

## 2. Key Contacts

### 2.1 Northern California Region Key Contacts

Department	Area of Interest	Contact Information
KP MSCC	<p>Membership Information*</p> <p>General enrollment questions</p> <p>Eligibility and benefit verification*</p> <p>Co-pay, deductible and co-insurance information*</p> <p>Members presenting without KP identification number</p> <p>Member grievance and appeals</p> <p>Payment status on submitted claims*</p> <p>Appeals and disputes*</p> <p>Inquiry about a claim, payment or overpayment*</p> <p>* Providers are invited and encouraged to request access to KP's Online Affiliate tool. These and other functions are available on a self-serve basis, 24/7. Please see the Northern California Community Provider Portal (CPP) for more information: <a href="http://providers.kaiserpermanente.org/nca/">http://providers.kaiserpermanente.org/nca/</a></p>	<p>(888) 576-6789 (Member cost share and eligibility verification)</p> <p>Weekdays: 8a-5p Pacific</p> <p>Interactive Voice Response (IVR) System available 24 hours / 7 days a week</p>
Medical Services Contracting	<p><u>Contract Network Development and Provider Network Management</u></p> <ul style="list-style-type: none"> <li>• Updates to Provider demographics, such as Tax ID, address, and ownership changes</li> <li>• Practitioner additions/terminations to/from your group</li> <li>• Provider education and training</li> <li>• Contract interpretation</li> <li>• Form requests</li> </ul>	<p>(844) 343-9370 (510) 987-4138 (fax)</p> <p>P.O. Box 23380 Oakland, CA 94623-2338</p>
TPMG Consulting Services	Practitioner Credentialing	(510) 625-5608
Medical Services Contracting	Facility/Organizational Provider Credentialing	(844) 343-9370
Medical Staff Office	Kaiser Foundation Hospital Privileges	Facility Listing – Section 2.4

Department	Area of Interest	Contact Information
Referral Operations	<u>Authorizations, Referrals by Service</u> <ul style="list-style-type: none"> <li>• Authorizations, referrals &amp; billing questions for referred services</li> <li>• Coordination of Benefits</li> <li>• Third Party Liability</li> <li>• Workers' Compensation</li> </ul>	Referral Coordinators - Facility Listing - Section 2.4
National Claims Administration	<u>Emergency Medical Claims</u> Billing questions for emergency (non-referred) services	(800) 390-3510 P.O. Box 12923 Oakland, CA 94604-2923
Outside Services Case Management	Case Management by Service	Facility Listing - Section 2.4
Department of Research	Clinical Studies	(510) 987-1000
Clinical Reviews	UM Reconsiderations and Appeals 72 Hour Expedited Appeals	(888) 987-7247 (888) 987-2252 (fax) M-F 7am-7pm; Sat 9am-1pm
Emergency Prospective Review Program (EPRP) CA Statewide Service	Emergency Notification	(800) 447-3777  Available 24 hours a day, 7 days a week
The "HUB"	Non-Emergency Ambulance and Medical Transportation	(800) 438-7404
Nephrology Specialty Department	Management of Adult Kidney Transplant patients 91 days and beyond after transplant	San Francisco: (415) 833-8726 So. Sacramento: (916) 688 6985
National Transplant Network	Transplants: All Other	(510) 625-4134 (510) 625-5605

Department	Area of Interest	Contact Information
Provider Self-Service Tools	<b>Online Affiliate</b> <ul style="list-style-type: none"> <li>- View claims status</li> <li>- Submit online inquiry about a claim, payment or overpayment</li> <li>- File a dispute and appeal</li> <li>- Confirm patient benefits/eligibility</li> <li>- Download and view Explanation of Payment (EOP)</li> <li>- Claim Submission and Payments</li> <li>- Electronic Data Interchange (EDI)/Electronic Claims Submission</li> <li>- Inquiry about Enrollment with Electronic Funds Transfer (EFT) or Electronic Remittance Advice (ERA)</li> </ul>	KP-NCAL- OnlineAffiliate@kp.org  EDISupport@kp.org

## **2.2 Member Services Interactive Voice Response System (IVR)**

KP Member Services IVR can assist you with a variety of questions. Call **(888) 576-6789** to use this service. Please have the following information available when you call into the system to provide authentication:

- Provider Tax ID or National Provider Identifier (NPI)
- Member’s MRN
- Member’s date of birth
- Date of service for claim in question

The IVR can assist you with status of a Member’s accumulator (amount applied toward deductible); claims and payment status; or connect you to a Member Services Contact Center (MSCC) representative. Follow the prompts to access these services.

## **2.3 KP Outside Services**

Referral Coordinators and Outside Services Case Managers work directly with Plan Physicians to authorize services to Providers.

Referral inquiries, including requests for additional authorized services, pending authorizations and details regarding the scope of authorized services should be addressed with the Referral Operations department (see Section 2.4). The Member Services Contact Center (MSCC) is an additional contact for questions about authorized referrals such as services and dates authorized.

Providers are invited and encouraged to request access to KP's **Online Affiliate** tool.

Online Affiliate is enabled with a robust set of features that can help simplify the process of obtaining KP member information and performing claim reconciliation. Many actions can be performed with Online Affiliate, such as viewing patient eligibility/benefits, viewing detailed claim status, downloading Explanations of Payment (EOPs), filing disputes/appeals, submitting an online claim or payment inquiry and responding to KP requests for information (RFI). With access to Online Affiliate, these features are available on a self-serve basis 24 hours per day, 7 days per week. For more information and to initiate the provisioning process, please visit KP's Northern California Community Provider Portal at:

**<http://providers.kaiserpermanente.org/nca/>**

## **2.4 KP Facility Listing**

KP Facilities, Referral Coordinators and Outside Services Case Managers may be reached at the telephone numbers listed on the following pages.

SERVICE AREA	FACILITY	GENERAL INFORMATION	REFERRAL COORDINATORS	RENAL CASE MANAGERS	UTILIZATION MANAGEMENT
East Bay	Oakland	(510) 752-1000	(510) 752-6610	(510) 752-7513 (510) 752-6526	(510) 752-7645
	Richmond	(510) 307-1500	(510) 307-2496	(510) 752-7518	(510) 307-2943
	San Leandro	(510) 454-1000	(510) 675-6758 (510) 675-6759	(510) 784-2082	(510) 454-4892
	Fremont	(510) 795-3000	(510) 675-6758 (510) 675-6759	(510) 248-3345	(510) 248-7039
Marin/Sonoma	San Rafael	(415) 444-2000	844-359-5661	(415) 492-6522	(415) 444-2638
	West Marin/ Coastal Health Alliance	(415) 899-7525	844-359-5661	(415) 492-6522	(415) 444-2638
	Santa Rosa	(707) 393-4000	(707) 571-3900	(707) 393-4301	(707) 393-3169
Greater San Francisco Service Area	San Francisco	(415) 833-2000	(415) 833-8800	(415) 833-8890	(415) 833-2801
	So. San Francisco	(650) 742-2000	844-359-5661	(650) 742-3141	(650) 742-2332
San Mateo	Redwood City	(650) 299-2000	844-359-5661	(650) 299-3726	(650) 299-3290
South Bay	Santa Clara	(408) 851-1000	(408) 851-3728	(408) 851-4405	(408) 851-7050
	San Jose	(408) 972-3000	844-359-5661	(408) 363-4544	(408) 972-7208
Santa Cruz	Watsonville Community Hospital	(831) 724-4741	844-359-5661	408) 363-4544	NA
Diablo	Walnut Creek	(925) 295-4000	844-359-5661	(925) 295-4315	(925) 295-5175
	Antioch	(925) 813-6500	(925) 295-7635	(925) 813-3440	(925) 813-3720
Napa/Solano	Vacaville	(707) 624-4000	N/A -	N/A	(707) 624-2950
	Vallejo	(707) 651-1000	(707) 651-2520	(707) 651-4028	(707) 651-2061
	Vallejo Rehab-KFRC	(707) 651-2311	N/A	N/A	(707) 651-2313
North Valley/ S. Sacramento	Sacramento	(916) 973-5000	844-359-5661	(916) 973-6110	(916) 973-6903
	Roseville	(916) 784-4000	844-359-5661	(916) 973-6110	(916) 784-4802
	So. Sacramento	(916) 688-2000	844-359-5661	(916) 688-6837	(916) 688-2585
Central Valley	Manteca	(209) 825-3700	844-359-5661	(209) 476-5099	(209) 825-2441
	St. Joseph's Medical Center	(209) 943-2000	844-359-5661	N/A	N/A
	Modesto	(209) 557-1000	844-359-5661	(209) 735-4348	(209) 735-5600
Fresno	Fresno	(559) 448-4500	(559) 448-3348	(559) 448-5149	(559) 448-3352
Out of Service Area		(877) 520-4773			

SERVICE AREA	FACILITY	OUTSIDE SERVICES CASE MANAGEMENT HUBS	SKILLED NURSING FACILITY COORDINATOR Mon - Fri (8:30am - 5:00pm)	SKILLED NURSING FACILITY COORDINATOR Evenings, Weekends & Holidays	HOME HEALTH CASE MANAGERS	HOSPICE CASE MANAGERS
East Bay	Oakland	(925) 926-7303	(510) 675-5539	(877) 233-6752	(510) 752-6295	(510) 752-6390
	Richmond	(925) 926-7303	(510) 675-5539	(877) 233-6752	(510) 752-6295	(510) 752-6390
	San Leandro	(925) 926-7303	(510) 675-5539	(877) 233-6541	(510) 675-6620	(510) 675-5777
	Fremont	(925) 926-7303	(510) 675-5539	(877) 233-6541	(510) 675-6620	(510) 675-5777
Marin/Sonoma	San Rafael	(925) 926-7303	(415) 893-4046	(877) 829-8615	(415) 893-4132	(415) 893-4132
	West Marin/ Coastal Health Alliance	(925) 926-7303	(415) 893-4046	(877) 829-8615	(415) 893-4132	(415) 893-4132
	Santa Rosa	(925) 926-7303	(707) 571-3869	(877) 829-8615	(707) 566-5488	(707) 566-5488
Greater San Francisco Service Area	San Francisco	(925) 926-7303	(415) 833-4906	(877) 331-2110	(415) 833-2770	(415) 833-3655
	So. San Francisco	(408) 361-2140, Option 1	(650) 827-6405	(877) 263-5756	(415) 833-2770	(415) 833-3655
San Mateo	Redwood City	(408) 361-2140, Option 1	(650) 299-2708	(877) 263-5756	(650) 299-3940	(650) 299-3971
South Bay	Santa Clara	(408) 361-2140, Option 1	(408) 366-4322	(877) 263-5756	(408) 235-4000	(408) 235-4100
	San Jose	(408) 361-2140, Option 1	(408) 361-2164	(877) 263-5756	(408) 361-2100	(408) 361-2150
Diablo	Walnut Creek	(925) 926-7303	(925) 229-7765	(925) 229-7756	(925) 313-4600	(925) 229-7800
	Antioch	(925) 926-7303	(925) 229-7765	(925) 229-7756	(925) 313-4600	(925) 229-7800
Napa/Solano	Vacaville	(925) 926-7303	(707) 651-2085	(707) 651-2085	(707) 645-2720	(707) 645-2730
	Vallejo	(925) 926-7303	(707) 651-2085	(707) 651-2085	(707) 645-2720	(707) 645-2730
North Valley/ S. Sacramento	Sacramento	(916) 648-6770	(916) 977-3135	N/A	(916) 486-5400	(916) 486-5300
	Roseville	(916) 648-6770	(916) 977-3135	N/A	(916) 486-5400	(916) 486-5300
	So. Sacramento	(916) 648-6770	(916) 977-3135	(877) 829-8616	(916) 486-5400	(916) 486-5300
Central Valley	Manteca	(916) 648-6770	(209) 735-7333	(209) 602-7389	(209) 735-7333	(209) 735-7333
	St. Joseph's Medical Center	(916) 648-6770	(209) 735-7333	(209) 602-7389	(209) 735-7333	(209) 735-7333
	Modesto	(916) 648-6770	(209) 735-7333	(209) 602-7389	(209) 735-7333	(209) 735-7333
Out of Service Area		(877) 520-4773				

SERVICE AREA	FACILITY	PSYCHIATRIC HOSPITAL AUTHORIZATION/ NOTIFICATION: Weekdays	PSYCHIATRIC HOSPITAL AUTHORIZATION/ NOTIFICATION: Evenings/Weekends	PSYCHIATRIC CASE MANAGERS
East Bay	Oakland	(925) 372-1103	(925) 229-7713	(925) 372-1103
	Richmond	(925) 372-1103	(925) 229-7713	(925) 372-1103
	San Leandro	(925) 372-1103	(925) 229-7713	(925) 372-1103
	Fremont	(925) 372-1103	(925) 229-7713	(925) 372-1103
Marin / Sonoma	San Rafael	(925) 372-1103	(925) 229-7713	(925) 372-1103
	West Marin/ Coastal Health Alliance	(925) 372-1103	(925) 229-7713	(925) 372-1103
	Santa Rosa	(925) 372-1103	(925) 229-7713	(925) 372-1103
Greater San Francisco Service Area	San Francisco	(925) 372-1103	(925) 229-7713	(650) 299-4112
	So. San Francisco	(925) 372-1103	(925) 229-7713	(650) 299-4112
San Mateo	Redwood City	(925) 372-1103	(925) 229-7713	(650) 299-4112
South Bay	Santa Clara	(925) 372-1103	(925) 229-7713	(650) 299-4112
	San Jose	(925) 372-1103	(925) 229-7713	(650) 299-4112
Diablo	Walnut Creek	(925) 372-1103	(925) 229-7713	(925) 372-1103
	Antioch	(925) 372-1103	(925) 229-7713	(925) 372-1103
Napa/Solano	Vacaville	(925) 372-1103	(925) 229-7713	(925) 372-1103
	Vallejo	(925) 372-1103	(925) 229-7713	(925) 372-1103
North Valley/ S. Sacramento	Sacramento	(925) 372-1103	(925) 229-7713	(916) 499-4645 – Pager
	Roseville	(925) 372-1103	(925) 229-7713	(916) 499-4645 – Pager
	So. Sacramento	(925) 372-1103	(925) 229-7713	(916) 522-8792 – Pager
Central Valley	Manteca	(925) 372-1103	(925) 229-7713	(209) 476-3111 (925) 372-1103
	Modesto	(925) 372-1103	(925) 229-7713	(209) 476-3111
Fresno	Fresno	(925) 372-1103	(925) 229-7713	(925) 372-1103
Out of Service Area		(925) 372-1336	(925) 372-1336	

### Addiction Medicine Recovery Services (AMRS) Day Treatment Programs

Service Area	Facility	Department Number	Program Director/Manager	Email Address
Central Valley	Manteca Modesto Stockton Tracy	855-268-4096	Ester Baldwin	Ester.Baldwin@kp.org
Diablo	Antioch Martinez Pleasanton Walnut Creek	925-295-4145	Curtis Arthur	Curtis.John.Arthur@kp.org
East Bay	Oakland Richmond	510-251-0121	Olena Geller	Olena.A.Geller@kp.org
Fresno	Fresno	559-448-4620	Michael Nunes	Michael.A.Nunes@kp.org
Greater Southern Alameda	Fremont Union City	510-675-2377	Jennifer Miller	Jennifer.K.Miller@kp.org
Napa/Solano	Petaluma/San Rafael Vallejo Vacaville	707-651-2619	Kurt Meyers	Kurt.A.Meyers@kp.org
North Valley	Roseville Sacramento South Sacramento	916-482-1132	Kristy Schwee	Kristy.N.Schwee@kp.org
San Francisco	Redwood City San Francisco San Rafael South San Francisco	415-833-9402	Sofia Gonzalez	Sofia.N.Gonzalez@kp.org
Santa Clara	Redwood City San Jose Santa Clara Santa Cruz	408-366-4200	H.B.(Tresy) Wilder	H.B.Wilder@kp.org
Santa Rosa	San Rafael Santa Rosa	707-571-3778	Christopher Evans	Christopher.S.Evans@kp.org



## **2.5 Northern California Resource Management (RM) Contacts**

Coordination of Care Service Directors (COCSD), UM/RM Managers, and Social Workers may be reached at the telephone numbers listed on the following pages.

<b>Location</b>	<b>Address</b>	<b>COCSD</b>	<b>UM/RM Manager</b>	<b>Social Worker</b>
<b>Antioch</b>	4501 Sand Creek Road Antioch, CA 94531	<b>Haeyong Sohn</b> (925) 813-6997 (925) 303-8816 (cell)	<b>Dena Grosse (ANM)</b> (925) 813-3736 (925) 813-3721	<b>Charles Brigham</b> (925) 813-3760
<b>Fremont</b>	39400 Paseo Padre Pkwy Fremont, CA 94538	<b>Elsamma Babu</b> (510) 248-7601	<b>Winnie Huang</b> (510) 248-5302	<b>Jenny Vo</b> (510) 248-5327
<b>Fresno</b>	7300 North Fresno Street Fresno, CA 93720	<b>Michelle Garcia-Wilkins</b> 559-448-3323	<b>Sheila Brillante</b> (559) 448-3193 (559) 352-2358 (cell)	<b>Iris DeYoung</b> (559) 448-5174
<b>Manteca</b>	1777 West Yosemite Ave Manteca, CA 95337	<b>Julie Ann Gist</b> (209) 735-4207 (209) 402-6953 (cell)	<b>Kristine Biehl</b> (209) 825-2442 (209) 573-3880 (cell)	<b>Debbie Vieira</b> (209) 735-5602
<b>Modesto</b>	4601 Dale Road, Ste 1H7 Modesto, CA 95356	<b>Julie Ann Gist</b> (209) 735-4207 (209) 402-6953 (cell)	<b>Lexlee Cunningham</b> (209) 402-4349 (209) 402-6633 (cell)	<b>Debbie Vieira</b> (209) 735-5602
<b>Oakland</b>	275 West MacArthur Blvd Oakland, CA 94611	<b>Shannon D Bradley</b> (510) 752-5569 (510) 871-7913 (cell)	<b>Natalie Archangel-Montijo</b> (510) 752-8120 (510) 915-6830 (cell)	<b>Reva Levias</b> (510) 752-6306 (510) 507-0800 (cell)
<b>Redwood City</b>	1100 Veterans Blvd Redwood City, CA 94063	<b>Ursula Lavelle</b> (650) 299-2829 (650) 207-7968 (cell)	<b>Monica Moniz</b> (650) 299-4601 (650) 2128-8297 (cell)	<b>Kathleen Steele</b> (650) 299-3194
<b>Richmond</b>	901 Nevin Avenue Richmond, CA 94801	<b>Shannon D Bradley</b> (510) 752-5569 (510) 871-7913 (cell)	<b>Heather Rodriguez</b> (510) 307-2893	<b>Nancy Jacobson</b> (510) 307-2972
<b>Roseville</b>	1600 Eureka Road Roseville, CA 95661	<b>Dee Ford</b> (916) 784-5297	<b>Ronaviv M Garcia</b> (916) 784-4802 (916) 297-1000 (cell)	<b>Erica Menzer</b> (916) 784-4483
<b>Sacramento</b>	2025 Morse Avenue Sacramento, CA 95825	<b>Yvonne Speer</b> (916) 973-7528 (916) 297-3725 (cell)	<b>David J Thomas</b> (916) 973-6931	<b>VACANT</b>
<b>San Francisco</b>	2425 Geary Blvd San Francisco, CA 94115	<b>Rochelle (Marie) Arenas</b> (415) 833-6686 (415) 314-8531 (cell)	<b>Joan Ngando-Agbor</b> (415) 833-7837	<b>VACANT</b>

Location	Address	COCSD	UM/RM Manager	Social Worker
<b>San Jose</b>	250 Hospital Parkway San Jose, CA 95119	<b>Evigeniy Satanovskiy</b> (408) 728-1264 (cell)	<b>Maria C. Arevalo</b> (408) 972-6424 <b>Christyle Tabuan</b> (Interim)	<b>Greg Dalder</b> (408) 927-9817
<b>San Leandro</b>	2500 Merced Street San Leandro, CA 94577	<b>Irina Y. Lewis</b> 510-454-4831	<b>Shirley Ng (Mgr)</b> (510) 363-6041 <b>Paula Breen (ANM)</b> (510) 362-6497	<b>Clay Van Batenburg</b> (510) 454-4954
<b>San Rafael</b>	99 Montecillo Road San Rafael, CA 94903	<b>Ruth Vosmek</b> (415) 444-4689	<b>Cyntia Boter</b> (415) 444-4880	<b>Ruth Vosmek</b> (415) 444-4689
<b>Santa Clara</b>	700 Lawrence Expressway Dept. 312 Santa Clara, CA 95051	<b>VACANT</b>	<b>Janarei Castillo</b> (408) 851-7047 (408) 529-7616 (cell)  <b>Shefalia Singla</b> (408) 594-6383  <b>Teresa Raya (ANM)</b> (408) 594-6686 (cell)	<b>George Fogle</b> (408) 851-7090
<b>Santa Rosa</b>	401 Bicentennial Way Santa Rosa, CA 95403	<b>Janet A Cappurro</b> (707) 393-4619 (707) 328-7098 (cell)	<b>Karen Hulsey</b> (707) 393-4302 (707) 806-4617 (cell)  <b>Diana Samour (ANM)</b> (707) 867-2313	<b>Diane Sloves</b> (707) 393-3149
<b>South Sacramento</b>	6601 Bruceville Road, South Sacramento, CA 95823	<b>Baljinder (Pepi) Lall</b> 916-688-2997 (916) 203-0347 (cell)	<b>Sukheet (Sukhee) Gill</b> (916) 688-6519 (916) 531-9491 (cell)	<b>Jennifer Park</b> (916) 686-2998
<b>South San Francisco</b>	1200 El Camino Real South San Francisco, CA 94080	<b>Margaret Williams</b> (925) 788-1278 (cell)	<b>VACANT</b>	<b>Sharmila Grant</b> (650) 742-3085
<b>Stockton</b>	1800 N California St Stockton, CA 95204	<b>Julie Ann Gist</b> (209) 735-4207 (209) 402-6953 (cell)	<b>Kelly Widger</b> (209) 402-1840 (cell)	<b>N/A</b> <b>(See Modesto)</b>
<b>Vacaville</b>	One Quality Drive Vacaville, CA 95687	<b>Deborah Aragon</b> (707) 624-1007	<b>VACANT</b> (See COCSD)	<b>Charlotte Richardson</b> (707) 624-2572
<b>Vallejo and Vallejo Rehab</b>	975 Sereno Boulevard Vallejo, CA 94589	<b>Carrie Robertshaw</b> (707) 651-3521 (707) 334-8417 (cell)	<b>Joan Divinagracia</b> (707) 651-1593	<b>Jean Broadnax</b> (707) 651-4423

Location	Address	COCSD	UM/RM Manager	Social Worker
<b>Walnut Creek</b>	1425 South Main Street Lilac Building #29 Walnut Creek, CA 94596	<b>Miraslava Harter</b> (925) 295-4473 (925) 239-9391 (cell)	<b>Joanna Macinning</b> (925) 393-1749 (cell)  <b>Bernadette Yee</b> (925) 393-4768 (cell)	<b>Carol McMenamy</b> (925) 295-5128
<b>Watsonville Community Hospital</b>		<b>See San Jose:</b> <b>Evgeniy Satanovskiy</b> (408) 728-1264		

<b>Resource Management Functional Unit</b> 1950 Franklin Street, 12 <sup>th</sup> Floor Oakland, CA 94612	
<b>Marie Holtz</b> Group Leader, Consulting  (510) 541-7553 (cell)	<b>Vernester Sheeler</b> Group Leader Consulting  (510) 418-4085 (cell)

<b>Health Plan Utilization Management</b>
<b>Dorothy L. Snow, MPH, CPPS, CPHQ</b> Regional Director Health Plan Regulatory Services (510) 987-4389