

Provider Claims Submission

Quick Reference Guide

<p>Participating physicians/providers must submit claims on the member's behalf.</p>	
<p>Claims filing timeline is one (1) year from the date of service or the receipt date of the primary payer's EOB.</p>	
<p>Paper Claims You can find these forms online at www.cms.gov:</p>	<p>1. Use a CMS 1500 for physician and ancillary claims.</p>
	<p>2. Use a UB04 for facility or hospital claims.</p>
<p>Paper Claims send to:</p>	<p>Kaiser Permanente – Claims Department P.O. Box 378021 Denver, CO 80237</p>
<p>Corrected Claims:</p>	<p>All corrected claims are required to fill out Box 22 on the CMS1500. If resubmitting claim please indicate 7(resubmission) in box 22 with the original claim number noted,</p>
<p>Electronic Claims Submission:</p>	
<p>How do I get set up for EDI claims submissions?</p>	<p>Change HealthCare at http://www.changehealthcare.com/ (payer ID: 94123) or</p> <p>RelayHealth at http://www.relayhealth.com/ (payer ID: RH0011)</p> <p>If additional assistance is needed please email: NCA-EDI-OUTPUTS-REGIONS@kp.org</p> <p>Office Phone: 1 (866) 285-0361 - Option#2</p>

Who can I contact with questions about my claims or claims payment?

Contact our Claims Customer Service Center Monday-Friday, 8 a.m. – 4:30 p.m. and Saturday, 8 a.m. – noon at **808-432-5330 (Oahu) or Toll Free at 1-800-651-2237**
Fax: 1-808-432-5433 or online affiliate at:
http://providers.kaiserpermanente.org/html/cpp_hi/onlineaffiliate.html

¹ Kaiser Permanente Hawaii supports electronic claims submissions through Emdeon and Relay Health at this time. We will support submissions through other clearinghouses / trading partners in the future.