

Aloha, Affiliated Contracted Providers! We have provided a few important reminders and updates.

MD CALL CENTER 808-643-6363

This ED-to-ED emergency transfer hotline is staffed 24/7 by emergency department RNs, who work directly with our emergency department physicians at Kaiser Permanente Moanalua Medical Center. When you encounter a Kaiser Permanente member at your emergency department who may need to be admitted or requires follow-up care, we request that you call the MD Call Center (808-643-6363), will be able to assist you in providing care to our members, including transfers and follow-up care. When necessary, the support staff will also arrange for Medical Flights for inter-island transfers.

PROVIDER DISPUTES

Clinical Review Guidelines Reimbursement Policy

Providers may receive letters that provide information on rules that govern National Payment Integrity (NPI) Clinical Review processes related to determining payment for claims under review. NPI Clinical Review is responsible for reviewing facility and professional claims to ensure that providers comply with billing and coding standards that services rendered are appropriate and medically necessary, and that payment is made in accordance with applicable contract, provider manual, and policy requirements, including guidelines. Please see attached Clinical Review Policy.

http://providers.kaiserpermanente.org/info_assets/cpp_hi/Clinical_Review_Payment_Determination.pdf

IMPORTANT INFORMATION ABOUT YOUR RIGHTS TO DISPUTE OUR DETERMINATION ON THIS CLAIM

For information generally about a paid claim, please call: 877-875-3805. If you wish to dispute our action or decision, you must submit your dispute in writing to the following addresses you must submit your dispute in writing within **60 days** of the date the claim was originally processed or denied to the following addresses. Please make a note of this address to use for all future correspondence with us regarding our provider dispute resolution process.

**Kaiser Permanente Hawaii - Provider Appeals
Claims Administration Department
ATTN: Provider Disputes
PO Box 378021
Denver, CO 80237-9998**

Medicaid Eligibility Redetermination information for Members

https://medquest.hawaii.gov/en/members-applicants/already-covered/Stay_Well_Stay_Covered_Toolkit.html

All Medicaid members received continuous coverage during the public health emergency. The Department of Human Services (DHS), Med-QUEST Division (MQD), will begin Medicaid eligibility redetermination process beginning **April 2023**.

- A plain **white** letter will be sent every Med-QUEST **household** in **March 2023**. The redetermination period will be from **May 2023 to April 2024**.
- A **pink** envelope and letter will include eligibility renewal information and be sent between **April 2023** and **March 2024**. Members will receive their pink letter **one month prior** to their **renewal** month.

Med-QUEST is asking members to do the following:

- Update contact information on QUEST account here: <https://medical.mybenefits.hawaii.gov> or call your health plan. Kaiser Customer Service: 808-432-5330 or 1-800-651-2237 or email kpquest@kp.org.
- Call MQD at 1-800-316-8005 or TTY/TDD 711 if QUEST (Medicaid) coverage no longer needed.
- Lookout for the **pink envelope and letter** in the mail with instructions on eligibility renewals. Response may be required to maintain health coverage. Follow all instructions and respond, if applicable.
- If applicable, check with employer if eligible for health insurance coverage.
- Visit the Health Insurance Marketplace at [HealthCare.Gov](https://www.healthcare.gov) or call 1-800-318-2596 for other health insurance options if needed.

Electronic Visit Verification (EVV) Manual Editing and Entry of Visits

Med-QUEST Memo QI-2305:

All Home Health and Home Care Agencies need to limit their EVV manual edits and entries to no more than 15% per month. Oversight and corrective actions by QI Health Plans will begin on **March 1, 2023**.

QUEST Integration Provider Memos located here: <https://medquest.hawaii.gov/en/plans-providers/provider-memo.html>.

Highlighted memos:

- [QI-2304 Requirement for QI-2121 Providers with Extensions to Register by Extended Deadline](#)
- [QI-2228 Adult Dental Benefits Effective January 1, 2023](#)
- [QI-2222 DHS 1139 Medicaid Provider Enrollment Form and Home and Community-Based Services Settings Final Rule](#)

Med-QUEST DIVISION website for Medicaid updates: <https://medquest.hawaii.gov/en.html>

Adult Dental Benefits now covered by Med-QUEST Division. For more information see:

- Medicaid Ombudsman** for Members and Providers.
- Contact Information: Toll-Free 1-888-488-7988; Oahu 808-746-3324 or TTY 711

Hawaii Community Provider Portal link <https://healthy.kaiserpermanente.org/hawaii/community-providers>

Provider Training Reminder

2023 Monthly Provider Trainings
Every 2nd Thursday of each month from 10 a.m. to 11 a.m.

January 12 February 9 March 9 April 13 May 11 June 8 July 13
August 10 September 14 October 12 November 9 December 14

Behavioral Health Office Hours:
Starting June 6 held every other Tuesday
from 12:00 p.m. to 1:00 p.m.

HCBS/LTSS/Foster Home Quest Claims Office Hours:
Held every other Wednesday
from 12:00 p.m. to 1:00 p.m.

Contact Information

Customer Service — 800-966-5955, 808-432-5300 (fax)

Claims Department — 877-875-3805 — Mailing Address: P.O. Box 378021, Denver, CO 80237

Medicaid/Quest Integration (QI) — 808-432-5955, 800-651-2237 (fax), 808-432-5260 (fax)

Medicaid/QI with Nurse Line off hours — 808-432-5330

Added Choice Helpline — 800-238-5742, 800-392-8649 — <https://healthy.kaiserpermanente.org/hawaii/community-providers/eligibility#addedchoice>

MD Call Center — 808-643-6363

Authorizations / Referrals Management — 800-432-5687, 808-432-5691 (fax) — <https://healthy.kaiserpermanente.org/hawaii/community-providers/authorizations>

DME Authorizations — 808-432-5692, 808-432-5689 (fax)

BH Authorizations — 808-243-6031

BH Information / Appointments — 808-432-7600

Provider Credentialing — 808-432-7990, ext. 27927 — HI-Credentials-Department@kp.org

Provider Demographic or Contact Changes — providerdemographicshawaii@kp.org

Provider Monthly Training — Monthly Provider Training: every 2nd Thurs of the month 10-11 A HT

QI Provider Education / Training Documents — <https://healthy.kaiserpermanente.org/hawaii/community-providers/quest-integration#questintegration-provider>

Online Affiliate Tool / Provider Manual Cultural Competency Plan — <https://onlineaffiliatesupport.force.com/support>

Electronic Data Interchange (EDI) — edisupport@kp.org

<https://healthy.kaiserpermanente.org/hawaii/community-providers/claims#electronicClaimsSubmissionsPayments>

EDI Enrollment — edisupport@kp.org

<https://healthy.kaiserpermanente.org/hawaii/community-providers/claims#electronicClaimsSubmissionsPayments>

Change HC Payer ID = 94123 — 866-817-3813 — <https://www.changehealthcare.com>

Relay Health Payer ID = RH011 — <http://www.relayhealth.com>

Office Ally Payer ID - 94123 360-975-7000 — <https://cms.officeally.com/>

Office Ally DDE — FREE*. This Online Claim Entry tool allows you to create CMS1500, UB04, and ADA claims on its website and submit to KP — 360- 975-7000 — <https://cms.officeally.com/pages/products/clearinghouse.aspx>

ERA / EFT — edisupport@kp.org; <https://healthy.kaiserpermanente.org/hawaii/community-providers/claims#electronicClaimsSubmissionsPayments>

OLA - Online Affiliate Tool — <https://onlineaffiliatesupport.force.com/support>

Check Claim Status (ANSI 276/277) Verify Member Benefits / Eligibility (ANSI 270/271) —

<https://healthy.kaiserpermanente.org/hawaii/community-providers/claims>

Hawaii Entity Agreement — <https://healthy.kaiserpermanente.org/content/dam/kporg/final/documents/community-providers/hi/ever/entityagreement-en-2021-en.pdf>

Guest Access User Guide — <https://kp.qumucloud.com/view/Video-tour---view-claim-status-as-a-guest-user#/>