

# Provider E-News

## Provider Services Department



December 2025

### Business Updates



#### **Submitting a reconsideration? CDs are not an accepted format for documentation**

When submitting reconsideration requests and medical records, please use the [online reconsideration request form](#), within 24 months of the claim denial. These requests are sent directly to our team via

Outlook and are stored with the reconsideration case. We will review your case within 60 days. While we can receive requests and records via fax at 844-660-0747, the images are often poor. Using our online reconsideration request form is the best way to send us the information.

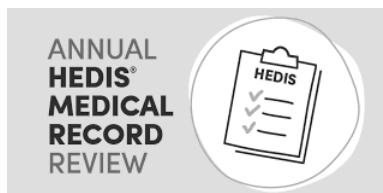
**Please note that we do not have a way to process, download, save or store CDs. When hard copies or CDs are sent to us via mail, our Provider Reconsideration team does not have a way to monitor or ensure those documents are received. We strongly encourage you to submit the documentation via the online reconsideration request form.**



#### **Authorization Quantity for Massage, Physical, Occupational, and Speech Therapy**

Due to a system update, a longer procedure code description including "15 minutes" may be displayed on authorization letters for these services. The authorized quantity on these referrals is still the total number of visits approved, and up to four 15-minute units can be billed per visit, depending on the length of the session.

For example: if a massage authorization shows 8 visits approved, the provider may bill 4 units (one hour) for a single date of service, which would count as one visit from their authorization.



#### **HEDIS® Medical Record Review Season: February – May 2026**

From February through beginning of May 2026, Kaiser Foundation Health Plan of Washington will be conducting HEDIS medical record reviews on members enrolled in a Kaiser Permanente plan in 2025 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.

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Please contact Susie Jorgensen, HEDIS Program Coordinator at [Susie.R.Jorgensen@kp.org](mailto:Susie.R.Jorgensen@kp.org) or 206-531-5644 if you have any questions.

### Clinical Updates



#### New scheduling system for Kaiser Permanente Radiology

Kaiser Permanente Radiology has transitioned to a new scheduling system, EPIC Radiant, as of December 15.

To schedule your Kaiser Permanente patient for radiology at Kaiser Permanente, please submit a [Radiology Imaging Request Form](#) via fax to 844-660-0675. **To process your request in a timely manner,**

**please use our form, as it includes all the information we need to process your request.** This will ensure your patient is scheduled without delay.

### Kaiser Permanente Washington Health Research Institute News



#### [Screening tool links alcohol use to mortality](#)

New findings enhance clinical value of AUDIT-C screening for addressing unhealthy alcohol use in primary care.



#### [Using advanced analytics to prevent adverse COVID-19 outcomes](#)

ACT Center paper describes a novel predictive model that identifies patients at high risk of hospitalization or death.

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### 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 CONTINUOUS GLUCOSE MONITORS](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR LEFT VENTRICULAR ASSIST DEVICES](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR HYSTERECTOMY](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR TUMOR TREATMENT FIELD THERAPY](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR ELECTIVE SURGICAL PROCEDURES – LEVEL OF CARE](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR POSITRON EMISSION TOMOGRAPHY OF THE BRAIN](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR MOBILITY ASSISTIVE DEVICES](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR EXTRACORPOREAL SHOCKWAVE LITHOTRIPSY \(ESWL\)](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR MENTAL HEALTH SERVICES](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR LUMBAR LAMINECTOMY PROCEDURES](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR LIMB PROSTHESIS](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR GENETIC SCREENING AND TESTING](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR TOTAL HIP ARTHROPLASTY](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR EPIDURAL LYSIS OF ADHESIONS](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR INTRAPERITONEAL HYPERTHERMIC CHEMOTHERAPY](#)

### EFT Deposit & Check Mailing Dates



#### 2025/2026 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.

**December 2025:** 4, 11, 18, 26

#### Kaiser Permanente Holidays

**New Year's Day**  
Monday, January 1

**Martin Luther King Jr. Day**  
Monday, January 19

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### 2026 Dates:

January 2, 7, 8, 15, 23, 29

July 2, 8, 9, 16, 23, 30

February 5, 12, 20, 26

August 6, 13, 20, 27

March 5, 12, 19, 26

September 8, 11, 17, 24

April 2, 7, 9, 16, 23, 30

October 1, 7, 8, 15, 22, 29

May 7, 14, 21, 29

November 5, 13, 19, 27

June 4, 11, 18, 25

December 7, 10, 17, 24, 31

### Presidents' Day

Monday, February 16

### Memorial Day

Monday, May 25

### Independence Day

Friday, July 3 (observed)

### Labor Day

Monday, September 7

### Thanksgiving

Thursday, November 26

### Christmas

Friday, 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.