

# Provider E-News

## Provider Services Department



May 2023

### Business Updates

#### Important Update: Change in your Affiliate Link In-basket view

When our online referral request system, Affiliate Link, went live in August 2020, we were utilizing a workflow to send notifications to provider in-baskets. In cases where a practitioner is employed by *two separate and distinct organizations*, a compliance concern was raised that the practitioner may receive notifications in their in-basket for *both* organizations. At that time, we instructed those affected users to check their REFERRAL NOTIFICATION LETTERS for information that was previously seen readily within their in-basket. It was recently discovered, however, that the in-basket flow sending notifications for multiple organizations to a dual-employed practitioner was still active and utilized by some users. **As of Monday, May 1, this feature was disabled.**

Here are helpful steps to help navigate the new view now that the in-basket flow has changed:

- **Access the in-basket:**
  - Sort by “Priority” in the left column of the in-basket so you can work your “Urgent” referrals first.
  - Open each letter to access the content.
- **What’s the difference?** The former in-basket display included a preview of the letter (indicated by the red arrow below). That information is no longer displayed, and you must open the letter to access the information.

The screenshot shows the 'My In Basket' interface. At the top, there are navigation options: 'My Messages', 'Referral Notifications', and 'Properties'. Below this is a table of referral notifications. A red arrow points to the first row, which is selected. The table has columns for Status, Patient, RFL #, Event Type, Msg Date, and Msg Time.

Status	Patient	RFL #	Event Type	Msg Date	Msg Time
Pend	Uatapum, Twila	1855039	KPWA AL Referral Authorized	07/30/2020	1:46 PM
New	Uatapum, Twila	1855039	KPWA AL Referral Authorized	07/30/2020	1:46 PM
New	Uatapum, Twila	1855039	KPWA AL Referral Authorized	07/30/2020	1:46 PM
New	Uatapum, Twila	1855034	KPWA AL Referral Authorized	07/30/2020	12:20 PM
New	Uatapum, Twila	1855034	KPWA AL Referral Authorized	07/30/2020	12:20 PM
New	Uatapum, Twila	1855039	KPWA AL Referral Authorized	07/30/2020	1:46 PM
New	Uatapum, Twila	1855039	KPWA AL Referral Authorized	07/30/2020	1:46 PM
New	Uatapum, Twila	1855050	KPWA AL Referral Authorized	07/30/2020	4:40 PM
New	Uatapum, Twila	1855050	KPWA AL Referral Authorized	07/30/2020	4:40 PM

Below the table, there is a detailed view of the selected notification for Twila Uatapum. A red arrow points to the patient information section. The detailed view includes:

- General Info:** Referral ID: 1855039, Received on: 7/30/2020, Class: Outgoing, Type: Mental Health OP, Priority: Routine.
- Referring Info:** Referred By: Alvestad-McIntyre, Anita, KAISER PERMANENTE WASHINGTON. Referred To: Counseling, Envision ENVISION COUNSELING-ELLENSBURG.
- Diagnoses:** (Section header visible)

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May 2023

### Personal Protective Equipment CPT Code 99072 payment change

Due to the end of the Public Health Emergency, which ended on May 11, 2023, **effective June 1, 2023**, Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) will no longer reimburse providers for Personal Protective Equipment (PPE) CPT code 99072. If you have any questions regarding this change, please call Kaiser Permanente Provider Assistance Unit at 1-888-767-4670 Monday through Friday, from 8:30 a.m. to 5:00 p.m.



### Fax Number Updates

Kaiser Permanente is retiring local fax numbers and migrating to toll-free fax numbers to minimize errors experienced using local fax numbers. Please update your Kaiser Permanente fax number list with the following toll-free numbers:



Department	Fax Number/Email
Claims Non-Authorization Reconsiderations	866-453-1147
Claims Authorization Reconsiderations	844-660-0747
Member Appeals	844-660-0720
Care Management	844-774-0119
Claims Pre-Pay Inquiries	<a href="mailto:Pre-Pay-Inbox@kp.org">Pre-Pay-Inbox@kp.org</a>

### [Kaiser Foundation Hospitals and Geisinger Health Launch Risant Health](#)

In an innovative move designed to improve the health of communities, achieve better health care outcomes, and improve health care affordability, Kaiser Foundation Hospitals and Geisinger Health are [announcing the launch of Risant Health](#) and a definitive agreement to make Geisinger the first health system to join Risant Health to expand access to value-based care in more communities across the country. Upon regulatory approval, Geisinger becomes part of the new organization through acquisition.



May 2023

### 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 Breast Reconstruction criteria](#)
- [Changes to medical necessity review criteria for Peroral Endoscopic Myotomy \(POEM\)](#)
- [CLIA waived and non-waived tests in office](#)
- [Portable x-ray equipment transportation](#)
- [Personal Protective Equipment \(PPE\) 99072](#)
- [Anifrolumab-fnia \(saphnelo\) updated prior authorization criteria](#)
- [Risankizumab-rzaa \(Skyrizi\) updated prior authorization criteria](#)
- [Romidepsin \(Istodax\) will require prior authorization approval](#)
- [Medicare Part B drugs requiring prior authorization](#)
- [Medicare Part B drugs requiring step therapy](#)
- [Tezepelumab-ekko \(Tezspire\) updated prior authorization](#)
- [Changes to medical necessity review criteria for Intensity Modulated Radiation Therapy \(IMRT\)](#)
- [Changes to medical necessity review criteria for Stereotactic Radiation Therapy](#)
- [Changes to medical necessity review criteria for PSMA PET Scans](#)
- [Changes to medical necessity review criteria for Pluvicto™](#)
- [Changes to medical necessity review criteria for PET scans](#)
- [Changes to medical necessity review criteria for total hip arthroplasty](#)
- [Changes to medical necessity review criteria for minimally invasive sacroiliac joint \(SIJ\) fusions](#)

May 2023

## Celebrating Mental Health Awareness Month

Kaiser Permanente is proud to recognize Mental Health Awareness Month throughout May in support of raising awareness about mental health and fostering mental wellness in our community.



Mental Health Awareness Month serves as a crucial platform for increasing public understanding of mental health, eliminating stigma surrounding mental health care, and encouraging individuals to seek help when needed. It is an opportunity to prioritize mental well-being and advocate for comprehensive, accessible, and inclusive mental health services.

### [Provider Resource: Mind Phone](#)

Kaiser Permanente offers the [Mind Phone](#) telephonic psychiatric consultation phone line to all medical and mental health practitioners in the Kaiser Permanente delivery system. Mind Phone psychiatrists are available to assist with:

- Reaching a diagnosis
- Making psychotropic medication recommendations and decisions
- Providing information about psychotropic medications
- Deciding which psychotropic medications (including non-formulary medications) to continue for a patient transferring their care to Kaiser Permanente
- Deciding on next steps in treatment
- Deciding whether to make a referral
- Addressing questions about our mental health and wellness service line and our delivery system
- Responding to a patient or family question
- Coordinating care (deciding to whom to refer, who handles which aspects of care, etc.)
- Deciding which psychotropic medications (including non-formulary medications) to continue for a patient transferring their care to Kaiser Permanente

Practitioners can call the Provider Assistance Unit at 1-888-767-4670 to be connected to Mind Phone on weekdays from 8 a.m. to 5 p.m. Messages will be responded to within 30 minutes. Providers can also send consultation requests via Epic staff messaging to Mind Phone. Holiday, after-hours, and weekend consultation is not available. **Please note that Mind Phone is for provider-to-provider consultation only and is not for patient use.**

### Member Resources

We also offer many mental health and addiction medicine services and resources available to help the Kaiser Permanente members you serve get access:

- [National 24/7 suicide and mental health-related crisis lifeline](#): If your patient needs addiction or mental health-related crisis support, or are worried about someone else, they can call or text 988 (TTY 711) or visit the [National Suicide and Crisis Lifeline's chat](#) for free, confidential support

May 2023

with a trained crisis counselor. The lifeline is provided by the Substance Abuse and Mental Health Services Administration.

- **Call for a mental health appointment:** When they call, we will assess their needs and offer a phone, video, or in-person appointment with a mental health and addiction medicine specialist, if appropriate, for nonurgent mental health or addiction medicine concerns.
  - Members can call our Mental Health Access Center (MHAC) at 1-888-287-2680, Monday through Friday, 8 a.m. to 5 p.m. We can match members with a mental health specialist in their area or help find addiction treatment.
  - For help after hours, members can call us at 1-800-297-6877 so we can evaluate symptoms, provide next steps, or contact an on-call psychiatrist.
  - **Reminder: Authorizations and re-authorizations are not required for Kaiser Permanente members to access outpatient mental health therapy or psychiatry services with a contracted provider.**
- **Explore emotional wellness and self-care apps:**
  - Calm and MyStrength: With features like meditations, videos, interactive programs, and more, these self-care apps are proven effective, easy to use, and recommended by Kaiser Permanente clinicians.
  - 24/7 emotional support through Ginger: Activities, podcasts, videos, and more — available anytime on demand. The app also makes personalized recommendations and offers 1-on-1 emotional support via text.
- **Other resources:**
  - Take a depression self-assessment: Your Kaiser Permanente patients can take a quick online survey to assess for depression.
  - Chat with a mental health specialist: Your Kaiser Permanente patients can get mental health care advice via online chat, Monday through Friday, 8 a.m. to 6 p.m.
  - Additional resources and information regarding Mental Health and Addiction care services can be found on our member website.

We encourage providers as well to take a moment to prioritize mental well-being. We express our sincerest gratitude for your continued dedicated service and care that you provide for our members.

### 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 and advancing mental health care](#)

KPWHRI researchers are contributing to better mental health care for people nationwide.

## KPWA 2023 CME CALENDAR

*Save the Date and Register now!*

[KPWA CME Catalog](#)



### [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.



### [Suboxone Buprenorphine](#) – Wednesday, July 12, 2023 (Virtual)

4-hour training focusing on specifics of treating patients with opioid use disorders in office-based settings and clinical vignettes to help trainees think through “real life” experiences in opioid use disorders treatment.



### [Medication Update for Primary Care](#) – Thursday, September 14, 2023 (Virtual)

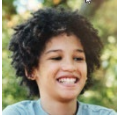
SCLT-2 inhibitors and Sacubitril/Valsartan, Hyperlipidemia, SMART therapy for asthma, Gender affirming HRT, HIV update, Pharmacotherapy for weight loss, Case presentations.



### [2023 Myth Busters: Applying the evidence-based medicine lens to controversial topics](#) – Wednesday, September 20, 2023 – **IN-PERSON LIVE ACTIVITY**

Welcome quest speaker Dr. Kenneth Warner, from the University of Michigan to present on e-cigarettes for smoking cessation. This course will provide an introduction on EBM concepts and use interactive small group discussions to apply these concepts to topics areas of clinical uncertainty or debate in the medicine community, e.g., aspirin, vitamin D, fish oil and monoclonal antibodies for dementia.

May 2023



### [Pediatrics for Primary Care](#) – Friday, October 13, 2023 (Virtual)

Obesity, Eating Disorders, Activity/Sports Medicine, Vaccinations, Asthma, Mental Health, URI Surge, ACE's and Social Determinants of Health, Gender Affirming Care, Dermatology



### [Radiology for Primary Care](#) – Thursday, November 9, 2023 (Virtual)

Radiography 101, Breast Lumps, Musculoskeletal, Ordering Neuroimaging Studies, Headache and Back Pain, Body CT Basics

## Provider Demographic Updates

### 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.