

July 2022

Business Updates



Affiliate Link Tip: How to use referral template reasons and when to use the comment field

To avoid processing delays and/or potential denials, please follow the instructions in this [How to use referral template reasons](#) job aid regarding the reason for referral when submitting a request on Affiliate Link. Choosing a Reason for Referral ensures the highest auto-adjudication of the request. If you are unable to locate the appropriate reason on the authorization code range, use Other - Provider Detailed Comment for manual processing.

Ensuring access as we relocate Bremerton employees and patients

In-person mental health and wellness services at Kaiser Permanente's Bremerton facility have been relocated to nearby, convenient care locations on the Kitsap Peninsula. Bremerton team members have moved to nearby clinical facilities or been assigned temporary remote work privileges. Impacted patients have been notified and are continuing to receive mental health services from their existing provider virtually or in-person at one of our nearby Kaiser Permanente facilities. If you hear from an existing/former Bremerton facility patient with a scheduling question, please instruct them to call us at 360-782-1700 for assistance.



Kaiser Permanente Plan/Network Crosswalk resource



Have you ever had difficulty corresponding the particular Kaiser Permanente *plan name* with the appropriate network for an enrollee? The resource document linked above can help navigate the many Kaiser Permanente plan names to their respective *network name*. We know that some large hospital systems have used the crosswalk grid to inform their EPIC medical records system for our members' different plan types and networks. When a member presents for care with their Kaiser Permanente member ID card, the plan name on their card can be cross-matched using this resource with the corresponding network.

Provider E-News

Provider Services Department



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Labcorp is now a preferred provider for genetic testing codes 81420 and 81220

Effective September 1, 2022, Labcorp has been added as a preferred provider for genetic testing codes 81420 and 81220. No authorization will be required when you send your patient to Labcorp for these tests.



No change in submitting radiology orders to Kaiser Permanente Radiology

The implementation of Affiliate Link (Tapestry), the updated referral request system accessed through One Health Port, had no impact on the process for ordering radiology internally **within** Kaiser Permanente. The only change was the method for sending referrals externally when appropriate.

Please note that, if you are referring a patient from an external clinic to Kaiser Permanente for radiology, you must fax the request using the [Radiology Request form](#) found on our provider site.

Radiology orders **within** Kaiser Permanente are made via Epic. Epic routing functionality sends the order to the appropriate local clinic team or the Kaiser Permanente Radiology Appointing Center. If that team determines that the test should be performed externally for any reason, the team submits an external referral request. This request was previously submitted via the Kaiser Permanente provider site, but now it is done directly in Epic Tapestry using Referral Entry. The radiology teams have numerous templates built to help them enter external referrals.

Once an external referral is entered and authorized, the external provider who is being referred to can access Affiliate Link through our provider site to see the status of the referral and, in some cases, receive an authorization or denial notification electronically.



Help us protect member protected health information

Please remember to encrypt any email sent to us containing personal health information (PHI) for our members. Our policy is to encrypt any email sent to you with PHI as well. Thank you for partnering with us to protect member PHI!

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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.

[COVID-19 vaccines safe for people who are pregnant](#)



New research published in the [New England Journal of Medicine](#) found that COVID-19 vaccinations during pregnancy were not associated with increased risk of serious acute adverse events, such as blood clots, low platelets, or other serious conditions. The study supports a growing body of data that shows the vaccines are safe for people who are pregnant.

[READ MORE](#)

[Predicting and preventing missed clinic visits](#)

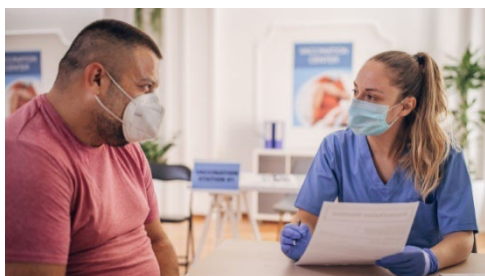
Missed clinic visits limit appointment availability and result in lost opportunities for patients to receive care. Kaiser Permanente Washington recently partnered with the [advanced analytics](#) team at KPWHRI's ACT Center on a [learning health system](#) project to predict and prevent missed visits. Our work involved using predictive analytics to validate a risk model — and then pairing it with a simple, evidence-based intervention: 2 reminder text messages instead of 1.

[READ MORE](#)

For people at high risk of missing a clinic visit, 2 reminder text messages vs. 1 led to a:



[What is shared decision-making? An explanation from KPWHRI researchers about discussing treatment options with a medical provider](#)



Many times in health care, we're given several choices for tests or treatment. The scientific evidence for one test or treatment might make the choice easy. In other cases, deciding on the best choice can be difficult. Each option has downsides and upsides. There is no single choice that is right for everyone.

[READ MORE](#)

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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 percutaneous vertebral augmentation of vertebral compression fractures](#)
- [Changes to medical necessity review criteria for total knee arthroplasty](#)
- [Revenue code billed without required procedure code](#)
- [Site of care prior authorization requirement for oncology medications](#)
- [Changes to medical necessity review criteria for genetic testing](#)
- [Changes to medical necessity review criteria for high-end imaging site of care](#)
- [Changes to medical necessity review criteria for continuous glucose monitors](#)
- [Changes to medical necessity review criteria for negative pressure wound therapy](#)

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.



September 9, 2022	Cardiology for Primary Care
September 20, 2022	Obesity Through the Lens of Evidence-based Medicine
October 13, 2022	Mental Health for Primary Care
November 4, 2022	Hematology - Oncology for Primary Care
December 1, 2022	Geriatrics for Primary Care

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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.