

October 2024

Re: Practitioner Roster Maintenance by Professional Group Contractors

Dear Contractor:

Kaiser Permanente (KP) makes every effort to maintain accurate records of individual practitioners within professional groups who render services to KP members. Complete and current practitioner information is integral to our ability to **manage authorizations** and **adjudicate claims** appropriately. Furthermore, per the terms and conditions of your KP medical services agreement, no individual practitioner¹ may provide elective services to a KP member prior to that practitioner being granted **credentialing** approval by KP, as applicable.

Except in limited circumstances, KP does not recognize credentials verification by any other health plan or organization. It is critical, therefore, that KP be aware of additional practitioners who join group practices so KP credentialing may be initiated promptly. Individual credentialing approval must also be maintained by practitioners during the term of the medical services agreement to retain their eligibility for referrals.

We ask that contracted provider groups remain vigilant to provide timely updates to KP concerning additions to and deletions from your practitioner roster. Feel free to contact your MSC Contracts Manager for that purpose. Alternately, you may contact our Provider Services unit at: TPMG-MS-ProvSvcs@kp.org

Please circulate this information promptly among your staff with a need to know and/or those who can facilitate your group's compliance with these contract provisions.

Sincerely,

Kaiser Permanente
Medical Services Contracting

¹ Not all practitioner license or certificate types are subject to the credentialing policies of Kaiser Foundation Health Plan (KFHP).