

Notice to CA External Providers Regarding Changes to Cost Share Collection & Coverage of Foot / Nail Care Services

What is Changing?

Previously, Kaiser Permanente did not collect a member cost share nor bill patients for certain foot and nail care services (e.g., nail removal, trimming, etc.) in California.

However, effective January 1, 2022, in order to ensure Medicare compliance and proper administration of the foot/nail care services benefit for primary, specialty care and outpatient surgery, Kaiser Permanente will assess a cost share on these services for all lines of business, including Medicare and Medi-Cal. External provider reimbursements will be reduced by the applicable plan member cost sharing if not collected at point of service, as appropriate.

What to Expect?

Effective 1/1/2022, applicable member cost shares will need to be collected upfront at point of service for covered foot and nail care services and providers are expected to bill accordingly, per terms of KP agreement. Member cost sharing will be deducted from provider reimbursements if not collected at point of service. Members should be billed if applicable cost share is unpaid at point of service.

Please continue to follow normal protocol when treating a member with an authorized referral as medically indicated for a foot or nail condition and ensure that services rendered are properly documented and coded.

These changes will be in effect by January 1, 2022. Members' Evidence of Coverage (EOC) on or after January 1, 2022 will reflect these revisions.

Provider Resources

KP is responsible for payment of authorized services only. Bills for covered services rendered to our KP members will be paid in accordance with the applicable terms of your KP agreement, less the member cost share if you have been directed by KP to collect such member cost share in accordance with your agreement. Providers may verify members' eligibility, benefits and cost share structure as you do today, either through your Online Affiliate account or by contacting the KP Member Services Call Center at (888) 576-6789.

Sincerely,

Kaiser Permanente