

SECTION 12

PROVIDER APPEALS

12.0 INTRODUCTION

Kaiser Permanente provides all providers with a fast, fair, and cost-effective dispute resolution mechanism under which a provider may submit all disputes/appeals regarding invoices, billing determinations, or other contract issues. Kaiser Permanente will handle disputes/appeals and this dispute resolution mechanism in accordance with applicable law.

This section of the Provider Manual gives the provider information regarding our dispute resolution process but is not intended to be a complete description of the law or the provisions of the Agreement. Please make sure that you review the Agreement and the applicable law for a complete description of the dispute resolution process.

12.1 DISPUTES

If a provider has a dispute pertaining to a Kaiser Permanente claims decision, they must **submit a written notice to the applicable Kaiser Permanente region.**

For Claims Disputes: Challenging, appealing or requesting reconsideration of a claim (or bundled group of claims) that has been denied, adjusted or contested by Kaiser Permanente please follow the procedures notes by clicking on the link below to the Claims section of the Provider Portal regarding Claims Appeals:

Appeals Link Site: [Claims | National Contracting | Kaiser Permanente](#)

[Claims & Appeals Information](#)

[Claims - Ambulance](#)

[Electronic Data Interchange](#)

For Contract Disputes:

All disputes relating to the provider's Agreement must be forwarded to the Buy to Pay, Sourcing team. **email: BuytoPay-HomelIndependentCare@kp.org**