

Kaiser Permanente Northwest Provider Manual 2018



About KPNW and Contacts

It's our pleasure to welcome you as a contracting provider for Kaiser Permanente. We want this relationship to work well for you, your medical support staff, and our members.

This provider manual is updated regularly by our provider relations representatives in collaboration with contract managers, other Kaiser Permanente departments, and informed by other local markets. Its intent is to provide our network providers/vendors with useful information on accessing the Kaiser Permanente system and to share Kaiser Permanente's expectations of network providers.

Our Provider Relations Department is here to support you and your staff. This includes responding to your operational inquiries and educating you on our products and plans. If you have a question or concern about this provider manual, call our Provider Relations Department at 503-813-3376.

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Introduction

This provider manual is referenced (sometimes as “policies”) in your provider agreement (“Agreement”) with a Kaiser Permanente entity. The information in this provider manual is proprietary and may not be used, circulated, reproduced, copied, or disclosed in any manner whatsoever, except as permitted by your Agreement, or with prior written permission from Health Plan.

This provider manual is posted at www.providers.kp.org/nw.

If there’s a conflict between this provider manual and your Agreement, the terms of your Agreement will control. Capitalized terms that are used in this provider manual, but not defined, will have the meanings given to them in your Agreement.

Section 1: Kaiser Permanente Medical Care Program

1.1 History

Kaiser Permanente’s origins date to the late 1930s and the prepaid health program developed by industrialist Henry J. Kaiser and a young physician, Dr. Sidney R. Garfield. Initially, this program was available only to construction, shipyard, and steel mill workers employed by Kaiser industrial companies during the late 1930s and 1940s. It was opened to the general public in 1945.

Today, Kaiser Permanente is America’s leading integrated health plan and is a not-for-profit, program headquartered in Oakland, California. Their mission is to improve the health of their patients and the communities in which they provide care. Kaiser Permanente serves more than 11.8 million members in eight states and the District of Columbia. It encompasses the not-for-profit Kaiser Foundation Health Plan, Inc., Kaiser Foundation Hospitals and their subsidiaries, and the for-profit Permanente Medical Groups. Nationwide, Kaiser Permanente includes more than 174,000 technical, administrative, and clerical employees and caregivers, and more than 21,000 physicians in all specialties.

1.2 Organizational Structure

Your Kaiser Permanente region consists of three separate legal entities:

1.2.1 Kaiser Foundation Health Plan of the Northwest (“Health Plan”)

Health Plan is a tax-exempt organization that operates health care benefit plans and provides (or arranges for the provision of) medically necessary health care services for its members primarily through Kaiser Foundation Hospitals (KFH) and Northwest Permanente, PC (PMG).

1.2.2 Kaiser Foundation Hospitals (“KFH”)

KFH is a tax-exempt organization that owns, operates, and contracts for hospital, skilled nursing, dialysis, home health, and other institutional medical services. KFH also sponsors charitable, educational, and research activities. Health Plan contracts with KFH to provide or arrange for medically necessary hospital and facility services for members. In turn, KFH contracts with community providers to provide facility services to members, and improve geographic coverage and access to care.

1.2.3 Northwest Permanente, PC (“PMG”)

PMG is a self-governed, physician-led, prepaid, multi-specialty medical group comprised of over 1,300 physicians and certain other clinicians. Health Plan contracts with PMG to provide or arrange for medically necessary professional services for members. In turn, PMG contracts with community providers to provide professional services to members, and improve geographic coverage and access to care.

1.3 Kaiser Permanente Northwest Region Service Area

Visit <https://healthy.kaiserpermanente.org/doctors-locations#/search> for information regarding the Kaiser Permanente Northwest service area locations.

1.3.1 Kaiser Permanente Medical Facilities

Please see <https://healthy.kaiserpermanente.org/oregon-washington/doctors-locations#/search-form> for a list of Kaiser Permanente of the Northwest facilities.

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Section 2: Contacts

Department	Contact information	Help or information given
Provider Relations	500 NE Multnomah St, Suite 100 Portland, OR 97232 503-813-3376 8 a.m. to 4 p.m. Pacific Time www.providers.kp.org/nw	<ul style="list-style-type: none"> • Provider demographic updates such as tax ID change, address change, adding or terminating providers • Provider education and training • Contract questions • Form requests
Member Services	503-813-2000 or 1-800-813-2000 8 a.m. to 6 p.m. Pacific Time	<ul style="list-style-type: none"> • General enrollment questions • Eligibility and benefit verification • Co-pay, deductible, coinsurance information • Members terminated greater than 90 days • Members presenting with no Kaiser Permanente identification number
Utilization Management and Resource Stewardship	500 NE Multnomah St, Suite 100 Portland, OR 97232 503-813-4560 8 a.m. to 5 p.m. Pacific Time	<ul style="list-style-type: none"> • Referral and authorization • Outpatient referrals • Emergency Department notification • Inpatient admission notification • Transfers to skilled nursing facilities (SNFs) • Durable medical equipment (DME) and home health services • Ambulance transport • Discharge planning, case management, disease management