

Business Updates

Authorization no longer required for mental health outpatient therapy or psychiatry



We know the pandemic has taken its toll on everyone, and the accompanying surge in mental health demand has taxed our system and those providing care. We wish to thank our mental health providers for rising to the challenge and being there for those who need it during their most vulnerable moments.

In 2021, we set a goal to improve the process for our members to seek mental health care. During the past year, we created a process for associate-level providers to see Kaiser Permanente members under supervision, provided webinar training on Affiliate Link, and provided training on our Magellan appointing system.

In addition to these changes, we are pleased to announce that, effective February 15, 2022, authorizations and re-authorizations will no longer be required for outpatient mental health therapy or psychiatry. If you have further questions, please see the [letter](#) and supporting [Frequently Asked Questions](#) located on our [mental health, including addiction and recovery](#) provider site page or reach out to your provider services consultant.

Fax is the preferred method for ordering imaging to Kaiser Permanente Radiology



The most efficient method for ordering imaging to Kaiser Permanente Radiology is to fax your order to our Radiology department at 206-988-2906.

Submitting the referral only through Affiliate Link does not give the radiology team all the needed information to move forward with the order. Once the fax order is received from you, our radiology team will input the order into EPIC and then contact the patient. If the study needs review, the order will be sent to the health plan by the radiology team. The radiology team will also coordinate the location for the image.

Please see our [radiology services requests](#) provider site page for more information, including a link to the Radiology request form as well as an MRI questionnaire.

Need a 1099 from Kaiser Permanente?

Kaiser Permanente National is the appropriate contact for 1099 requests. Please contact 1099misc@kp.org or 510-627-2798 (1099 help desk voicemail) to make your request.



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Historical Referral tool being removed in March

In August 2020, Kaiser Permanente Washington transitioned our referral processing from outdated legacy tools to Tapestry UM through Affiliate Link. Since that transition, we have offered a link for providers to access their historical referral information on our secure provider portal. Over the past 17 months, use of the historical referral link has been declining, as most of these older referrals are no longer active. Consequently, we are planning to retire the historical referral link at the end of March. This change will not impact current referrals in Affiliate Link but viewing will be limited to legacy system referrals that were received prior to August 17, 2020.

Historical Referral Status Inquiry

TIN/EIN or BUSINESS NAME

910511770 - KAISER HEALTH PLAN FOUNDATION

REFERRED-TO PROVIDER REFERRING PROVIDER

MEMBER ID or REFERRAL #

Search

If your team has need for historical information after this link has been removed, please call the Provider Assistance Unit at 1-888-767-4670.

HEDIS® Medical Record Review Season: February – May 2022



From February through mid-May 2022, Kaiser Foundation Health Plan of Washington will be conducting HEDIS medical record reviews on members enrolled in a Kaiser Permanente plan in 2021 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.

Please contact Susie Jorgensen, HEDIS Program Coordinator at Susie.R.Jorgensen@kp.org or 206-630-1274 if you have any questions.

After hours care options available to your Kaiser Permanente patients

Thank you for providing high quality, affordable care to our Kaiser Permanente members. Occasionally patients need care after hours or if they cannot be seen during regular clinic hours of operations. As you know, some patients decide to go to an emergency room for things that could be handled at an urgent care facility – and they end up paying the high cost of emergency care.



In addition to the excellent after-hours care you offer to our contracted network members, Kaiser Permanente also offers several after-hours options on the Kaiser Permanente member site as well.

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These options include:

- Care Chat - Care Chat is a great option for round-the-clock care advice and help finding in-person care. Your patient can type a question into the chat window and a Kaiser Permanente clinician will respond. They can get a care plan and prescriptions if necessary, or the clinician will help find the care that's right for any current care needs.
- E-visits - E-visits are great for common care concerns such as a cough or cold, pink eye, or bladder infection. The patient fills out a simple questionnaire and can receive care advice, treatment plans, and prescriptions if needed, from a Kaiser Permanente clinician, usually within 2 hours.
- 24/7 Consulting Nurse – Our 24/7 Consulting Nurse phone line is a good option for assisting the patient in determining what kind of care is appropriate for the presenting health concern at that moment. Our members can call the Kaiser Permanente 24/7 Consulting Nurse Service at 206-630-2244 or 1-800-297-6877 (TTY 711) at any time.

In addition to your urgent care facilities, Kaiser Permanente also offers a number of urgent care facilities that complement your array of services. Our available Urgent Care facilities can be found on the Kaiser Permanente [provider directory](#).

As always, we thank you for your continued excellent care of our Kaiser Permanente members.

Update on Processes to Support HR133 Legislation



Updated clinician and practice information allows us to provide patients with current directory information so they can select in-network providers, choose health plans, and ultimately access care. Our goal in using VerifyHCP is to make this process as easy as possible for clinicians and their practices to facilitate timely and accurate responses to outreach requests.

If your practice has previously opted out of the VerifyHCP campaign, and you are a delegated provider with Kaiser Permanente of Washington, we must alert you that we can no longer allow your practice to opt out. Delegated rosters were developed to support credentialing data and processes and do not provide the necessary detail to comply with HR133 requirements. While we have attempted to utilize the delegated rosters to capture provider changes, they were not developed for this reason and too often provide inaccurate data to support directory changes.

To comply with federal and state regulations, including HR 133, we will be requesting provider data verification for your practice through LexisNexis® Risk Solutions (VerifyHCP). Health plans are mandated

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to outreach a minimum of quarterly to their network providers for data verification. The objective of this outreach is to confirm that the provider information displayed to members on the provider directory is current and accurate.

The HR 133 legislation can impose significant financial penalties to the health plan if data is incorrect and/or not updated within the established timeframe of two business days. If provider data pertaining specifically to the provider directory cannot be verified, per the HR 133 legislation, the health plan has the option of suppressing providers from the directory. While this is a last resort, we must meet the requirements of HR 133 by providing an accurate provider directory for our members.

LexisNexis has a dedicated customer support team available to assist providers. Support requests can be submitted at <https://healthcare.custhelp.com/app/ask> or can be sent via email to VerifyHealthCarePortal@lexisnexisrisk.com.

To designate a primary contact for your office, or if you have any additional questions, please contact your provider service consultant or kpwa.provider-services@kp.org.

Clinical Updates

Updated Benzodiazepine & Z-Drug Safety Guideline offers expanded guidance on tapering



Kaiser Permanente's [Benzodiazepine and Z-Drug Safety Guideline](#) has been reviewed and updated. The guideline is consistent with the Kaiser Permanente Interregional Benzodiazepines & Non-Benzodiazepine Sedative-Hypnotics/Z Drugs Practice Recommendations.

Major changes:

- Updated benzodiazepine and Z-drug tapering recommendations
- Updated benzodiazepine dose equivalencies to diazepam; Z-drug diazepam conversions removed
- New prescribing quantity limits for benzodiazepines and Z-drugs
- Newly added 2020 FDA guidance requiring that "all benzodiazepine prescriptions include a boxed warning that addresses the serious risks of abuse, addiction, physical dependence, and withdrawal reactions of benzodiazepine medicines"

Questions?

[Ryan Caldeiro, MD](#), Addiction Psychiatry, Addiction and Recovery Services

[Avra Cohen, MN, RN](#), Guideline Coordinator

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Updated Insomnia Guideline recommends STOP-BANG tool for suspected sleep apnea

Kaiser Permanente's [Insomnia Guideline](#) has been reviewed and updated. Changes include:



- Use of the STOP-BANG tool is recommended when sleep apnea is suspected.
- The Insomnia Severity Index (ISI) tool is recommended for determining initial insomnia severity as well as for monitoring changes in insomnia over time. Prescribing medication is not recommended unless insomnia is severe (ISI score ≥ 22) or if behavioral treatments have not been successful.
- Ramelteon is no longer recommended as first line treatment for the elderly because there is only weak evidence of its effectiveness over melatonin, and it is non-formulary for most patients.
- The guideline now includes insomnia treatment recommendations for patients taking stimulant medication.
- Due to the lack of evidence of efficacy and safety for insomnia, amitriptyline and nortriptyline have been added to the “not recommended” list of medications; however, these medications may be helpful for patients who have both insomnia and depression.
- THC and CBD have also been added to the “not recommended” list due to insufficient evidence of efficacy and safety for insomnia.

Questions?

[Angie Sparks, MD](#), Medical Director, Clinical Knowledge Development & Support
[Avra Cohen, MN, RN](#), Guideline Coordinator

Kaiser Permanente Washington Health Research Institute News

We are pleased to share some of the latest news from the [Kaiser Permanente Washington Health Research Institute](#). We invite you to visit their informative website to learn more about their latest research and studies.

[Dr. Dublin consults for FDA on COVID-19 pill](#)

Sascha Dublin, MD, PhD, was invited to serve on the U.S. Food and Drug Administration Advisory Committee reviewing molnupiravir.

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[Cataract surgery linked with lessened dementia risk](#)

A study in *JAMA Internal Medicine* finds cataract surgery is associated with 30% lower risk of dementia in aging population.

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Payment Policy Updates

Modifiers 93 and FQ added to several Kaiser Permanente payment policies

Effective January 1, 2022, Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) is asking all providers to submit telehealth and telemedicine claims with modifiers 93 and/or FQ when providing audio-only telemedicine services.

- Modifier 93 – Synchronous telemedicine service rendered via telephone or other real-time interactive audio-only telecommunications system
- Modifier FQ – The service was furnished using audio-only communication technology

The following payment policies have been updated with this change:

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

For questions regarding this change, please contact the Provider Assistance Unit at 1-888-767-4670.

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.

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Provider Notices:

- [We heard you – authorization no longer required for mental health therapy or psychiatry](#)
- [Split night sleep study](#)
- [Initial hospital e&m upcoding](#)
- [7th character ICD-10 and therapy codes](#)
- [Changes to medical necessity review criteria for gynecomastia](#)
- [Changes to medical necessity review criteria for insulin pump](#)
- [Changes to medical necessity review criteria for spinal muscular atrophy carrier testing](#)
- [Changes to medical necessity review criteria for vagus nerve stimulation \(vns\)](#)
- [Botox products updated prior authorization criteria](#)
- [Omalizumab \(Xolair\) updates to coverage under the medical benefit](#)
- [Abatacept \(Orencia\) updates to coverage under the medical benefit](#)
- [Changes to medical necessity review criteria for low-dose computed tomography screening for lung cancer](#)
- [Changes to medical necessity review criteria for bariatric surgery](#)
- [Shoulder arthroscopy](#)

CME and Workshop Opportunities



Continuing Education Opportunities

Kaiser Permanente Washington offers a variety of continuing medical education courses throughout the year, detailed on our [CME Catalog page](#). Check out current opportunities below.

Jul 12, 2022	Suboxone Half-Half Buprenorphine Waiver Course
September 9, 2022	Cardiology for Primary Care
Sep 20, 2022	Evidence-based Medicine
Oct 13, 2022	Mental Health for Primary Care
Nov 4, 2022	Hematology - Oncology for Primary Care
Dec 14, 2022	Skills and Procedures Workshop

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Please remember to advise your Provider Services Consultant

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](#) to take you to our Provider Update Forms page. 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.