



Kaiser Permanente Northwest PPO Plus®

A quick reference guide for First Choice Health Network and community providers

IMPORTANT CONTACT INFORMATION

For members in OR, WA, ID, MT, WY, SD, ND & AK and non-participating physicians	Prior authorization and utilization management: Kaiser Permanente Resource Stewardship: Portland: 503-813-1031; all other areas: 1-855-281-1840; TTY: 711 PPO network: First Choice Health, 1-800-467-5281 Pharmacy services: MedImpact customer service, 1-800-788-2949; MedImpact pharmacy locator: mp.medimpact.com/pharmacylocator
For members in all other states, First Health PPO, and non-participating physicians	Prior authorization and utilization management: Kaiser Permanente Resource Stewardship: Portland: 503-813-1031; all other areas: 1-855-281-1840; TTY: 711 PPO network: First Health Network, 1-888-685-7774 Pharmacy services: MedImpact customer service, 1-800-788-2949; MedImpact pharmacy locator: mp.medimpact.com/pharmacylocator
For all members and physicians	General information: Kaiser Permanente Member Services, 1-866-616-0047; TTY: 711 kp.org/ppoplus
External claims	Kaiser Permanente National Claims Administration - Northwest, PO Box 370050, Denver, CO 80237-9998

PPO Plus®


AK, ID, MT, ND, OR, SD, WA, WY


Health record number: _____ Gender: _____


PCN: 70000 Bin #003585


To confirm eligibility or benefits, call: Member Services, 1-866-616-0047; TTY, 711; language interpretation services, 1-800-324-8010.

For required preauthorization (e.g., surgery, inpatient care), call: 1-855-281-1840. Failure to get preauthorization may result in a benefit reduction. Underwritten by Kaiser Foundation Health Plan of the Northwest.

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Northwest Region





Advice nurses are available 24 hours a day at 1-800-813-2000. In a medical emergency, please call 911.

PPO providers and facilities: Call your provider's medical office or visit kp.org/ppoplus.

Out of network: Call your provider's medical office.

If you are hospitalized outside of our network, you must notify us no later than 24 hours after any admission, or as soon as reasonably possible, at 1-877-813-5993 (toll free).

Mail claims to:
 Kaiser Permanente National Claims Administration — Northwest, PO Box 370050, Denver, CO 80237-9998.

This card is for identification only and is not transferable. To be entitled to coverage, the cardholder must be a member complying with all provisions of the service agreement. **Members in states outside the First Choice Health coverage area can utilize providers in the First Health Network.**

WHAT IS PPO PLUS®?

In response to the needs of our customers, we offer PPO Plus plans. With PPO Plus, members can choose care from Kaiser Permanente providers, First Choice Health providers, or non-participating community health care providers.

PPO Plus members who come to see you will have an identification card or an open enrollment form. Each includes the PPO Plus name and Kaiser Permanente logo. You may bill Kaiser Foundation Health Plan of the Northwest directly for care using the standard CMS 1500 form. Please mail the form to Kaiser Permanente National Claims Administration — Northwest, PO Box 370050, Denver, CO 80237-9998.

CASE MANAGEMENT AND PRIOR AUTHORIZATION FOR YOUR PPO PLUS® PATIENTS

Utilization and case management: These services for members accessing care outside Kaiser Permanente are provided by Kaiser Permanente Resource Stewardship, a division of Kaiser Permanente Northwest. Resource Stewardship will work with the Remote Telephonic Medical Center and others when coordination of care is necessary.

Prior authorization: Prior authorization is required for the services below, which require 48 hours' advance notice. To obtain prior authorization or for questions about medical necessity requirements, please call Kaiser Permanente's Resource Stewardship department. In Portland, call 503-813-1031 (for TTY: 711). From all other areas, call 1-855-281-1840. For a pre-authorization form, please visit providers.kp.org/national and look under the Provider Resources panel on the right.

Kaiser Permanente specialist referral: Outside medical providers can refer to a Kaiser Permanente specialist through the Regional Referral department of Kaiser Permanente. Regional Referral will review the medical case and work with the non-Kaiser Permanente provider so the Kaiser Permanente specialist has what they need to deliver a positive member experience to the patient. The member and provider can call Resource Stewardship for more details about the process. In Portland, call 503-813-1031 (for TTY: 711). From all other areas, call 1-855-281-1840.

THE FOLLOWING REQUIRE PRIOR AUTHORIZATION:

Inpatient admissions and services.

Inpatient rehabilitation therapy admissions, services, and programs.

Subacute admissions and services.

Inpatient skilled nursing facility and long-term care admissions and services.

Inpatient mental health and chemical dependency admissions and services.

Non-hospital residential services, partial hospitalization and day treatment for mental health and chemical dependency OP.

Bariatric surgery/gastric bypass, stapling, or banding.

Orthognathic surgery/TMJ.

Cosmetic procedures.

Diagnostic procedures.

Home health (all services, including home uterine monitoring).

Home infusion (including tocolytics).

Pain management.

Varicose vein treatment/sclerotherapy.

Upper airway procedures.

Hyperbaric oxygen treatment.

Enhanced external counterpulsation (EECP).

Plasmapheresis for multiple sclerosis.

Anodyne therapy.

Vagal nerve stimulation for epilepsy.

Orthotics/prosthetics.

Imaging services – MRI, MRA, CTA, PET, EBCT.

Infertility referral and related services.

Durable medical equipment.

Note: This list is provided for summary purposes only and is subject to change. For complete details of coverage and pre-authorization requirements, see the group agreement.