

August 2020

Clinical Practice and Business Updates

Get ready – more authorizations upgrades going live on August 17th!

We received an overwhelmingly positive response to the launch of our new authorization code check tool that we introduced in July. We are pleased to announce we're ready to launch the remainder of our improvements on Monday, August 17th.



These upgrades will include:

- More user-friendly processes, better tools and information to initiate and track referrals
- Updated, user-friendly and enhanced online experience for submitting and managing referrals
- Ability to attach documentation to a referral request
- Changes to the current process for authorizations, including the default maximum number of visits and duration allowed in a single visit
- Authorization service code ranges available online

In preparation for these upgrades, we have uploaded several tools to help you get started. Please see our [Authorizations Upgrade](#) page to access a recorded webinar training on how to use the new tools, as well as several user guides to help you get started.

Kaiser Permanente walk-in pharmacy opening in Bellingham on August 20, 2020



Kaiser Permanente is expanding access to members and customers in Whatcom County with the construction of a new pharmacy located at 189 Telegraph Road in Bellingham, Washington. The new facility will open on **August 20, 2020**. Along with providing pharmacy services, the new location will offer vaccine administration and rapid medication (same day) delivery with plans to implement a curbside prescription pick-up service.

KPWA Mail Order pharmacy services will continue to be an option for our members. Our mail order pharmacy services offer members a fast, easy, and convenient way for our patients to receive their medications, often at a discount. Mail order prescriptions can be transmitted to Kaiser Permanente electronically or faxed to 1-800-350-1683 or 206-630-7950.

Expedited Appeals

When sending in an expedited appeal request on behalf of a member, please always include a valid contact phone number where a live person can be reached after hours or on the weekends. This will ensure that there are no delays in processing the request for your patient. Thank you!



August 2020

New Ambulance Partnerships for Kaiser Permanente



Effective, August 1, 2020, Kaiser Permanente's Emergency Medical Service (EMS) partnerships will be changing in Western Washington. Kaiser Permanente has developed new partnerships with smaller, local EMS transportation providers. Please refer to this [First Call Guide](#), which lists our preferred EMS transportation provider by county, along with the contact information for each provider. The information provided in the guide is for the month of August 2020 only. *Please note that additional changes in the preferred first EMS transportation provider will be published in September 2020.* We will send you the updated guide in September. For more information, please email Provider Services at kpwa.provider-services@kp.org.

Kaiser Permanente will not reopen CareClinic by Kaiser Permanente at Bartell Drugs locations

Following the rapid adoption of, and increasing demand for, virtual care across Washington state as a result of the COVID-19 pandemic, Kaiser Permanente is moving forward with the permanent closure of CareClinic by Kaiser Permanente at Bartell Drugs locations, which were temporarily closed in March during the state-mandated stay-at-home orders.



As part of an increased focus on virtual care options during the COVID-19 pandemic, we are accelerating virtual growth to provide our members with enhanced access to quicker and more affordable care through options including [e-visits](#), its [Consulting Nurse Service](#), [Care Chat online messaging](#), and [video and phone visits](#).

Upcoming Changes

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!



Recently updated [payment policies](#):

- [Telehealth Services \(Medicare\)](#)
- [Telemedicine Services \(Commercial\)](#)

August 2020

Letters to providers:

[Genetic testing preferred provider is Invitae Corporation](#)

Effective October 1, 2020, Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) are directing genetic testing to Invitae Corporation (Invitae) for in-network coverage for non-Medicare members when the requested test(s) are available at Invitae.

[Changes to medical necessity review criteria for phonophoresis](#)

Effective October 1, 2020, Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) will implement medical necessity criteria for phonophoresis.

[Changes to medical necessity review criteria for sports hernia surgery](#)

Effective October 1, 2020, Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) will implement medical necessity criteria for sports hernia surgery.

[Changes to medical necessity review criteria for Transcatheter Aortic Valve Replacement \(TAVR\)](#)

Effective September 1, 2020, Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) are changing the Transcatheter Aortic Valve Replacement (TAVR) clinical review criteria to allow coverage for all patients with documented severe, symptomatic aortic valve stenosis, regardless of operative risk.

[Changes to medical necessity review criteria for Monitored Anesthesia Care during gastrointestinal endoscopic procedures](#)

Effective September 1, 2020, Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) will enforce existing prior authorization requirements for Monitored Anesthesia Care (MAC) and a change has been made to the medical necessity criteria for MAC during gastrointestinal procedures to require an American Society of Anesthesiologists (ASA) risk-stratification of class IV.

[Changes to medical necessity review criteria for Micronutrient Panel Testing](#)

Effective September 1, 2020, Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc., (Kaiser Permanente) will implement medical necessity criteria for Micronutrient Panel Testing.

[Changes to medical necessity review criteria for Neonatal Intensive Care Unit \(NICU\) admissions](#)

Effective September 1, 2020, Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) will implement medical necessity criteria for NICU admissions.

[Changes to medical necessity review criteria for lumbar spine magnetic resonance imaging \(MRI\)](#)

Effective September 1, 2020, Kaiser Foundation Health Plan of Washington and Kaiser Foundation

August 2020

Health Plan of Washington Options, Inc. (Kaiser Permanente) will implement medical necessity criteria for MRI of the lumbar spine for non-Medicare patients.

[Alglucosidase \(Lumizyme\) & Natalizumab \(Tysabri\) in the home infusion setting restricted to administration by Kaiser Permanente Home Infusion](#)

Effective September 1, 2020, the criteria for the specialty home infusion products listed above will change.

Please see our [COVID-19 Provider Resources page](#) on our [provider website](#) for helpful coverage and clinical resources.

CME and Workshop Opportunities

Continuing Education Opportunities

Kaiser Permanente Washington offers online and live continuing medical education courses. Check out the opportunities below!



Upcoming Live CME Courses

Otolaryngology for Primary Care

Thursday, October 8, 2020

Cedarbrook Lodge, SeaTac, WA

[Register online](#)

Contact: Christopher.J.Scott@kp.org

Diabetes Management for Primary Care

Friday, October 23, 2020

Cedarbrook Lodge, SeaTac, WA

[Register online](#)

Contact: Christopher.J.Scott@kp.org

Eating Well for Health

Thursday, November 5, 2020

Cedarbrook Lodge, SeaTac, WA

[Register online](#)

Contact: Christopher.J.Scott@kp.org

Skills and Procedure Workshop

December 9, 2020

Save the Date

Watch our [Continuing Medical Education](#) web page for more upcoming opportunities!

August 2020

Please remember to advise your Provider Services Consultant of any:



Have you made any recent changes to your practice?

Don't forget to let us know so we can update our provider directory. On our [provider site](#) home page, click on Provider Support, and choose [Provider Demographic and/or Practice Changes](#). You will find several helpful links on that page to provide us with information.

On this 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.
- 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 helping us maintain a compliant and accurate provider directory.