

Provider Relations Newsletter

January 2024

New Changes to Provider Portal

You may be aware we have decommissioned the provider portal Affiliate Provider Connect (APC). As we continue to enhance online portal capabilities users will now be accessing the provider portal Kaiser Permanente Online Affiliate (OAL). You will see immediate enhancements such as dynamic benefit and eligibility review. Read on to learn how to register, login, and about how to use the tools.

How to Register for Access through OneHealthPort:

If you don't already have access to the provider portal go to [Register Your Organization | OneHealthPort](#) to register.

- Detailed instructions can be found at: [Registration Guide OneHealthPort](#)
- If you need help with registration, contact the support team using the information below.

OneHealthPort Help Desk

Phone: 1-800-973-4737 (toll free)

Email: escalation@onehealthport.com

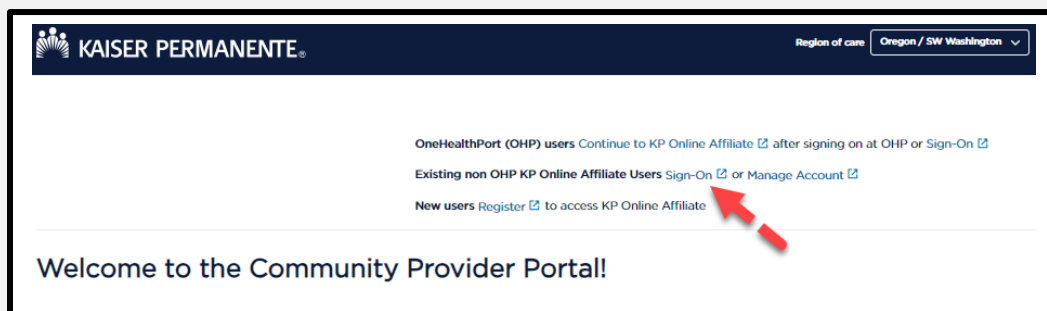
How to Login if you Already have Access through OneHealthPort:

Navigate to OneHealthPort website as you normally would at: <https://www.onehealthport.com/sso> and choose the Kaiser Permanente Oregon and Southwest Washington logo as shown below.



How to Login if you Already have Access:

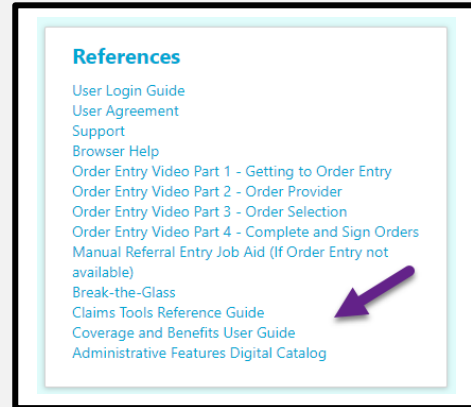
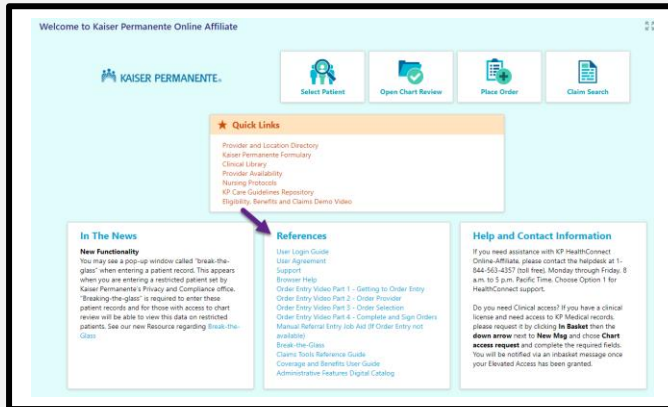
Users who have direct access to OAL will need to continue to direct connect at <https://healthy.kaiserpermanente.org/oregon-washington/community-providers> and click on the second hyper link **Sign-On** next to **Existing non OHP KP Online Affiliate Users** as shown below by the red arrow. From here sign on with your KP assigned user ID and password.



Online Affiliate Tools and References

Once logged in you will notice new enhancements and tools to aid you in working with the Kaiser claims system. See below list of claim and coverage and benefit self-service tools as well as where to access the step-by-step reference guides on the login home page.

How to Access Reference Guides: On the home page look under the **References** section.



Claim Tool Reference Guide:

- Claim Review Report
- Remittance Advice Search
- Submitted CRM Search
- RFI Activity
- Submit Supporting Documentation
- Claim Inquiry
- Overpayment Inquiry
- Check Payment Inquiry
- Online Disputes and Appeals



Coverage and Benefits User Guide:

- How to Search a member and add them to your patient list
- View Coverage and Benefits
- Benefits Summary and MOOPs
- Evidence of Coverage
- Coverage Detail Report
- Benefit Details by Service with Search option

Kaiser Permanente Collaboration with Cigna PPO Network

Kaiser Permanente's collaboration with Cigna allows our members to get urgent and emergency care from Cigna's national PPO network of physicians, hospitals, and urgent care clinics while traveling outside of states where Kaiser Permanente operates.

WHO: This new feature is available to Kaiser Permanente HMO and exclusive provider organization EPO Self-Funded members who get their coverage through their employer or through a Kaiser Permanente Individual or Family Plan they purchase on their own.

- It is not available to Medicare or Medicaid members.
- It is not available to KP Washington's HMO and EPO members.

WHAT: This new feature gives members access to Cigna's extensive national PPO Network of more than a million physicians and other care providers, should they need emergency or urgent care during their travels outside of states where Kaiser Permanente operates.

When members receive care through Cigna's PPO Network, the provider will bill KP and then bill the member later for their standard copay or cost-share based on their benefit plan. The member will not pay the provider up front and then submit a claim to Kaiser Permanente later for reimbursement.

WHERE: This option is available in states where Kaiser Permanente does not operate.

In addition to Kaiser Permanente providers, members can receive care from:

- **First Choice Health** providers in Oregon and Washington
- **First Health Network** providers in California, Colorado, Georgia, Hawaii, Maryland, Virginia, and Washington, D.C.
- **Cigna Healthcare PPO Network** providers in all remaining states.

Note: Those traveling outside a Kaiser Permanente service area but within a state with Kaiser Permanente providers will still be asked to pay upfront for services they receive and will need to file a claim for reimbursement.

WHEN: As of **August 1, 2022**.

HOW: To get urgent or emergency care from a Cigna PPO Network provider, members can go to kp.org/travel and search the [Cigna Network Directory](#) to find the closest Cigna PPO provider based on your needs. When making an appointment, walk-in, or arrive by ambulance, members can show their digital ID card in the Kaiser Permanente mobile app for enhanced details to get care or show their Travel card which is sent under separate cover from their physical ID card.



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
Victoria Zielinski 971-334-1683

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

Regional Referral Center

Phone: 503-813-4560

Medical Records

Phone: 503-571-5815

Fax: 503-571-5877

EDI Billing

Email: EDISupport@kp.org

EFT/ERA Enrollment

Register through [Citi Payment Website](#) Use code **R3ML96**

[Citi Payment Helpdesk:](#)

Phone: 1-877-930-2111

Email: services@citipaymentexchange.com