

The Plus Benefit: Plan Information for Physicians



Members

Present this document to your clinician's office when receiving care from a non-Kaiser Permanente physician (non-Plan Provider). It will help them take better care of you – and your wallet.

Providers

Kaiser Permanente's Plus Benefit now offer members the opportunity to access care from any licensed provider not in the Kaiser Permanente network. If a patient has the Plus Benefit on their Kaiser Permanente plan, they're covered for a limited number of medical services outside the Kaiser Permanente network. They may also have coverage for a limited number of prescriptions from a pharmacy outside of the Kaiser Permanente network, depending on their benefit plan.

Benefits Not Covered Under the Plus Benefit

The following benefits are not covered under the Plus Benefit. If members need these services, they can choose to pay out-of-pocket at a non-Plan Provider, or receive care at a Kaiser Permanente facility.¹

- Inpatient services
- Outpatient surgery
- Radiation therapy
- Screening colonoscopies
- Infertility
- Prenatal and maternity care
- Chiropractic, acupuncture, or massage services
- Genetic testing
- Contact lens fittings
- Dental care
- MRI, CTs, Nuclear Medicine, and PETs
- Many other medical benefits that are not described as covered under the Plus Benefit

The information in this document is meant to help you better care for one of our members. It outlines how and where they can get prescriptions, laboratory tests, and radiology exams in the most cost-effective way, based on their limited coverage. It also outlines how to request these tests. Please take a few minutes to review this, and keep it with the patient's file.

Laboratory

The Plus Benefit allows a limited number of labs from a non-contracted facility. Alternatively, physicians can order lab tests from a Kaiser Permanente medical office or contracted laboratory.

How to Order Tests

To order laboratory tests at a Kaiser Permanente medical office, complete the Community Physician Laboratory Requisition Form (visit providers.kaiserpermanente.org/cod, then choose your area and select "Laboratory" from the menu on the left) and fax the completed form to Laboratory Client Services at **1-877-489-5586**.

The laboratory requisition must include the provider's address, phone and fax numbers, and NPI number. We also require a provider signature and diagnosis (ICD-10) code(s) on the requisition form or testing will not be completed.

Testing

Blood or Urine Specimens: The patient may go to any Kaiser Permanente laboratory or a contracted laboratory (for Mountain, Northern and Southern Colorado).

Genetic Testing: Genetic testing is not covered under the Plus Benefit. To receive genetic testing at a Kaiser Permanente lab, prior authorization must be obtained from a Kaiser Permanente physician.

Other Clinically Collected Specimens: Collections such as rapid strep, wound culture, throat culture, and pap smears require a Kaiser Permanente nurse or office visit. Please have your patient schedule such collections through our Appointment and Advice Call Center (see contacts below).

Important: Kaiser Permanente will not accept specimens collected at your office.

Getting the Results

When all testing is complete, results will be auto-faxed to your office.

Contacts

Appointment and Advice Call Center:

Patients can call between 7 a.m. and 6 p.m. Mountain time, weekdays.

- Denver/Boulder: **303-338-4545**
- Mountain, Northern and Southern Colorado: **1-800-218-1059 (TTY 711)**

Laboratory Client Services

Providers can call for results and forms between 8 a.m. and 6 p.m. Mountain time, weekdays.

- Phone: **303-404-4050**
- Fax: **1-877-489-5586**

Radiology

The Plus Benefit allows a limited number of diagnostic X-rays or radiology exams from a non-contracted facility. Alternatively, physicians can order these exams from a Kaiser Permanente medical office or contracted radiology facility.

If your patient needs a radiology exam, please use the following process.

Ordering the Exam

To order any radiology exam, please use the Affiliate Link provider portal at providers.kaiserpermanente.org

- If you have not registered for the Affiliate Link provider portal, please use the Regional Radiology Order Form. Visit providers.kaiserpermanente.org/cod. Select your area, then choose "Radiology" from the menu on the left.
- Fax all forms to Regional Radiology Client Services at **303-861-3111**. For routine/plain film exams, members can take a copy of the request form with them to any Kaiser Permanente radiology facility.
- In some cases, preauthorization may be required. Refer to the information on facilities and locations below for details.
- Preauthorization is required for imaging services at non-Kaiser Permanente contracted medical facilities.

Scheduling the Exam

- Orders for studies other than general diagnostic radiology (x-rays) – including ultrasound, mammography, and fluoroscopy – require appointments at a Kaiser Permanente medical office or a contracted medical facility (for Mountain, Northern and Southern Colorado).
- If an appointment is necessary and you have not ordered an exam through the Affiliate Link portal, please ask the patient to schedule it 24 hours after you've submitted the request form by calling **303-338-3456** (representatives are available weekdays, from 7 a.m. to 6 p.m., Mountain time).

Getting the Report/Results

To request a report and/or CD with images, call the Regional Radiology File Room at **303-764-4391**. Representatives are available between 8:30 a.m. and 5 p.m. Mountain time, weekdays.

Facilities/Locations

Facilities and locations available for exams differ by type and service area. See chart on next page.

Medical Offices	General Radiology	Scoliosis Survey	Mammography	Ultrasound	Bone Density
Arapahoe (Centennial)	X	X	X	X	X
Aurora Centrepont	X			X	
Baseline (Boulder)	X		X		
Brighton	X		X		
Castle Rock	X				
East Denver	X		X	X	
Englewood	X				
Franklin (Denver)	X		X	X	
Hidden Lake (Westminster)	X				
Highlands Ranch	X			X	
Ken Caryl (Littleton)	X				
Lakewood	X	X	X	X	
Lone Tree	X	X	X	X	
Longmont	X				
Parker	X				
Rock Creek (Lafayette)	X	X	X	X	X
Skyline (Denver)	X	X			X
Smoky Hill (Aurora)	X		X		
Southwest (Littleton)	X		X		
Westminster	X	X	X	X	
Wheat Ridge	X	X	X	X	
Fort Collins	X				
Greeley	X				
Loveland	X		X		
Acero (Pueblo)	X				
Briargate (Colorado Springs)	X				
Parkside (Colorado Springs)	X				
Pueblo North	X				

Claims

Please help us better serve you and your patients, and ensure that claims are paid more quickly, by providing complete information. Here are some helpful tips.

If Your Patient Is Filing a Claim

Please help ensure that they have all the information they need before leaving your office.

Service Information:

Please give them an itemized bill that contains the following information (similar to the preprinted OCR red CMS1500 0212 or UB04 claim form):

- Your official provider name
- Tax ID number (TIN)
- Your address and phone number
- Date of service(s)
- Codes for all services performed/treatments (diagnosis and procedure codes)

Payment Information:

- Provide the patient with proof of payment (i.e. receipt) for any amount the patient paid on date of service.
- If you bill the patient after date of service, provide the total amount owed (i.e. the total cost less any payment already received).

If You're Filing a Claim on the Patient's Behalf

Please include the following:

- A completed, preprinted OCR red CMS1500 0212 or UB04 claim form
- Amount already paid by the patient, with proof of payment (copay or coinsurance)
- Remaining amount owed to you
- Where to send the reimbursement amount

Mail all the completed documents to:

Kaiser Foundation Health Plan of Colorado
Claims Department
P.O. Box 373150
Denver, CO 80237-3150

Claims can also be submitted electronically via EDI 837P or 837P formats. Please contact Kaiser Permanente EDI support via email at EDISupport@kp.org for additional information.

Questions?

Claim

To check on a claim, please call **303-338-3600** for Denver/Boulder, or toll free **1-800-382-4661** for Mountain, Northern, and Southern Colorado.

Customer Service

Contact Customer Service with questions or to verify eligibility. Representatives are available Monday-Friday, from 8 a.m. to 6 p.m., Mountain time, at **1-855-364-3184 (TTY 711)**.

Formulary/Pharmacist Questions

Call 303-338-4503, or toll free **1-866-244-4119 (TTY 711)**, 8 a.m. to 6 p.m., Mountain time, weekdays.

Visit kp.org/formulary and select the HMO link for the region for which the member is enrolled (Denver/Boulder, Mountain Colorado, Northern Colorado or Southern Colorado).

Prescriptions

Prescription coverage varies by plan. First, check to see if your patient’s Plus Benefit includes additional pharmacy coverage. Based on that, medications you prescribe can be filled in the following ways.

(**Note** that our members will receive greater coverage for medications on our formulary, so we encourage you to check it, using the information provided on the previous page).

Patient’s Plus Plan Does Not Include Pharmacy Outside of Kaiser Permanente’s Network	Patient’s Plus Plan Includes Pharmacy Outside of Kaiser Permanente’s Network
Denver/Boulder options	
<ul style="list-style-type: none"> Any Kaiser Permanente medical office building 	<ul style="list-style-type: none"> Any Kaiser Permanente medical office building A non-contracted pharmacy of member’s choice²
Southern Colorado options	
<ul style="list-style-type: none"> Any Kaiser Permanente medical office building MedImpact contracted pharmacy network (includes retail locations such as King Soopers, Walgreens, Safeway, Walmart and may include other retail pharmacies) 	<ul style="list-style-type: none"> Any Kaiser Permanente medical office building MedImpact contracted pharmacy network (includes retail locations such as King Soopers, Walgreens, Safeway, and Walmart, and may also include other retail pharmacies) A non-contracted pharmacy of member’s choice²
Northern Colorado options	
<ul style="list-style-type: none"> Any Kaiser Permanente medical office building The Banner Health system’s pharmacies Select pharmacies in the Kaiser Permanente MedImpact contracted pharmacy network 	<ul style="list-style-type: none"> Any Kaiser Permanente medical office building The Banner Health system’s pharmacies Select pharmacies in the Kaiser Permanente MedImpact contracted pharmacy network A non-contracted pharmacy of member’s choice²
Mountain Colorado options	
<ul style="list-style-type: none"> Any Kaiser Permanente medical office building in Denver/Boulder, or Northern or Southern Colorado Select pharmacies in the Kaiser Permanente MedImpact contracted pharmacy network 	<ul style="list-style-type: none"> Any Kaiser Permanente medical office building Select pharmacies in the Kaiser Permanente MedImpact contracted pharmacy network A non-contracted pharmacy of member’s choice²

Information provided here is a summary only, and is subject to change. Members: for a list of services available with your plan, refer to your Summary of Benefits and Coverage. Upon enrollment, your Evidence of Coverage will contain a description of your coverage, including benefits, exclusions, and limitations. Your Evidence of Coverage will prevail over this or any other plan summary.

- Coverage varies by plan. Some services, like infertility are not covered in all plans.
- This option is more costly for the member up front because the member will need to pay the full cost of the medication and submit receipts to Kaiser Permanente Claims for reimbursement. In addition, the reimbursement is limited to a certain number of covered prescriptions, based on the plan.

Kaiser Foundation Health Plan of Colorado, 10350 E. Dakota Ave., Denver, CO 80247
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