

November 2022

Business Updates

How to obtain copies of authorizations through Affiliate Link

Do you know how to find your patients' referral authorizations and denials in Affiliate Link? Providers who use Affiliate Link to submit referral requests will receive notifications via In Basket messaging for both the organization and the care site. Please refer to this [Referral Letters](#) tip sheet on our [Referrals and authorizations support tools](#) provider site page for details on how to easily access these letters.

Providers who do not use Affiliate Link will receive referral notifications via fax.



Which services require prior authorization for PPO Members?

We have had several inquiries from members and employer groups regarding Kaiser Permanente PPO members being told they must have prior authorization before receiving many services. Only certain services require prior authorization for our PPO members. Please refer to our [2022 PPO Preauthorization and notification requirements](#) notice on our [PPO Plan Overview](#) provider manual page for a list of services that require prior authorization.

New Referral Management Unit Fax Number

Affiliate Link is the preferred method to submit referral requests, but if you need to submit a referral via fax, please be aware that the Kaiser Permanente Referral Management Unit has a new toll-free fax line. **Please use the following new number when sending faxes to Referral Management Unit, effective immediately: 1-877-516-9152.** Thank you for updating your systems to ensure timely processing of your referral requests.



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New process in place for Kaiser Permanente Exponent Health (formerly HRGI) Pricing Vendor Third Pass

Kaiser Permanente Washington engages Kaiser Permanente National Clinical Review (NCR) on a variety of prepayment initiatives, some of which engage vendors. In 2020, Kaiser Permanente NCR recommended leveraging Exponent Health, a pricing vendor which negotiates payments on claims with providers.

To align with the rest of the organization, starting on October 26, 2022, we will be using Exponent Health as a third pass pricing vendor after First Choice and First Health, and before Multiplan/Data iSight. This change will impact external non-contracted claims only and claims above \$250 in billed charges. This change will not impact internal claims, specifically claims billed by Kaiser Permanente Washington or Washington Permanente Medical Group providers or contracted and Medicare claims.

What is required when providers are acquired by other organizations

We frequently find it difficult to gather all pertinent information when an organization is acquired by another organization. We work diligently to keep our systems accurate and please ask that you notify us as soon as possible with details on any such acquisition or organizational change, including effective date of change. You will find all the forms you need on our [Provider update forms page](#). Specifically for acquisitions and/or changes to your tax ID number, please refer to the “For organization and billing changes” section and our 2022 Standard Demographic Change Form.



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

Provider E-News

Provider Services Department



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- 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.

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.

[Improving reporting of cancer screening harms](#)

KPWHRI's Aruna Kamineni, PhD, MPH, discusses her recent study on how guidelines report screening risks.



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:

- [Modifier 26](#)
- [Ketamine will require prior authorization approval](#)
- [Alglucosidase \(Lumizyme\) updated prior authorization criteria](#)
- [Capsaicin \(Qutenza\) will require prior authorization approval](#)
- [Site of care prior authorization requirement](#)
- [Changes to medical necessity review criteria for Cervical Fusion](#)

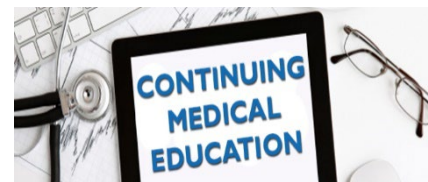
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- [Changes to medical necessity review criteria for cochlear implant](#)
- [New medical necessity review criteria for Advanced Care at Home](#)
- [Revenue code billed without required procedure code](#)

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.



Nov 17, 2022	Online Decision Support Resources
Dec 1, 2022	Geriatrics for Primary Care
Jan 26, 2023	Hematology – Oncology for Primary Care
Mar 17, 2023	Medication Update 2023
Apr 28, 2023	Dermatology for Primary Care