

Provider E-News

Provider Services Department



August 2025

Business Updates

SAM Pro Tip: Ask SAM to provide instructions on how to request a claims status or file an appeal.

Smartsheet Auto-Reply Messenger (SAM) Inquiry Tool is the best way to get the fastest response to your questions

To serve you as efficiently as possible, we have developed a tool to answer the most frequently asked questions that we currently receive via our Provider Services email inbox. The [Smartsheet Autoreply Messenger \(SAM\)](#) is a Smartsheet-driven tool that will automatically generate a reply to your questions, allowing for an immediate response time, consistent messaging and increased provider satisfaction. SAM is not an AI-based tool; it is an automatic email reply containing the requested information and links to our provider site that address the most common questions we receive. This is the same information our Provider Services team has been sending manually in their individual, one-by-one email replies. Using SAM to submit your inquiry will significantly reduce your wait time for a response.

Please use SAM to submit any inquiries you would otherwise submit to Provider Services via email. While our Provider Services email will still be active during the transition period, we plan to discontinue its use in coming months as we transition to this new service.

Kaiser Permanente Washington Health Research Institute News



Remote programs effective for chronic pain, study finds

Remotely delivered cognitive behavioral therapy (CBT) is effective in reducing chronic pain compared with usual care, according to new research. Telehealth and online cognitive behavioral therapy could expand treatment options for chronic pain in rural areas.

Provider Notices



Notices can be viewed on our [Provider Notices](#) page on the [Kaiser Permanente provider site](#). 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](#) for your convenience. However, it is your responsibility to remain updated on any changes by visiting our site regularly for updates on our policies and procedures.

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- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR MAGNETIC RESONANCE SPECTROSCOPY](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR TUMOR TREATMENT FIELD THERAPY](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR NON-HIATAL HERNIA](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR EP STUDIES AND ABLATIONS](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR TONSILLECTOMY & ADENOIDECTOMY PROCEDURES](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR ALPHA-SYNUCLEIN TESTING](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR ARTIFICIAL SPINAL DISCS FOR LUMBAR DISC DISEASE](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR KNEE ARTHROSCOPY](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR BONE-ANCHORED HEARING SYSTEM](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR CARDIAC DEFIBRILLATORS](#)
- [MEDICAL NECESSITY REVIEW CRITERIA RETIRES](#)
- [MEDICARE PART B DRUGS REQUIRING PRIOR AUTHORIZATION](#)
- [MEDICARE PART B DRUGS REQUIRING STEP THERAPY](#)
- [ADDITION OF QUANTITY LIMITS FOR USTEKINUMAB BIOSIMILARS](#)
- [FAM-TRASTUZUMAB \(ENHERTU\) AND ADO-TRASTUZUMAB EMTANSINE \(KADCYLA\) UPDATED PRIOR AUTHORIZATION CRITERIA](#)
- [ONCOLOGY PRODUCTS UPDATED PRIOR AUTHORIZATION CRITERIA](#)

EFT Deposit & Check Mailing Dates



2025 EFT Deposit & Check Mail Dates

Provider reimbursement checks are scheduled to be deposited ACH or mailed on the following dates. Mailed checks should arrive within approximately 3 business days.

January 9, 16, 24, 30

July 8, 10, 17, 24, 31

February 6, 13, 21, 27

August 7, 14, 21, 28

March 6, 13, 20, 27

September 5, 11, 18, 25

April 5, 10, 17, 24

October 2, 9, 16, 23, 30

May 3, 8, 15, 22, 30

November 6, 13, 20, 28

June 5, 12, 19, 26

December 4, 11, 18, 26

Kaiser Permanente Holidays

New Year's Day
Monday, January 1

Martin Luther King Jr. Day
Monday, January 20

Presidents' Day
Monday, February 17

Memorial Day
Monday, May 26

Independence Day
Thursday, July 4

Labor Day
Monday, September 1

Thanksgiving
Thursday, November 27

Christmas
Wednesday, December 25

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Provider Resources



Submit a [Provider Update Form](#) to inform us of changes to your practice.



View our [Provider Directory](#).



Learn more about our [Specialty Services](#).



Read our latest [Formulary Decision Highlights](#).



View our 7 formularies on our [Formulary](#) page or [ePocrates](#).



Register for one of our many [Continuing Medical Education](#) offerings.