



April 7, 2016

Subject: Kaiser Permanente Address Changes for Provider Payment Disputes

Dear Provider,

We would like to share some important and exciting changes Kaiser Permanente (KP) is making to better serve you.

Beginning Tuesday, May 31, 2016, we will implement a new claims-processing system, **Kaiser Permanente ClaimsConnect**. This system and its associated operations will provide a better claims payment experience for the providers serving our members.

There will be no changes at this time to our existing processes for electronic claims submission. These changes also do not impact KP's Self-Funded members. Processes for filing claims and provider payment disputes related to services rendered to KP's Self-Funded members remain the same.

However, the processes for submitting provider payment disputes will change effective May 31, 2016. In accordance with the provisions concerning modifications to your Provider Manual in your medical services agreement with KP, we are providing this notification of key mailing address changes necessary to stay aligned with future KP operations and embedded the key address changes in this communication. At this time, your paper claims submission address remains the same.

Unless otherwise indicated on the written KP Authorization for Medical Care, for services with a first date of service on or after May 31, 2016, providers should **mail provider payment disputes** to only the applicable "Future Address" identified below. At this time, your paper claims submission address remains the same.

	Payment Disputes Related to Referred Service Claims
Current Address	KP Medical Services Contracting Attn: Provider Disputes P.O. Box 23380 Oakland, CA 94623-2338 For physical delivery other than by U.S. Mail: KP Medical Services Contracting Attn: Provider Disputes 1800 Harrison Street, 7th Floor Oakland, CA 94612
Future Address	KP Referral Invoice Service Center (RISC) Attn: Provider Disputes 2829 Watt Avenue, Suite 130 Sacramento, CA 95821-6246



As previously stated, paper claims submission address will NOT change at this time:

Submission of Paper Claims for Referred Services for DME, SNF, Home Health, or Hospice
KP Continuum Claims Processing Center 320 Lennon Lane Walnut Creek, CA 94598

The KP National Provider Contracting maintains a publicly available website to which we post the current Provider Manuals and other important provider tools and communications. Please be sure to look to this site for future updates regarding this and other changes as they relate to changes and updates regarding **KP ClaimsConnect**. The link to the National Community Provider Portal (CPP) is:

http://info.kaiserpermanente.org/html/cpp_national/

Thank you for your attention to this important operational update. Please communicate this information broadly to your staff affected by these changes. If you have questions or concerns specifically related to the Provider Manual, please notify us in writing at the address set forth in your Agreement within 30 calendar days of the date of this letter. If you have other questions which are not answered by this communication, please contact your Contract Manager, National Provider Contracting & Network Management Provider Relations Team or KP Member Services at (800) 464-4000.

We look forward to a continued partnership with you to provide quality health care services to our members.

Sincerely,
KP National Provider Contracting and Network Management