

Provider Relations Newsletter

June 2022

New Upgrade to Affiliate Provider Connect Portal

The Kaiser Permanente APC portal now has enhanced features that make it easier to view and navigate the claims information you need! See below for more details and links to the user guide and video.

Claims Search Tool Improvements

- New and improved search capability
- Additional search options available- including patient account number, claim ID, check number, etc.
- More user-friendly appearance for search results

Claims Display Detail

- Instant access to claim snapshot- which shows detailed information all on page- including claim status, coverage, billing, authorizations, etc.
- Review the history of a reprocessed claim easily by using the “Show History” menu option

Communication

- Submit claim appeals/disputes on denied or incorrectly paid claims
- Respond instantly to requests for information (RFI) on the portal and attach requested documents
- Proactively upload supporting documents for claims submission **please note this feature is only available on pending claims*

APC Upgrade User Guide and Video

Informational Video: <https://kp.qumuccloud.com/view/KP-Affiliate-Provider-Connect-New-Features#/>

User Guide:

<https://online.flippingbook.com/view/591391892/>



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No Surprise Act (NSA) Negotiations Contact Information

Dates of Service 4/27/2022- Current:

Email negotiations to:
NSAService@multiplan.com

Multiplan Customer Service Phone:
888-593-7427

NSA negotiation disputes should be logged via the federal NSA IDR portal at <https://nsa-idr.cms.gov/paymentdisputes/s/> or sent to NSAIDR@Multiplan.com

Dates of Service before 4/27/2022:

Email negotiations to:
NSAServices@hrqi.com

Exponent Health (formerly HRGi)
Customer Service Phone:
888-361-5327

NSA negotiation disputes should be logged via the federal NSA IDR portal at <https://nsa-idr.cms.gov/paymentdisputes/s/> or sent to NSAServices@hrqi.com

Medicare Sequestration

The Coronavirus Aid, Relief, and Economic Security (CARES) Act suspended the sequestration payment adjustment percentage applied to all Medicare Fee-for-Service claims. **Sequestration has resumed starting April 1st, 2022.**

No payment adjustment through March 31, 2022
 1% payment adjustment April 1 – June 30, 2022
 2% payment adjustment beginning July 1, 2022

CMS Medicare Learning Network: <https://www.cms.gov/>

Do you know about Kaiser's New Dual Choice PPO Product?

Kaiser Permanente Dual Choice PPO members have the choice to be seen by Permanente Medical Group providers, KP direct contracted providers, or by certain providers in the First Choice Health Network.

- Members can select from in-network and out-of-network providers.
- Members may also seek certain types of specialty care without a referral and see the PCP of their choice.
- Remaining inside the network means smaller copays for the member. If they choose to utilize providers out of network, the member will have higher out of pocket costs.
- Although members don't need referrals for most services, there are still some services that require prior authorization from the Medical Review Program. All in-network and out-of-network covered services require prior authorization except for the following:
 - Ambulance Services.
 - Emergency Services.
 - Health education Services.
 - Limited outpatient drugs and supplies as described in the "Limited Outpatient Prescription Drugs and Supplies" section of provider manual.
 - Maternity Services.
 - Outpatient Laboratory Services, except genetic testing. (For genetic testing prior authorization requirements, see the "Outpatient Laboratory, X-ray, Imaging, and Special Diagnostic Procedures" section of provider manual.)
 - Outpatient radiology Services, except MRI, CT scans, PET scans, and bone density (DEXA) scans. (For MRI, CT scan, PET scan, and bone density (DEXA) scan prior authorization requirements, see the "Outpatient Laboratory, X-ray, Imaging, and Special Diagnostic Procedures" section of provider manual.)
 - In-Network Provider and Out-of-Network Provider office visits.
 - Services that are billed as preventive care Services.
 - Urgent Care.

Note: The above list is subject to change. For the most current information, please call the Medical Review Program at (855)281-1840 (TTY 711), twenty-four (24) hours a day, seven (7) days a week.

KP Dual Choice PPO Product Key Contacts and More Information

- **Kaiser Dual Choice PPO website:** <https://choiceproducts-northwest.kaiserpermanente.org/>
- **Customer Service Team 1-866-616-0047** (TTY 711) for specialized support for Network clarification and billing questions.
- **Provider Directory Link:** <https://kpnw.sapphirecareselect.com>
- **Medical Review Program (855)281-1840** for most current authorization information and questions.



Key Provider Contacts

NW Provider Relations

Email: NW-Provider-Relations@kp.org

Contracted Provider Representatives:

Lonnie Hosley: 503-318-9475
Beckie Crocker: 503-312-9879
Molly Phillips: 503-310-7126

Provider Demographics

For Contracted Providers:

Email: ProviderDemographics@kp.org
Mailing Address: 500 NE Multnomah Street,
Portland, OR 97232
Fax Number: 1-855-406-0429

NW Community Provider Portal

<https://healthy.kaiserpermanente.org/oregon-washington/community-providers>

Member Services

503-813-2000 or 1-800-813-2000

Claims Provider Line

503-735-2727 or 1-866-441-1221

Dual Choice PPO Products

1-866-616-0047 (TTY 711)

Self-Funded Customer Service

Phone: 1-866-441-1221

Regional Referral Center

Phone: 503-813-4560

EDI Billing & EFT/ERA Enrollment Support

Email: EDISupport@kp.org

Medical Records

Phone: 503-571-5815

Fax: 503-571-5877

EFT/ERA Enrollment

Kaiser Permanente has partnered with Citi Payment Exchange to provide a portal for enrolling in Electronic Fund Transfer (EFT) and Electronic Remittance Advice (ERA). With this partnership, Kaiser Permanente requests that all vendors pursuing EFT/ERA enrollments utilize the Payment Exchange portal for enrollment and changes to existing EFT/ERA. The portal is open 24 hours a day and 7 days a week for new enrollments or changes.

Citi Payment Exchange Link: [Click here to enter secure portal for Citi Payment](#)

Activation code R3ML96 is required at login

Kaiser Provider Portal Link: [Kaiser Provider Portal Claims Information Page](#)

Notice: Meaningful Access to Telehealth Services

Kaiser Permanente is dedicated to providing our members with meaningful access to telemedicine services. As a telehealth provider, we want to make sure that you are providing these services to our members in accordance with all state laws.

We ask that you:

- Ensure that telehealth services meet accessibility standards, including offering the services in alternative formats and other appropriate accommodations.
- Ensure access to auxiliary aids that meet the needs to our members who obtain telehealth services.
- Ensure access to telehealth services for our members who have limited English proficiency or who are deaf or hard-of-hearing.
- Ensure telehealth services are provided in a culturally and linguistically appropriate manner.
- Ensure telehealth services are trauma informed.

Should you have any questions or concerns you may contact our Provider Relations Department directly at NW-Provider-Relations@kp.org.