

---

## **9. Out-of-Plan/Network Referrals**

- 9.1 KAUAI NETWORK PRIMARY CARE PHYSICIANS AND WILCOX HOSPITAL PHYSICIANS
  - 9.1.1 Kaiser Permanente Medical Care Program - Patient Care and Physician Contact Numbers
- 9.2 Affiliated Network Referrals Table: Policies and Procedures

***All physicians have at times found the need to consult with another physician regarding their patient's care. At Kaiser Permanente, we value the services of our affiliated network practitioners who, in partnership with our own physicians, provide our Members with the highest quality of care available. This section contains the policies and procedures regarding how to refer Kaiser Permanente Members to another practitioner.***

Referrals for services provided by non-Plan/non-Network providers must be reviewed and authorized through the established Plan referral authorization process. This process assures that Members are:

- Referred to the appropriate specialty provider.
- Referred to the providers who have met our service, quality, and credentialing requirements.
- Eligible for the requested medical service.

Services or care beyond the scope of the initial authorization need additional authorization. Requests are processed by Kaiser Permanente's physician in chief on Kauai.

Services provided without authorization are subject to the claims review process and may not be reimbursed.

Referral requests for mainland services or services provided by non-credentialed practitioners must be approved by the Kaiser Permanente specialty chief and the executive committee of the Hawaii Permanente Medical Group or designee.

In cases of emergency, when immediate care or treatment is necessary, Kaiser Permanente will reimburse services that are required for stabilization. Services beyond stabilization require Plan authorization.

For contracted and credentialed professional information, please contact HPMG at 808-432-5897. For facility information, please contact the Provider Contracting and Relations department at 808-432-5429.

## 9.1 KAUAI NETWORK PRIMARY CARE PHYSICIANS AND WILCOX HOSPITAL PHYSICIANS

### 9.1.1 Kaiser Permanente Medical Care Program - Patient Care and Physician Contact Numbers

For information or to order the following services:

<ul style="list-style-type: none"> <li>Durable Medical Equipment</li> </ul>	Call Durable Medical Equipment (DME) department at 808-432-5692 or fax 808-432-5689.
<ul style="list-style-type: none"> <li>Behavioral Health Services</li> </ul>	Call Integrated Behavioral Health department at 808-432-7600. Call Member Services for benefit inquiry at 1-877-875-3805.
<ul style="list-style-type: none"> <li>Home Infusion Services</li> </ul>	Call Outside Services Coordination/Hospital Operations Center at 808-432-7252.
<ul style="list-style-type: none"> <li>Home Health</li> </ul>	808-432-4660; fax 808-432-4663
<ul style="list-style-type: none"> <li>Hospice Services</li> </ul>	Contact Kauai Hospice at: 808-245-7277; fax 808-245-5006

**\*\*\* Please do not contact local (Kauai) agencies directly. Please call the Kaiser Permanente contact phone numbers\*\*\***

<ul style="list-style-type: none"> <li>Physician-Specific Concerns</li> <li>Medical Issues</li> <li>Outside Referrals</li> </ul>	Call Kaiser Permanente’s physician in chief on Kauai at 808-243-6609. If unavailable, ask the operator to page the chief of the specialty to which you wish to refer.
--	--

**\*\*\* Please do not contact physicians outside of the Kaiser Permanente system without following the above guidelines\*\*\***

## 9.2 AFFILIATED NETWORK REFERRALS TABLE: POLICIES & PROCEDURES

REFERRAL	NOTIFICATION REQUIRED	PRE-AUTHORIZATION REQUIRED	FORM(S) NEEDED	PROCEDURE

<b>Kauai Affiliated Network Practitioner - to - HPMG Specialist</b>	<p>Yes (for Travel Requests) <b>Contact:</b> Kaiser Permanente physician in chief on Kauai</p>	<p>No</p>	<ul style="list-style-type: none"> <li>• Patient Travel Request (fax sheet)</li> <li>• Travel Form</li> </ul>	<ol style="list-style-type: none"> <li>1. Contact appropriate HPMG physician. Refer to <b>Referrals Provider Directory</b> for listing and specific instructions.</li> <li>2. Fax travel requirements to 808-243-6609 with appointment date, time, Kaiser Permanente Provider and companion criteria if applicable.</li> </ol>
<b>Kauai Affiliated Network Practitioner - to - Wilcox Memorial Hospital  -or-  Kauai Veterans Memorial Hospital</b>	<p>Yes (for Internal Tracking) <b>Contact:</b> Kaiser Permanente MD Call Center 808-643-6363 Outside Services Coordination/Hospital Operations Center (HOC) 808-432-7252 Fax 808-432-7251</p>	<p>No</p>	<p>None</p>	<p>Refer to "<b>Hospital Care</b>" section for procedures.</p>
<b>Kauai Affiliated Network Primary Care Physician - to - KMC Affiliated Network Specialist</b>	<p>Yes <b>Contact:</b> Authorizations &amp; Referrals Management 808-432-5687 Fax 808-432-5691</p>	<p>Yes Except for services in which no authorization is required for care to stay in network on Kauai per the Kauai Network Referral Authorization guideline.</p>	<ul style="list-style-type: none"> <li>• Referral Form</li> </ul>	<ol style="list-style-type: none"> <li>1. Internal referral process should be followed.</li> <li>2. A formal report with proper referral form needs to be documented in patient's chart.</li> </ol>

<p><b>Kauai Affiliated Network Primary Care Physician - to - Non- KMC/Non- HPMG Affiliated Practitioner or - to - Non- Contracted Practitioner</b></p>	<p>Yes (for pre-authorization) <b>Contact:</b> Authorizations &amp; Referrals Management 808-432-5687 Fax 808-432-5691</p>	<p>Yes <b>Contact:</b> Kaiser Permanente physician in chief on Kauai 808-243-6609 Fax 808-243-6695</p>	<ul style="list-style-type: none"> <li>• Referral Form</li>   <li>• Patient Travel Request if need to travel to Oahu and services are authorized/approved by Kaiser Permanente.</li> </ul>	<p>Contact Kaiser Permanente Travel Coordinator at 1-800-214-6572 or 808-243-6589 if patient travel to Oahu is applicable and services are authorized/approved by Kaiser Permanente.</p>
--	--	--	--	--