

# Visiting Members

## Helpful tips for Contractors seeing a Kaiser Permanente member who lives outside the Northern California Region (KPNC).

### Visiting Member Guidelines

Kaiser Permanente members who access routine and specialty health services while they are temporarily visiting another Kaiser Permanente region are referred to as **visiting members**. Certain Kaiser Permanente health benefit plans allow members to receive non-urgent and non-emergent care while traveling in other Kaiser Permanente regions. We refer to their visiting region as the "HOST" region and where the member lives as their "HOME" region.

#### Your first step when a visiting Kaiser Permanente (KP) member has been referred to you by KP.

- Review the member identification card. The KP "HOME" region is displayed on the face of the card. Confirm the member's "HOME" region Medical Record Number (MRN).
- Verify "HOME" region benefits, eligibility and cost share by calling the Member Services Call Center (MSCC) number on the member's identification card.
- If the member does not have their identification card, please call the region's "HOME" MSCC listed in this communication.
- As a reminder, services are covered according to the member's contract benefits which may be subject to exclusions as a visiting Member. Providers should identify the Member as a visiting Member when verifying benefits with the "HOME" region.

#### Does the visiting member need an authorization?

- Visiting members are subject to the same UM and authorization requirements as KPNC members. Please refer to your KPNC Provider Manual for more details.

#### Why does the KP MRN identified on the KP authorization not match the MRN on the visiting member's KP ID card?

- Visiting members require KPNC to establish a "HOST" MRN for all authorizations.\* Please reference the "HOST" MRN if communicating with the KPNC region about authorization matters. Only the "HOME" MRN should be used on claims.
- Contractors should always verify any member's identity by requesting a picture ID prior to rendering services.

#### What do you need to know when submitting claims for services rendered to a visiting member?

- Claims must be submitted to the member's "HOME" region with the members "HOME" region MRN included on the claim. Please refer to the applicable authorization document for timely filing and claim submission address information.
- **Always** use the "HOME" MRN. **Never** add the "HOST" MRN on the claim form.

- If the member does not have an identification card or the "HOME" region's claim submission address is not on the identification card or applicable authorization document, please call the corresponding "HOME" region's MSCC number below to obtain the claims address.
- If you have a claim status inquiry, refer to the "HOME" region's MSCC numbers below.
- For services requiring prior KP authorization, be sure to add the authorization number on the claim.

**Where do I submit payment dispute documentation if needed??**  
For information concerning provider payment disputes, call the HOME region's MSCC phone number listed below.

#### Regional Member Services Call Centers (MSCC)

Northern CA	1-800-464-4000
Southern CA	1-800-464-4000
Colorado	1-800-632-9700
Georgia	1-888-865-5813
Hawaii	1-800-966-5955
Mid Atlantic	1-800-777-7902
Northwest	1-800-813-2000
Washington (formerly Group Health)	1-888-767-4670

\* EXCEPTION: for DME authorizations, contact the HOME region MSCC.

#### Self-Funded Visiting Members

For information concerning benefits, eligibility, member cost share or billing with regard to visiting Self-Funded Members, please contact KPIC Self-Funded Claims Administrator Customer Service at 1-866-213-3062 during the hours of 7:00 am to 9:00 pm EST.