

April 2023

Business Updates



The top-ranked medical group in Washington state

We are proud to share that Kaiser Permanente and our Washington Permanente Medical Group have earned the [top ranking for overall quality of care](#), according to the [Washington Health Alliance 2023 Community Checkup](#). The ranking affirms Kaiser Permanente's commitment to delivering high-quality, patient-centered care and coverage.

The Washington Health Alliance [2023 Community Checkup report](#) measures the quality and value of health care delivered across Washington and compares metrics related to performance nationally. Our medical group has been one of the top-ranked medical groups in the state for 16 years in a row.

We are proud to partner with you in caring for our Kaiser Permanente members. Thank you for providing high-quality, affordable health care that allows our members to thrive in their communities.

Emergency Medical Services for Kaiser Permanente Members

As of May 1, 2023, Kaiser Permanente has contracted with the following Emergency Medical Services (EMS) vendors to provide ambulance, cabulance and airlift services for our members. If you are ordering one of these EMS services for your Kaiser Permanente patients, please work with these providers for the most efficient and affordable service to your Kaiser Permanente patients.



EMS Vendor	Counties Served
Olympic Ambulance	Clallam, Jefferson, Mason, Kitsap, Grays Harbor, Thurston, Pierce, King, Snohomish
Advance Life Systems (ALS)	All counties East of the Cascades
Cascade Ambulance	Whatcom, Skagit
Airlift Northwest	All Washington counties

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[Changes to medical necessity review criteria for Total Hip Arthroplasty](#)

Please note that we have changed the medical necessity review criteria for total hip arthroplasty (THA) for the Commercial HMO, POS, PPO and Medicare Advantage networks. **Effective June 1, 2023**, Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) will implement clinical review criteria for total hip arthroplasty for all non-Medicare members and will review Medicare members against CMS criteria.

Kaiser Permanente has developed medical necessity review criteria for all total hip arthroplasty requests. Site of care review will also continue to apply to this service when requested at an inpatient level of care. Existing authorizations prior to June 1, 2023 will be honored. Please see the [THA clinical review criteria](#) on our provider website for more information.

Fax Number Updates

Kaiser Permanente is retiring local fax numbers and migrating to toll-free fax numbers to minimize errors experienced using local fax numbers. Please update your Kaiser Permanente fax number list with the following toll-free numbers:

Department	Fax Number/Email
Claims Non-Authorization Reconsiderations	866-453-1147
Claims Authorization Reconsiderations	844-660-0747
Member Appeals	844-660-0720
Care Management	844-774-0119
Claims Pre-Pay Inquiries	Pre-Pay-Inbox@kp.org



Have you made any recent changes to your practice?



Please let us know about any changes to your practice so we can maintain an accurate [Provider Directory](#). On our [Provider Update Forms](#) page, you will be able to:

- Add new practitioners or term practitioners, including advanced registered nurse practitioners, physician assistants, and locum tenens
- Submit staff changes: in case we must adjust our records of clinic staff with Kaiser Permanente Electronic Medical Record (EMR) access.

Provider E-News

Provider Services Department



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- Submit demographic and business updates, including:
 - Clinic/services location updates
 - Close a clinic location
 - Remit/billing "Pay to" address updates
 - Tax ID update / Tax ID address update / 1099 address update

Thank you for your assistance to ensure our Provider Directory accurately reflects your information.

HEDIS® Medical Record Review Season: February – May 2023

From February through mid-May 2023, Kaiser Foundation Health Plan of Washington will be conducting HEDIS medical record reviews on members enrolled in a Kaiser Permanente plan in 2022 to measure the quality of care provided to our members. Our medical record reviewers will be contacting your office to request remote access to your electronic medical record system (preferred), and/or request that medical records are faxed or mailed. We appreciate your assistance in providing access to the medical information as requested. Your prompt response will ensure that your group's HEDIS measures accurately represent the high quality of care that you provide to our members.



Kaiser Permanente Washington Health Research Institute News

We are pleased to share a sample of [Kaiser Permanente Washington Health Research Institute's](#) latest research and studies:

[Using texting, stories to increase screening for colorectal cancer](#)



Evaluators at the [Center for Community Health and Evaluation \(CCHE\)](#), part of Kaiser Permanente Washington Health Research Institute, found that a quality improvement project encouraging people overdue for colorectal cancer screening to mail back a home screening kit helped increase screening rates. The project used bidirectional texting, where recipients can respond and engage in a conversation, and sent stories in the format of fotonovela comics to engage patients and provide education about the importance of screenings. Nearly 40% of patients who received the texts engaged with them, and those who engaged had higher screening rates than those who did not.

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[Better care for patients who drink alcohol](#)

In a [new randomized trial](#) published in *JAMA Internal Medicine*, Kaiser Permanente researchers found that a novel approach to integrating alcohol-related care into primary care increased annual alcohol screening and brief preventive counseling for unhealthy alcohol use as part of routine primary care across 22 sites. The program also increased assessment and diagnosis of alcohol use disorder and the number of patients beginning alcohol treatment.



Provider Notices



Please check our provider site on a regular basis for provider manual changes and updates. We communicate changes to the [Provider Manual](#) in the [Provider eNews](#) and in our [Provider Updates](#) for your convenience. However, it is your responsibility to remain updated on our changes by visiting our site regularly for updates on our policies and procedures. Thank you for your partnership in the care of our members.

Provider Notices:

- [Personal Protective Equipment \(PPE\) 99072](#)
- [Anifrolumab-fnia \(saphnelo\) updated prior authorization criteria](#)
- [Risankizumab-rzaa \(Skyrizi\) updated prior authorization criteria](#)
- [Romidepsin \(Istodax\) will require prior authorization approval](#)
- [Medicare Part B drugs requiring prior authorization](#)
- [Medicare Part B drugs requiring step therapy](#)
- [Tezepelumab-ekko \(Tezspire\) updated prior authorization](#)
- [Changes to medical necessity review criteria for Intensity Modulated Radiation Therapy \(IMRT\)](#)
- [Changes to medical necessity review criteria for Stereotactic Radiation Therapy](#)
- [Changes to medical necessity review criteria for PSMA PET Scans](#)
- [Changes to medical necessity review criteria for Pluvicto™](#)
- [Changes to medical necessity review criteria for PET scans](#)
- [Changes to medical necessity review criteria for total hip arthroplasty](#)
- [Changes to medical necessity review criteria for minimally invasive sacroiliac joint \(SIJ\) fusions](#)
- [Changes to medical necessity review criteria for thoracic spine Magnetic Resonance Imaging \(MRI\)](#)
- [Changes to medical necessity review criteria Pharmacogenomics](#)

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CME and Workshop Opportunities

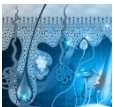
[KPSA 2023 CME CALENDAR](#)

Save the Date and Register now!

[CME Home Page](#)



[Medical Q&A](#) – Calendar and recordings of Thursday weekly presentations (Virtual)



[Dermatology for Primary Care](#) – Friday, April 28, 2023 (Virtual)

Teledermatology, Common conditions, Acne, Procedures, Cutaneous surgery, How to interpret a pathology report, Case presentations.



[Diabetes for Primary Care](#) – Wednesday, June 14, 2023 (Virtual)

Diabetes and Population Health programs, Case presentations, Continuous glucose monitors (criteria, referral, and data interpretation), Screening, Sick day kits, Pregnancy preconception, and more.



[Suboxone Buprenorphine](#) – Wednesday, July 12, 2023 (Virtual)

4-hour training focusing on specifics of treating patients with opioid use disorders in office-based settings and clinical vignettes to help trainees think through “real life” experiences in opioid use disorders treatment.



[Medication Update for Primary Care](#) – Thursday, September 14, 2023 (Virtual)

SCLT-2 inhibitors and Sacubitril/Valsartan, Hyperlipidemia, SMART therapy for asthma, Gender affirming HRT, HIV update, Pharmacotherapy for weight loss, Case presentations.



[2023 Myth Busters: Applying the evidence-based medicine lens to controversial topics](#) – Wednesday, September 20, 2023 – **IN-PERSON LIVE ACTIVITY**

Welcome quest speaker Dr. Kenneth Warner, from the University of Michigan to present on e-cigarettes for smoking cessation. This course will provide an introduction on EBM concepts and use interactive small group discussions to apply these concepts to topics areas of clinical uncertainty or debate in the medicine community, e.g., aspirin, vitamin D, fish oil and monoclonal antibodies for dementia.

Provider E-News

Provider Services Department



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[Pediatrics for Primary Care](#) – Friday, October 13, 2023 (Virtual)

Obesity, Eating Disorders, Activity/Sports Medicine, Vaccinations, Asthma, Mental Health, URI Surge, ACE's and Social Determinants of Health, Gender Affirming Care, Dermatology



[Radiology for Primary Care](#) – Thursday, November 9, 2023 (Virtual)

Radiography 101, Breast Lumps, Musculoskeletal, Ordering Neuroimaging Studies, Headache and Back Pain, Body CT Basics

Fall/Winter 2023 CME Courses – Details to follow

- Skills & Procedures, Dec. 13, 2023

Additional CME & Educational Resources

[On Demand CME Presentations](#) – Narrated PowerPoint presentations

[CME Past Presentations](#) – Slide decks and recordings of past conference presentations

[CME Catalog](#)