

Business Updates



New provider manual format launching in January 2025

To reduce redundancy, combine pages into better informational groupings, and make our provider manual more user-friendly, we have updated the format of our [provider manual](#) significantly. The manual is still divided into sections. Each section has been restructured to include all relevant information per topic onto the same page with expandable sections. This new format makes it easier to find what you need, including specific procedures, forms, and contact information.

Billing and Claims – We now have single pages for claims submission, claims processing, electronic transaction information, caring for members from other Kaiser Permanente regions, and handling claims involving multiple health plans.

Referrals – This section is now divided into pages dedicated to prior authorization, the review process, and appeals and reconsiderations. You will also find clinical criteria in this section.

Coverage and Eligibility – Look in this section for information about our plans, networks, and sample member id cards.

Patient Care – This larger section of our provider manual includes pages for mental health care, care management (hospital, emergency and continuing care), pharmacy, clinical guidelines, and member rights. You will also find a section here highlighting our wellness and specialty services.

Working with Kaiser Permanente – Here you will find information on service delivery standards, credentialing, contracting and how to inform us of your practice changes.

We hope you find this new format easy to navigate and user-friendly. Please note that any URLs you may have saved as a favorite on your browser may no longer work. We welcome your feedback on the site. Please feel free to share your comments with us by contacting our Provider Assistance Unit at 1-888-767-4670 or emailing your Provider Services Consultant.

Authorization no longer required for Labcorp Inheritest[®] lab tests



LabCorp is now our preferred provider for additional Inheritest[®] genetic testing codes CPTS 81243 (for females only), 81257, 81329 and 81443. No authorization will be required when you send your patient to Labcorp for these tests.

2025 Kaiser Permanente Washington Plan Updates



2025 Plan Updates

New KP Plus product offers members flexibility in care options

Starting January 1, 2025, Kaiser Permanente Plus™ (KP Plus) commercial plans will be available for both large and small employers in Washington. This new plan offering will provide our members with access to top-quality care from Kaiser Permanente and our trusted affiliated doctors via the Options network. In addition to in-network care via Options, members also get the flexibility to receive covered out-of-network care for up to 10 physician visits or outpatient medical services each year, plus up to 5 prescription fills or refills.

Options network's out-of-network providers include First Choice Health providers in Alaska, Idaho, Montana, Oregon, and Washington, as well as First Health Network providers in other states. Additionally, members can see any licensed provider nationwide and use the Optum Rx pharmacy network. No referral or preauthorization is required to access out-of-network medical services; in-network referral and preauthorization still apply.

Kaiser Permanente Washington Medicare Advantage program updates

Kaiser Permanente has implemented several program updates to its Medical Advantage plans for 2025.

Fitness plan updates: One Pass replaces Silver&Fit

- **Included** on all Medicare Advantage plans **except the Key plan**
- **Continued access** to most of the same fitness centers, whether they have access through the Core Fitness Network (North and Spokane) or the Premium Fitness Network (Puget Sound and Basic). This includes the ability to access more than one location at a time.
- **Digital solutions** with over 24,000 on-demand or live streaming fitness classes
- **Cognitive training** includes a clinically proven online platform to help members think faster, focus better, and remember more.
- **One Pass tackles social isolation** by presenting a multitude of health and wellness events members can take part in at no cost — all within their local community.
- **Home kits** include dance, fit, and yoga options.

Provider E-News

Provider Services Department



December 2024

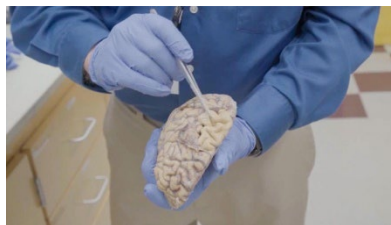
For more information about participating gyms and fitness locations, the program's benefits, nominate a gym, or to set up online accounts, members should visit [YourOnePass.com](https://www.youronepass.com) or call 1-877-614-0618 (TTY 711), Monday through Friday, 6 a.m. to 7 p.m., once their service begins in January 2025. Please note that members can search the site now for contracted facilities but Kaiser Permanente-specific information, including setting up accounts, is not available until January 1, 2025.

Hearing hardware allowance and routine transportation updates: The **hearing hardware allowance** and **routine transportation** benefit currently embedded on all Kaiser Permanente Washington Individual Medicare Advantage plans will be removed from all our 2025 Individual Medicare Advantage plans (these benefits remain embedded on our 2025 Group Medicare Advantage plans) and has been bundled into a new optional rider called **Advantage Plus 2** and includes the following:

- Hearing aid allowance of \$4,000 every 24 months. Must be obtained through a Kaiser Permanente hear center or network provider.
- Non-emergent/urgent transportation benefit includes 20 round trip rides that can be used for medical, dental and pharmacy visits.
- \$18 monthly premium

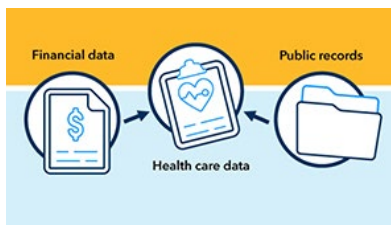
If you have any questions about these plan changes, please contact the Provider Assistance Unit at 1-888-767-4670.

Kaiser Permanente Washington Health Research Institute News



[ACT Study contributes to understanding Alzheimer's disease in brain cells](#)

Mapping the disease at the cellular level identifies possible new treatment targets



[Linking financial and public records with health care data to help predict suicide risk](#)

New study reveals people find linkage acceptable if data is protected.

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[Supporting young adults through cancer and beyond](#)

A potential new care model for young cancer survivors centers on patient needs, support networks.

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.

- [Changes to medical necessity review criteria for shoulder arthroscopy](#)
- [Changes to medical necessity review criteria for gender-affirming surgeries](#)
- [Changes to medical necessity review criteria for applied behavioral analysis therapy](#)
- [Changes to medical necessity review criteria for sex-hormone binding globulin](#)
- [Changes to medical necessity review criteria for plethysmography](#)
- [Changes to medical necessity review criteria for fecal dna testing](#)
- [Oncology products updated prior authorization criteria](#)
- [Updated prior authorization criteria for ocrelizumab \(Ocrevus\)](#)
- [Nedosiran \(Rivfloza\) updated prior authorization criteria](#)
- [Medicare Part B drug requiring step therapy: epcoritamab-bysp \(Epkinly\)](#)
- [Medicare Part B drugs requiring prior authorization](#)
- [Changes to medical necessity review criteria for fundoplication procedures](#)
- [Changes to medical necessity review criteria for hip arthroscopy](#)
- [Changes to medical necessity review criteria for physical, occupational, and speech therapy](#)
- [Changes to medical necessity review criteria for lumbar and thoracic MRI](#)
- [Changes to medical necessity review criteria for ultrasound-guided needle release of carpal tunnel](#)
- [Associate level mental health care](#)
- [Changes to medical necessity review criteria for Advanced Care at Home](#)
- [Changes to medical necessity review criteria for Knee Arthroscopy](#)
- [Changes to medical necessity review criteria for Rhinoplasty](#)
- [Changes to medical necessity review criteria for Thyroid Surgeries](#)

Provider E-News

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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

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.