

Greetings Provider Network,

This month, we want to give you an update on Kaiser Permanente’s plans for virtual care coverage into the future and ask you about yours!

**Virtual and In-Person Care with Kaiser Permanente:**

- Our members are increasingly requesting in-person care, especially for our younger patients and folks with technology challenges at home.
- Internally, KPNW has been providing virtual care long before the pandemic and will continue to provide this care in addition to in-person care.
- We’ve heard from many of our partners that they also plan to provide a combination of in-person and virtual care. We want you to know that we strongly support that clinically as well as from a reimbursement standpoint.
- KPNW will continue to reimburse for virtual care via video as usual, into the foreseeable future.


**Virtual and In-Person care with You:**


- We want to hear from you! What does your practice look like as we emerge from the pandemic? Take this quick survey and let us know! <https://forms.office.com/r/myMaDrXS3X>

**Other topics and reminders for June:**

- Treating KPNW members from other regions (“visiting members”):
  - When KP members come from other regions to receive care, providers need to bill the **home region** of the visiting member. The referral will include the address of where to send the claim.
- Have a question? Need help? Use the table below to connect with our teams.

**Frequently Used Topics Directory**

Topics	Resource	Supporting Documents
<b>Treatment Extension Requests (TER):</b> <ul style="list-style-type: none"> <li>• <b>Submitting forms</b></li> <li>• <b>Questions about status of request</b></li> <li>• <b>Questions about expiration of request</b></li> <li>• <b>Questions about authorization decisions</b></li> </ul>	Regional Referral Center 503-813-4560 <a href="mailto:referral.center@kp.org">referral.center@kp.org</a>	 TER Template.docx

<b>Claims and billing</b>	1-866-441-1221 (toll-free) or 503-735-2727	<a href="http://www.providers.kaiserpermanente.org/html/cpp_knw/index.html">http://www.providers.kaiserpermanente.org/html/cpp_knw/index.html</a>
<b>Communicating access:</b> <ul style="list-style-type: none"> <li>• <b>Temporary closure to new members</b></li> <li>• <b>Accepting new members</b></li> </ul>	<a href="mailto:KPNW-External-MH-Providers@kp.org">KPNW-External-MH-Providers@kp.org</a>	N/A
<b>Member questions or concerns</b>	<i>Authorization questions:</i> Regional Referral Center 503-813-4560  <i>Denial questions:</i> Utilization Refer to instructions for appeal on denial letter <b>OR</b> Review Coordinators 503- 813-2428	N/A
<b>Case consultation:</b> <ul style="list-style-type: none"> <li>• <b>Discuss additional services (such as a higher level of care need) for a member</b></li> <li>• <b>Questions about treatment options</b></li> </ul>	Utilization Management Team <a href="mailto:UM-MHReferral-request-KPNW@kp.org">UM-MHReferral-request-KPNW@kp.org</a>	 Case Consultation Template.docx