

# Provider E-News

## Provider Services Department



July 2025

### Business Updates



#### **Kaiser Permanente Attestation Portal Now Live for Q3**

The Kaiser Permanente Attestation Portal is now live for the Quarter 3, 90-day cycle, offering our mental health and contracted medical groups an easier and more efficient way to submit and manage practitioner and practice location information. This streamlined process helps keep provider data accurate and up-to-date across Kaiser Permanente's systems and member directories. The portal supports compliance with regulatory requirements while enhancing both print and online directories, giving our members access to the most reliable information. For those new to the attestation cycle or interested in learning more, we've created a helpful [video](#) to guide you through the process.



#### **Use our authorization code ranges to ensure your referral is processed in a timely manner**

When entering a referral on Affiliate Link, it's helpful to reference the [Authorization code ranges](#) to ensure that you are selecting the Referral Reason that best matches the codes range that you would like to be authorized. The code range lists are organized by specialty and match the Referral Reason options available when entering a referral. For example, if ordering a PSMA PET scan for prostate cancer, check the [Radiology code ranges](#) list to identify that "PSMA PET" is the most appropriate Referral Reason. Selecting a different Referral Reason (such as "PET Other") may not include all of the codes that the radiologist will bill, which can result in denied claims.



#### **Appointment Accessibility Survey**

We are required by the National Committee for Quality Assurance (NCQA), the Office of the Insurance Commissioner (OIC) and the Centers for Medicare and Medicaid Services (CMS) to collect appointment accessibility data for primary care, women's health, and specialty providers. You will receive the required appointment accessibility survey in the next week. Please respond to the survey within 7-14 business days. Please note that the appointment accessibility survey emails are sent from [automation@app.smartsheet.com](mailto:automation@app.smartsheet.com) and providers must use this email to report their appointment access information to ensure appropriate data capture and uploading to our SmartSheet database. Thank you for partnering with us to provide this important information in a timely manner.

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**SAM Pro Tip:** The average time to get an answer to your question using our SAM inquiry tool is less than 30 minutes!

### **Smartsheet Auto-Reply Messenger (SAM) Inquiry Tool is the best way to get the fastest response to your questions**

To serve you as efficiently as possible, we have developed a tool to answer the most frequently asked questions that we currently receive via our Provider Services email inbox. The [Smartsheet Autoreply Messenger \(SAM\)](#) is a Smartsheet-driven tool that will automatically generate a reply to your questions, allowing for an immediate response time, consistent messaging and increased provider satisfaction. SAM is not an AI-based tool; it is an automatic email reply containing the requested information and links to our provider site that address the most common questions we receive. This is the same information our Provider Services team has been sending manually in their individual, one-by-one email replies. Using SAM to submit your inquiry will significantly reduce your wait time for a response.

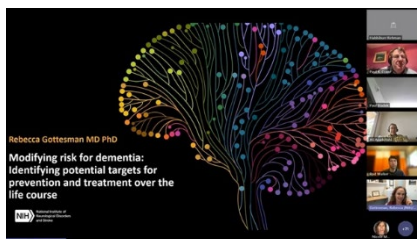
**Please use SAM to submit any inquiries you would otherwise submit to Provider Services via email.** While our Provider Services email will still be active during the transition period, we plan to discontinue its use in coming months as we transition to this new service.



### **Reminder regarding Associate Level Mental Health Care reimbursements**

As stated in our notice posted on October 21, 2024, **effective January 1, 2025**, Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) will not directly reimburse for care provided by associate-level therapists or counselors (LMFTA, LMHCA, or LICSWA). Care provided by associate-level therapists or counselors must be supervised and billed by a qualified mental health provider with the rendering associate-level therapist or counselor captured as the rendering servicing practitioner on the submitted claim (including but not limited to name and NPI). Please see the [Associate Level Mental Health Care](#) payment policy for more details.

## Kaiser Permanente Washington Health Research Institute News



### **Experts on brain aging gather for ACT Research Symposium**

Missed this year's Adult Changes in Thought (ACT) Research Symposium? Catch up with our summary and watch video presentations on recent research about brain health and aging.

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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 EP STUDIES AND ABLATIONS](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR TONSILLECTOMY & ADENOIDECTOMY PROCEDURES](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR ALPHA-SYNUCLEIN TESTING](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR ARTIFICIAL SPINAL DISCS FOR LUMBAR DISC DISEASE](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR KNEE ARTHROSCOPY](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR BONE-ANCHORED HEARING SYSTEM](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR CARDIAC DEFIBRILLATORS](#)
- [MEDICAL NECESSITY REVIEW CRITERIA RETIRES](#)
- [MEDICARE PART B DRUGS REQUIRING PRIOR AUTHORIZATION](#)
- [MEDICARE PART B DRUGS REQUIRING STEP THERAPY](#)
- [ADDITION OF QUANTITY LIMITS FOR USTEKINUMAB BIOSIMILARS](#)
- [FAM-TRASTUZUMAB \(ENHERTU\) AND ADO-TRASTUZUMAB EMTANSINE \(KADCYLA\) UPDATED PRIOR AUTHORIZATION CRITERIA](#)
- [ONCOLOGY PRODUCTS UPDATED PRIOR AUTHORIZATION CRITERIA](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR THYROID SURGERIES](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR EXCIMER LASER TREATMENTS](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR SHOULDER MRI](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR ELECTROMAGNETIC NAVIGATION-GUIDED BRONCHOSCOPY](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR WIRELESS MOTILITY CAPSULE](#)

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### EFT Deposit & Check Mailing Dates



#### 2025 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 9, 16, 24, 30

July 8, 10, 17, 24, 31

February 6, 13, 21, 27

August 7, 14, 21, 28

March 6, 13, 20, 27

September 5, 11, 18, 25

April 5, 10, 17, 24

October 2, 9, 16, 23, 30

May 3, 8, 15, 22, 30

November 6, 13, 20, 28

June 5, 12, 19, 26

December 4, 11, 18, 26

#### Kaiser Permanente Holidays

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

**Martin Luther King Jr. Day**  
Monday, January 20

**Presidents' Day**  
Monday, February 17

**Memorial Day**  
Monday, May 26

**Independence Day**  
Thursday, July 4

**Labor Day**  
Monday, September 1

**Thanksgiving**  
Thursday, November 27

**Christmas**  
Wednesday, 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.