for access to Kaiser Permanente Online-Affiliate. It is required that you regularly log on to maintain your access.

Failure to do so could result in loss of that access. Every user must have a unique ID and password. New staff members must obtain their own individual user ID and password. You are also required to inform KP when there is a change in staffing so that user IDs and passwords can be appropriately terminated.

To find out more information about what is available to you or to register for new access, please visit providers.kp.org/ga. From the home page, select the Online Affiliate tab and follow the new instructions to register for access. You may also reach out to your Kaiser Permanente Online Affiliate representative by emailing: KP-GA-OnlineAffilaite@kp.org.



KAISER PERMANENTE®

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Address Service Requested

Presorted
Standard
U.S. Postage
PAID
Atlanta, GA
Permit No.1084

If you have any questions, please contact us at: GA.Provider-Relations@kp.org

