

February 2026

Business Updates



How to send a referral for imaging and laboratory requests to be performed by Kaiser Permanente

We have received feedback from providers that you would appreciate some detailed information on how to refer your Kaiser Permanente patients to us for imaging and laboratory tests to be performed by us. We have detailed the steps below for your convenience, along with helpful links to forms located on our provider website.

Imaging Requests: [Radiology Imaging Request Form](#)

- Please complete the Radiology Imaging Request Form and fax it to Kaiser Permanente at the number indicated on the form.
- Once the order is faxed to Kaiser Permanente, the patient can schedule the imaging with Kaiser Permanente Radiology.
- Once completed, the image results will be faxed to the ordering provider.
- **NOTE:** CT's and MRI's must be scheduled. Routine X-rays can be completed on a walk-in basis.

Laboratory requests: [Laboratory Request Form](#)

- Please complete the Laboratory Request Form and fax it to Kaiser Permanente at the number noted on the form. Patients may also bring this Laboratory Request Form to any Kaiser Permanente laboratory; an appointment is not required.
- Basic laboratory tests can also be completed at an in-network laboratory if a Kaiser Permanente laboratory is not available to the patient.
- For more information please visit our [Kaiser Permanente Washington Clinical Laboratory Test Directory](#)

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



AdaptHealth is Kaiser Permanente's new preferred DME vendor

As of March 1, 2026, AdaptHealth will become Kaiser Permanente's preferred vendor for Durable Medical Equipment (DME). The change to AdaptHealth will allow patients to place re-supply orders via email, text message, mobile application, or through an online portal. This self-service ordering system will also provide our patients with order history, real-time alerts, confirmation of delivery, and the

opportunity to connect with a patient support representative 24 hours a day.

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Kaiser Permanente members currently using DME from Apria will receive communications from both Kaiser Permanente and AdaptHealth approximately 30 days prior to the transition date. Apria has agreed to sell all existing rental equipment being utilized by our members to AdaptHealth, negating the need for members to replace equipment rented through Apria. If equipment needs to be replaced, AdaptHealth will coordinate the replacement with the member. Wherever possible, AdaptHealth will provide the same brands, models and supplies that are currently being provided by Apria.

Patients using at-home negative pressure wound therapy equipment will be transitioned from Apria to Solventum(KCI), Apria's equipment supplier. This transition will also take place on March 1, 2026, and those patients will be directly served by Solventum. Wound care patients will be contacted by Solventum prior to the transition. As with other DME equipment, these members will be able to use the same equipment they are currently using.

Kaiser Permanente will continue using Epic for all DME referrals. Affiliate Link provides transparent referral tracking, document uploads, and secure communication via the 'Add Note' feature. There will be simplified escalation and visibility to reduce manual follow-up time and improve discharge flow.

If you have any questions, please contact our Provider Assistance Unit at 1-888-767-4670.



Reminder: Use the [Optum payment integrity portal](#) for post adjudication prepay medical records uploads

Optum's Notification of Review letters for the Post Adjudication Prepay (PAPP) program contain a link to their [payment integrity portal](#). This portal offers a streamlined process for managing medical records requests.

Key Features of the new Portal:

1. If you haven't registered, follow the user self-registration:
 - a. One Healthcare ID
 - b. Portal Registration: TIN, Authorization Code, Record Bar Code, First DOS
2. Digital Delivery: Opt in to digital notifications for when records are available for submission
3. Claim Status: Claims awaiting medical records and records received (after upload)
4. All claims view – View all outstanding claims within the portal
5. Document download – Download associated letters
6. Access to user guides – FAQ, navigation, and how-to
7. Max File Size Accepted: 200mb

Please see the [Optum One Healthcare ID Job Aid](#) for instructions on how to create a One Healthcare ID and log onto the Optum payment integrity portal. If you have questions, please call Optum's Provider Assistance team at 1-877-687-2062.

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Kaiser Permanente Washington Health Research Institute (KPWHRI) News



[Researchers begin trial of nasal spray COVID-19 vaccine](#)

KPWHRI is recruiting healthy volunteers for a clinical trial of a nasal COVID-19 vaccine developed by Boost Biopharma Inc. The vaccine contains molecules called protein antigens, which produce an immune response by mimicking a part of the virus. Administering the vaccine as a nasal spray offers the potential to create an additional

layer of protection, known as mucosal immunity. Volunteers do not need to be members of Kaiser Permanente to participate in the clinical trial.



[Integrating social health into primary care](#)

Social health — the conditions in which people live their daily lives — is an essential part of total health. When people face social needs such as financial, housing, or food insecurity, the downstream effects on their physical and mental health can be significant. It can [also contribute to disparities in health outcomes](#). Kaiser Permanente

Washington is one of many health care organizations nationwide exploring ways to integrate social health into routine care — through practices such as screening patients for social needs and referring them to resources within the organization or the wider community.

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 MAGNETIC RESONANCE GUIDED FOCUSED ULTRASOUND \(MRgFUS\) OF THE BRAIN](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR AMBULATORY SURGERY CENTER SITE OF CARE](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR SINUS SURGERIES](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR GENDER AFFIRMING SERVICES](#)

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- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR TREATMENTS FOR BPH](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR NON-SURGICAL PROCEDURES FOR KNEE PAIN](#)
- [UPDATED PRIOR AUTHORIZATION CRITERIA FOR INFLIXIMAB BIOSIMILARS](#)
- [UPDATED PRIOR AUTHORIZATION CRITERIA FOR DENOSUMAB \(PROLIA, XGEVA\)](#)
- [SITE OF CARE PRIOR AUTHORIZATION UPDATES FOR ONCOLOGY MEDICATIONS](#)
- [ONCOLOGY PRODUCTS UPDATED PRIOR AUTHORIZATION CRITERIA](#)
- [UPDATED PRIOR AUTHORIZATION CRITERIA FOR USTEKINUMAB BIOSIMILARS](#)
- [UPDATED PRIOR AUTHORIZATION CRITERIA FOR BOTULINUMTOXIN PRODUCTS](#)
- [MEDICARE PART B DRUGS REQUIRING PRIOR AUTHORIZATION](#)
- [MEDICARE PART B DRUGS REQUIRING STEP THERAPY](#)
- [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](#)

EFT Deposit & Check Mailing Dates



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.

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

Holidays

New Year's Day Monday, January 1
Martin Luther King Jr. Day Monday, January 19
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

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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.