

## INTRODUCTION

It is our pleasure to welcome you as a contracted provider with Kaiser Permanente. We want this business relationship to work well for you, your staff, and our Health Plan members.

This Provider Manual was created to help guide you and your staff in working with Kaiser Permanente's various systems and procedures. It is intended to supplement, and not to replace or supersede, the Agreement between you and Kaiser Permanente. Updates to the Provider Manual will be provided on a periodic basis in accordance with the Agreement and in response to changes in operational systems and regulatory requirements.

There are attachments, exhibits and forms appearing throughout this Provider Manual. You may reproduce them as necessary. In the event of any inconsistency or conflict between the terms of this Provider Manual and the Agreement, the terms of the Agreement shall govern.

**Note:** Within the Provider Agreement the term "Policies" is used. Kaiser Permanente, as part of our obligation to inform the provider of these "Policies" will provide to each provider via this Provider Manual "Policies" with which the provider must comply.