

KPGA Network News: E-Edition

ETHISPHERE® WORLD'S MOST ETHICAL COMPANIES® 2019 - 2022

For the fourth consecutive year, Kaiser Permanente has been named one of the [World's Most Ethical Companies](#) by the Ethisphere Institute, an independent group that monitors business ethics.

We're 1 of 135 honorees worldwide, and 1 of only 2 organizations recognized in the Integrated Healthcare System category in 2022.

This distinction honors organizations with practices that improve communities, build capable and empowered workforces, and foster corporate cultures focused on ethics and a strong sense of purpose.

"The global pandemic had a particularly significant impact on the health care industry. Our strong ethical foundation allows us to deliver on our mission in even the most challenging of times," said Shakeya A. McDow, interim senior vice president and chief compliance and privacy officer for Kaiser Permanente.

We've received the award each of the 4 years that we've participated in the selection process. Honorees are scored based on 5 key competencies: the strength of their ethics and compliance program; their environmental and societal impact; their culture of ethics; the quality of their governance; and their leadership and reputation.

"I want to thank all our 240,000 employees and physicians who, despite the historic challenges of the past 2 years, make it possible for Kaiser Permanente to continue providing high-quality, affordable health care to our 12.5 million members and to keep serving our communities," McDow said. "This latest World's Most Ethical Companies designation is a testament to our collective commitment to continually earning the trust that so many people place in Kaiser Permanente."



Deleted Codes: Per the provider manual, obsolete or deleted codes are updated each calendar year and are not accepted past the end date specified by CMS. 2 CPT codes to note that have been deleted are the lab codes for pathology 80500 and 80502. These have been deleted from the provider manual, and are no longer accepted, effective January 1st, 2022.

Reminder: Please use Online Affiliate for claims, appeals, disputes, inquiries, EOPs, responding to requests for information (RFI), and uploading claims supporting documents. Please do not use faxes for provider appeals/disputes.

Get Connected! Submit Claims Electronically!
KAISER PERMANENTE | NATIONAL CLAIMS ADMINISTRATION



Questions about EDI, ERA or EFT?

For inquiries about EDI, ERA or EFT enrollment, or any issues related to EDI submissions (claim rejection, missing claims, etc.), please contact the EDI Support Team at EDISupport@kp.org

Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) Information

Kaiser Permanente in collaboration with Citi® Payment Exchange Network (PMTX) developed a one-stop portal for ERA/EFT processing and account management. When enrolling make sure you enter the activation code.

EFT Enrollment URLs and activation codes:

Region	Enrollment URL	Activation Code
Colorado	https://b2bportal.citipaymentexchange.citi.com/enroll/CO-KFHP-ACH	YJRW6
Georgia	https://b2bportal.citipaymentexchange.citi.com/enroll/GA-KFHP-ACH	KYP6BZ
Northwest	https://b2bportal.citipaymentexchange.citi.com/enroll/NW-KFHP-ACH	R3ML96
Mid-Atlantic	https://b2bportal.citipaymentexchange.citi.com/enroll/MAS-KFHP-ACH	R4GWM4
Hawaii	https://b2bportal.citipaymentexchange.citi.com/enroll/HI-KFHP-ACH	3PZFK2
Northern California	https://b2bportal.citipaymentexchange.citi.com/enroll/NCAL-KFHP-ACH	6WLKT7
Southern California	https://b2bportal.citipaymentexchange.citi.com/enroll/SCAL-KFHP-ACH	MN4WX2

**Electronic Data Interchange (EDI)
The Benefits are Numerous!**

- Electronic claims are not subject to postal delays
- Claims may be transmitted 24 hours a day, seven days a week
- Electronic claims are faster and more accurate than paper claims
- Reduce phone calls by obtaining electronic claim status
- Have fewer misrouted claims - KP routes claims to correct KP region and/or third-party administrator

To sign up, please contact your clearinghouse and provide the appropriate payer ID from the table below.

Looking for a free electronic claim Solution?

Office Ally Direct Data Entry (DDE) is a full-service clearinghouse offering a web-based service where providers can submit to participating payers for free.¹

If you have successfully submitted one or more paper claims to Kaiser Permanente, you are eligible to enroll in EDI with Office Ally DDE in all regions.

Ready to Enroll?

Go online to: <https://cms.officeally.com> or
Call (360) 975-7000, Option 3.

Check member's ID card for Payer ID, if no Payer ID use the Regional Clearinghouse information below:

Clearinghouse	Northern CA	Southern CA	Hawaii	Georgia	Northwest	Mid-Atlantic	Colorado
ChangeHealthcare (CHC) www.changehealthcare.com	94135	94134	94123	21313	93079	52095	91617
OptimumInsight/Ingenix www.optum.com/solutions/provider	N/A	N/A	N/A	NG010	NG009	NG008	COKSR
Navicure www.waystar.com/	N/A	N/A	N/A	21313	N/A	N/A	N/A
Office Ally https://cms.officeally.com	94135	94134	94123	21313	NW002	52095	91617
Availity (formerly REALMED) www.availity.com	N/A	N/A	N/A	N/A	N/A	54294	N/A
Relay Health www.changehealthcare.com/	RH009	94134	RH0011	RH008	RH002	RH010	RH003
SSI http://thessigroup.com	NKAISERCA	SKAISERCA	N/A	21313	SS002	N/A	999990273

¹For 837 via CHC: Even if your clearinghouse is not directly affiliated, they may re-route claims to one of our direct trading partners.

²Non-participating claim fee applies when 50% or more of monthly claim volume is to non-participating payers. Kaiser Permanente is a participating payer.

New Provider Portal/Website Design

The Provider Portal is changing, but will still have the same resources you utilized on the old website. While the historic design has served us well, we are so excited to roll out the new design this Spring. When you visit [providers.kp.org](https://providers.kaiserpermanente.org), you can simply select Georgia, or visit <https://providers.kaiserpermanente.org/ga/index.html>.

The image displays three screenshots of the new Kaiser Permanente Provider Portal website design. The top-left screenshot shows the main landing page for providers, featuring a 'Welcome Providers!' message and a 'Choose your region' dropdown menu with options for California, Florida, Hawaii, and Texas. The top-right screenshot shows the Georgia-specific portal page, titled 'Welcome to the Community Provider Portal Georgia', with a navigation bar, a 'Sign On' button, and a 'Welcome Providers!' message. Below this, there is a 'Georgia' heading, a photo of a woman reading, and an 'Important Updates' section listing COVID-19 and News and Announcements. The bottom screenshot shows a 'Quick Links' section with a list of links: News and announcements, Provider Newsletters, Eligibility, Authorizations, Claims, Member information, Provider information, Pharmacy, Forms, and Online Provider Tools.

Quick Links

- News and announcements
- Provider Newsletters

Provider Resources

Eligibility Verify member eligibility and benefits	Authorizations View authorizations and policies	Claims View claims and billing information
Member information View member medical records and more	Provider information View provider manual, clinical library and more	Pharmacy View formulary, policies and more
Forms Download commonly used forms	Online Provider Tools Register for Online Affiliate access	

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. Please see <http://providers.kp.org/ga> for more information regarding the Target Review List.

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 1.12.2022

- Bronchitol (mannitol-oral inhalation)
- Empaveli (pegcetacoplan)
- Lumakras (sotorasib)

New QRM medications effective 2.2.2022

- Calquence (acalabrutinib)
- Imbruvica (ibrutinib)
- Truvada 100-150mg, 133-200mg, 167-250mg (emtricitabine/t
- Truvada 200-300mg (emtricitabine/tenofovir disoproxil fumar

New QRM medications effective 3.9.2022

- Truseltiq (infigratinib)

QRM criteria updates effective 1.12.2022

- Dupixent (dupilumab)
- Eucrisa (crisaborole)
- Evryssi (risdiplam)
- Spinraza (nusinersen)

QRM criteria updates effective 3.9.2022

- Cosentyx (secukinumab)
- Enbrel (etanercept)
- Gilenya (fingolimod)
- GLP-1 RAs
- Humira (adalimumab)
- Interleukin Antagonists
- Mavyret (glecaprevir and pibrentasvir)
- Remicade (infliximab)
- SGLT-2 inhibitors
- Tepezza (teprotumumab)
- Remicade (infliximab)

Medicare Part D Benefit Coverage – Product Additions/Removals

During the year, Kaiser Permanente may make changes to our Medicare Part D Formulary (Drug List). For product removals, affected members who were prescribed these drugs prior to the removal effective date will receive a one-time 30-day Transition Benefit (TB) fill. For the members to continue receiving the medication for the remainder of the year, a medical necessity override will be required.

Product Removals

Effective 2.1.2022:

- Brand name: PAXIL SUSP 10 MG/5ML
 - Alternative product available: generic PAROXETINE HCL SUSP 10 MG/5ML (added to Non-Preferred Tier 4)



Non-Invasive Prenatal Testing (NIPT) is Changing for Kaiser Permanente of Georgia

Previous state:

- The Georgia Market previously covered testing for high-risk and advanced/maternal age (>35) pregnancies.
- The CPT codes, 81420 and 81507, were on the Targeted Review List (TRL), meaning they had to be reviewed and authorized by Quality Resource Management (QRM) prior to a member obtaining the testing.
- These CPT codes are currently included under the Lab benefit within the Georgia Region and subject to deductible/coinsurance (if applicable).

As of March 14th, 2022:

- Administration changes will now cover NIPT/NIPS for all pregnant women regardless of risk or maternal age.
- CPT codes 81420 and 81507 have been removed from the Targeted Review List and the precertification code list used by Permanente Advantage.
- Procedures will continue to have cost sharing per member's contract. These are not considered Healthcare Reform (HCR) prenatal labs.

NIPT has been covered for high-risk pregnancies but is becoming standard for all pregnancies, thus, the changes to support NIPT coverage for all pregnancies.

KP Market 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. A copy of the KPMFS schedule is posted on Online Affiliate, which you can access from www.providers.kp.org/ga, but the new version will be effective June 1st.



Incorrect Demographics=Denied Claims

Have you let us know when a new provider has joined your practice or when a provider is no longer practicing? Did you move to a new location? Can members reach you via the directory information on kp.org? If your information is incorrect, your claims may not pay correctly.

Help us reduce provider and member frustration by:

- Making sure your demographic information is up to date
- Responding to outreach by your network manager
- Letting us know of changes in advance.

Please let your network manager know, or contact us with any demographic changes as soon as possible:

ga.provider-relations@kp.org.

Kaiser Permanente Plus kp.org		Customer Service 1-855-364-3185 TTY 711
HEALTH RECORD NUMBER: 2222222		
GROUP: 00000-000 EFF DATE: 07/01/2022 Rx BIN: 003585 RX PCN: 70000		
MEMBER NAME		
	In-Network	Out-of-Network*
Office Visit	\$20	30%
Specialty Office Visit	\$15	30%
Generic Pharmacy	\$10	30%
Emergency Room	\$250	\$250
Deductible	\$500/\$1000	
Out of Pocket Max	\$6000/\$12000	
*Visit Limitations Apply to Out-of-Network Services		

KP Plus is Coming, July 1st.

Kaiser Permanente of Georgia is pleased to announce a new product coming this Summer. Kaiser Permanente Plus (KP Plus) members have access to affordable high-quality care with Kaiser Permanente doctors and facilities -- PLUS access for a set number of physician visits or outpatient medical services to any licensed provider when and where they need it -- both inside and outside of the service area.

KP Plus has all of the benefits of KP's integrated care delivery system

- PLUS options for out of network office visits or outpatient medical services
- PLUS Prescription fills with any licensed provider
- PLUS generally lower out-of-pocket expenses and monthly rates when compared to a typical PPO plan

All Hospital Admissions and Certain Services Must Be Authorized.
Kaiser Foundation Health Plan of Georgia, Inc.

In an Emergency: Dial 911 or go to the nearest Emergency Room

KP Appointments/Medical Advice/After-Hours Urgent Care/Pharmacy (404) 365-0966

Prior Authorization for Inpatient Hospital/Authorizations/Referrals: . . . (404) 364-7320
or 1-800-221-2412

Claims Services: (404) 261-2825

Envoy/NEIC Payer ID #: 21313 Mail claims to: P. O. Box 370010, Denver, CO 80237-9998

Customer Service: 1-855-364-3185

3068-HMO-Plus-CRN 05/22



ga.provider-relations@kp.org

(404)-364-4934