

February 2023

Business Updates

Interpretive services for our members



In accordance with Title VI of the 1964 Civil Rights Act, Kaiser Permanente is legally required to and requires its contracted providers to provide interpretive services for all patients with communication barriers to ensure they have equal access to services and information. This includes individuals with a primary language other than English, as well as individuals who are Deaf, Deaf Blind, and Hard of Hearing. This applies to everyone, from members seeking care, to members of the community seeking information. Note that these services must be provided even in an emergency situation, i.e., even if no notice is given.

There should never be a charge to the person for language services, regardless of enrollment status or coverage. Payment for interpretive services is the responsibility of the contracted provider or the entity where care is delivered. It is not a fee that is billable or reimbursable by Kaiser Permanente.

We have many materials on our provider site to help you navigate these requirements. Please see the following pages from our provider manual for more information:

- [Interpretative Services](#)
- [Interpretative Services Policy](#)
- [Guidelines for choosing an interpreter](#)
- [Translating printed materials](#)

Thank you for ensuring that our Kaiser Permanente members have access to barrier-free, high-quality care.

Authorization code range updates



As you know, we have published many [authorization code ranges](#) to support authorization requests in Affiliate Link. However, we have noticed that providers sometimes miss the correct code ranges. Unfortunately, the authorization code ranges change very frequently. We list these changes at the bottom of each code range to call your attention to which ranges have changed. Therefore, we strongly encourage you to look online at the authorization code range and check the changes at the bottom of the range before submitting your request. Please don't download these ranges and work from a saved copy, as you will likely miss updates. We appreciate you working with us to ensure the accurate codes are included in your requests.

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Chemo denervation update



Please note that chemo denervation should be requested using the botulin product you plan to administer. These codes are now included in the botulin product authorization and do not require a separate request.

Reminder regarding high-end imaging authorization requests



Did you know that you need to note the reading provider when requesting an authorization for high-end imaging? We receive many provider reconsideration requests where the claim denies to the imaging reader (professional component) but the image reader doesn't have control over the authorization. Noting the image reader when you request an authorization will ensure the claim is processed accurately to the reader. Thank you for your assistance!

Viewing contracts in Eligibility & Inquiry tool on Affiliate Link



As you know, we introduced the ability to view member contracts on the provider portal under Eligibility & Benefits Inquiry last year. We wanted to remind you that there will be a short delay in your ability to view the contracts as we load the new 2023 contracts. The expected timetable for viewing new contracts will be:

- 50% of contracts will be available by January 31st
- 95% of contracts will be available by February 28th
- The remaining 5% of contracts will be available by March 31st

Please note that self-funded plans are not viewable on this tool due to the approval process under these plans. Thank you for your patience as we add the new contracts to our system. If you have any questions or concerns, please call the Provider Assistance Unit at 1-888-767-4670.

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.

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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.
- 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.

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:

[Improving cancer prevention and early detection](#)



Incorporating patient-centered approaches, our researchers are working to make cancer screening more equitable, effective, and successful. In recognition of National Cancer Prevention Month, here are highlights of our current work.

[Overcoming under-vaccination](#)



Clarissa Hsu, PhD, associate investigator at Kaiser Permanente Washington Health Research Institute (KPWHRI), studies why people accept or decline vaccines and ways to help people overcome barriers to getting vaccinated

[What's new in cannabis use research?](#)



Our researchers look at screening for cannabis use in primary care as well as use in pregnancy.

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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:

- [Changes to medical necessity review criteria for Genetic Screening and Testing](#)
- [Changes to medical necessity review criteria for MRI cervical](#)
- [Changes to medical necessity review criteria for certain elective surgical procedures](#)
- [Breast reconstruction free flap procedure](#)
- [Canalith repositioning procedure](#)
- [Laboratory payment policy](#)

CME and Workshop Opportunities

[KPWA 2023 CME CALENDAR](#)

Save the Date and Register now!

[CME Home Page](#)



[Kaiser Permanente 12th National HIV, Liver Disease, STI, and LGBTQ+ Conference](#) – March 10-11, 2023 (Live - Las Vegas, NV)

Monkeypox, HIV & COVID-19, WPATH 8 Update, Alcohol Associated Liver Disease, New CDC Guidelines for STIs, Clinical Controversies



[Medication Update for Primary Care](#) – Friday, March 17, 2023 (Virtual)

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



[Inspired Allied Mentors: Anti-Racism in Patient Care and Mentoring](#) – Wednesday, March 29, 2023 (Live – KPWA Renton Campus)

This course will help prepare clinicians throughout Washington state to provide educational support to the next generation of under-presented minoritized clinicians, while also improving our immediate care of racially marginalized communities.

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[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.

Fall/Winter 2023 CME Courses – Details to follow

- Evidence-based Medicine, Sep. 20, 2023
- Pediatrics for Primary Care, Oct. 13, 2023
- Radiology for Primary Care, Nov. 09, 2023
- Skills & Procedures, Dec. 13, 2023