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15.1 AFFILIATED PAYERS

15.1.1 Kaiser Payers

Kaiser Foundation Health Plan, Inc. (Northern California, Southern California, Hawaii)
Kaiser Foundation Health Plan of Colorado
Kaiser Foundation Health Plan of Georgia, Inc.
Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
Kaiser Foundation Health Plan of the Northwest
Kaiser Foundation Health Plan of Washington
Kaiser Foundation Health Plan of Washington Options, Inc.
Kaiser Foundation Hospitals
Kaiser Permanente Insurance Company
KP Cal, LLC
The Permanente Medical Group, Inc.
Southern California Permanente Medical Group
Colorado Permanente Medical Group, P.C.
Hawaii Permanente Medical Group, Inc.
Mid-Atlantic Permanente Medical Group, P.C.
Northwest Permanente, P.C.
Permanente Dental Associates
The Southeast Permanente Medical Group, Inc.
Washington Permanente Medical Group, P.C.

Other Payers

Kaiser Foundation Health Plan, Inc., as the sponsor of Kaiser Employee Medical Health Plan for Employees of KFHP, Inc., KFH, and KP On-Call in Southern California (certain salaried and non-union, non-exempt employees; certain non-union hourly employees), Appendix to Kaiser Permanente Self-Funded Health Benefit Plan.

Kaiser Foundation Health Plan, Inc., as the sponsor of Kaiser Employee Medical Health Plan for Employees of KFHP, Inc. and KFH in Northern California (certain salaried and non-union, non-exempt employees; certain non-union hourly employees), Appendix to Kaiser Permanente Self-Funded Health Benefit Plan.

Kaiser Foundation Health Plan, Inc., as the sponsor of Kaiser Employee Medical Health Plan of Georgia, Appendix to Kaiser Permanente Self-Funded Health Benefit Plan.

Kaiser Foundation Health Plan, Inc., as the sponsor of Kaiser Employee Medical Health Plan for National Business Unit Employees in California, Appendix to Kaiser Permanente Self-Funded Health Benefit Plan.

Kaiser Foundation Health Plan, Inc., as the sponsor of Kaiser Employee Medical Health Plan for National Business Unit Employees in Colorado, Appendix to Kaiser Permanente Self-Funded Health Benefit Plan.

Kaiser Foundation Health Plan, Inc., as the sponsor of Kaiser Employee Medical Health Plan for National Business Unit Employees in Georgia, Appendix to Kaiser Permanente Self-Funded Health Benefit Plan.

Kaiser Foundation Health Plan, Inc., as the sponsor of Kaiser Employee Medical Health Plan for National Business Unit Employees in Mid-Atlantic States, Appendix to Kaiser Permanente Self-Funded Health Benefit Plan.

Kaiser Foundation Health Plan, Inc., as the sponsor of Kaiser Employee Medical Health Plan for National Business Unit Employees in Northwest, Appendix to Kaiser Permanente Self-Funded Health Benefit Plan.

American International Group, Inc.
The Episcopal Church Medical Trust
IKEA North America Service, LLC, as the sponsor of the IKEA Benefit Plan
Metropolitan Atlanta Rapid Transit Authority (MARTA)
Intel Corporation
Southern California Edison
Sandia Corporation dba Sandia National Laboratories
University of Colorado

Accenture, LLP
SCL Health
Honeywell International
Pacific Gas and Electric Company
Qualcomm Incorporated
Target Corporation
Diocese of Sacramento
Reta Trust
Archdiocese of Los Angeles
Concordia Plan Services
Accord, Inc.
Association of WA Cities
City of Federal Way
City of Seattle
City of Spokane
Columbia Medical Associates
Corporation of Catholic Archbishop of Seattle
Cowles Company
Dicks Drive In
Fred Hutchinson
Greater Lakes Mental Health
Group Health Cooperative Employees
HealthPoint
Honeywell
King County
Kitsap County
Metropolitan Park District of Tacoma
Microsoft Corporation
Navos, Inc.
Nintendo of America
Overlake Hospital Medical Center
Providence Health System
Puget Sound Energy
Recreational Equipment Inc.
SEIU
Seattle Area Plumbing & Pipefitters Health Trust
Seattle Cancer Care Alliance
Seattle Childrens Hospital
Seattle Goodwill Industries
Snohomish County Government
Snohomish County PUD
Sound Health & Wellness Trust

Spokane County
Spokane United Methodist Homes, Inc.
Trident Seafood
Valley Cities Counseling
Washington State Employee Credit Union
Washington Teamsters Welfare Trust
YWCA of Seattle, King & Snohomish County

15.2 SUBCONTRACTORS AND PARTICIPATING PRACTITIONERS

KP defines a “subcontractor” as an individual participating practitioner, participating practitioner group, or any other entity that provides or arranges for services to KP Members pursuant to a direct or indirect contract, agreement, or other arrangement with a Provider contracted with KP.

Subcontractor participating practitioners may be locum tenens, members of the Provider’s call group, and others who may provide temporary coverage excluding employees, owners and/or partners of the contracting entity. For assistance in determining whether or not a participating practitioner is a subcontractor, please contact Provider Relations.

All rights and responsibilities of the Provider are extended to the subcontractor, individual participating practitioner, participating practitioner group and facilities providing services to Members. The Provider is responsible to distribute this Provider Manual and subsequent updates to all its subcontractors and participating practitioners, assuring that its subcontractors and participating practitioners and facilities adhere to all applicable provisions of this Provider Manual.

15.2.1 Regulatory Compliance

CMS conducts surveys of KP in order to measure compliance. Regulatory requirements surrounding the use of subcontractors obligate KP to validate that subcontracts are in place where applicable, and that they meet contractual and necessary Medicare Advantage (MA) language requirements. The Provider is to provide KP a copy of its subcontract template along with executed signature pages for each subcontractor upon request. When a subcontract is amended or altered, the Provider should notify KP within (30 days. The Provider is responsible to furnish copies of executed subcontracts, and other documents related to subcontractors upon the request of governmental or regulatory agency personnel and/or when KP is preparing for internal and/or regulatory agency audits.

Additionally, upon request, the Provider is responsible to furnish copies of its policies and procedures related to any economic profiling information that is used to evaluate participating practitioner or subcontractor performance. Further, the Provider is responsible to provide a copy of the information, upon request, to the subcontractor or participating practitioner. Economic

profiling is defined as an evaluation based in whole or in part on the economic costs or utilization of services associated with providing medical care.

15.2.2 Licensure, Certification, and Credentialing

Subcontractors and participating practitioners are subject to the same credentialing and re-credentialing requirements as the Provider. The Provider is responsible to ensure that all subcontractors and participating practitioners are properly licensed by the State of Hawaii or the state(s) in which services are provided, and that the licensure and/or certification is in good standing in accordance with all applicable local, state, and federal laws. Further, the Provider is responsible to ensure that its subcontractors and participating practitioners participate in KP's credentialing and re-credentialing processes and that any site where Members may be seen is properly licensed. For additional information on credentialing requirements, please refer to Section 9.3 of this Provider Manual.

15.2.3 Billing and Payment

Services provided for KP Members should be billed by the Provider to include services provided by any of its subcontractors. KP will not pay subcontractor bills directly but will return them to the subcontractor for submitting to the Provider.

15.2.4 Encounter Data

KP is required to certify the accuracy, completeness and truthfulness of data that CMS and other state and federal governmental agencies and accrediting organizations request. Such data includes encounter data, payment data, and any other information provided to KP by its contractors and subcontractors. As such, KP may request such certification from the Provider in order to meet regulatory and accreditation requirements.

15.2.5 Identification of Subcontractors

Each Provider at the time of initial contracting, and periodically thereafter, is required to complete and submit to KP a completed PPIF (incorporated by reference in your Agreement). This form identifies all participating facilities and practitioners, including those practitioners that are employed by the Provider, facilities that are operated by the Provider and those which are subcontractors.

15.3 KP'S HEALTH EDUCATION PROGRAMS

KP is dedicated to providing quality care for its Members. A key step toward this goal is to make available and encourage the use of health education programs and to provide preventive health

services and screenings which are based on the latest scientific information presented in medical specialty journals, sub-specialty organization guidelines, and the US Preventive Services Task Force Guide.

KP's health education programs and services provide information and support to Members in their efforts to maintain and improve individual health. Practitioners are encouraged to integrate and promote available KP and community resources to Members for outpatient and inpatient care.

The local health education departments oversee the development and implementation of educational services for KP Members. All Members and Providers have access to the KP health education departments for information and health education materials. Health education departments can also offer Providers assistance with the planning or delivery of health education programs.

For more information contact your local KP facility and ask to be connected to the health education department.

15.3.1 Health Education Program

KP health education programs generally include:

- Health education centers, located at KP medical centers, provide free educational materials and support. Members can also get answers to health questions from knowledgeable staff, watch videos, sign up for classes and programs or purchase health products.
- Printed and audio/visual materials supporting a wide variety of patient education and health promotion topics. These materials are available from local health education centers, and may also be used in classes and office visits.
- Health education classes and programs that are available throughout Hawaii and cover a wide variety of topics. Most classes are taught in groups but some facilities offer individualized instruction or counseling. Each KP facility maintains its own schedule of classes, some which require a fee for enrollment. For more information, contact your local KP health education center.
- Access to online health information available to the general public on kp.org. Members can also find health information and preventive care recommendations on their physician's home page at kp.org/mydoctor.
- *Partners in Health* newsletter, which provides Members with timely medical news, preventive health care information, and updates about local KP facilities. *Partners in Health* is mailed to Members three times per year
- The Appointment and Advice Call Center available to all Members 24 hours a day, 7 days a week. The call center is staffed by registered nurses who have special training to

help answer questions about certain health problems or concerns and to advise on an appropriate response to symptoms. The advice nurses are not an impediment to physician, but serve as a complement to any appropriate physician or practitioner care.

15.3.2 Focused Health Education Efforts

As part of the Quality Management Program, KP conducts focused health education efforts to address clinical or preventive health quality improvement activities. Many of these programs are developed regionally and are intended to address the specific health care issues of Members and the general community. Practitioners are generally made aware of these programs in order to obtain their support or participation.

15.3.3 Preventive Health and Clinical Practice Guidelines (CPGs)

KPNC supports the development and use of evidence-based CPG and practice resources to aid clinicians and Members in the selection of the best preventive health care and screening options. The best options are those that have a strong basis in evidence regarding contribution to improved clinical outcomes, quality of care, cost effectiveness, and satisfaction with care and service. The Hawaii guidelines portfolio includes CPG for key preventive care services. These guidelines recommend the preferred course of action while recognizing the role of clinical judgment and informed decision-making.

15.3.4 Telephonic Wellness Coaching Service

Wellness coaching over the telephone from a KP wellness coach is available free of charge for KP Members who want to get more active, manage weight, quit tobacco, eat healthier, or handle stress. Our wellness coaches are clinical health educators trained in motivational interviewing and brief negotiation. They employ a collaborative approach designed to help Members overcome obstacles and tap into their intrinsic motivation for achieving behavior change. Coaches can also help match Members' needs, preferences, and readiness with the appropriate support resources.

Phone coaching typically takes place over several months through a series of four to six coaching sessions. Members can call toll free, **1-866-251-4514**, to schedule a telephone wellness coaching appointment with a KP wellness coach. Members can find out more about wellness coaching at: <http://www.kp.org/mydoctor/wellnesscoaching>.

15.4 KP'S LANGUAGE ASSISTANCE PROGRAM

All Providers need to cooperate and comply with KP's Language Assistance Program by assisting any limited English proficient (LEP) Member with access to KP's Language Assistance Program services.

Providers must ensure that Members receive effective, understandable, and respectful care that is provided in a manner compatible with their cultural health beliefs, practices, and preferred language. Providers should offer language assistance to Members who appear to need it even if they do not ask for it or if their language preference was not indicated on the referral form. Should a LEP Member refuse to access KP's language interpreter services, the Provider must document that refusal in the Member's medical record.

Kaiser Permanente offers interpreter services for our members at no charge. If a member needs interpreter services, please call our Interpreter Services Management Team at (808) 432-2250, Monday through Friday, from 8:00 a.m. to 5:00 p.m., for a current list of contracted interpreter agencies. Please arrange for these services in advance to allow time to coordinate services prior to the visit.