

November 2024

### Business Updates



#### **Faxes no longer accepted for non-authorization reconsideration requests**

Effective December 1, 2024, fax number 866-453-1147, previously used for receiving non-authorization reconsideration requests, will be deactivated. Please submit non-authorization reconsideration requests electronically through the provider portal or by mail. Itemizations and medical records should be emailed.

**Submitting your request via our online provider portal:** This option is ideal for requests that are approximately 20 pages or fewer, depending on the file size. For your convenience, you do not need to sign in through OneHealthPort. You can access the Provider Portal directly at <https://wa-provider.kaiserpermanente.org/billing-claims/reconsideration-process>.

**Submitting your request via mail:** Requests that exceed 20 pages must be sent by mail due to file size limitations.

Kaiser Permanente Provider Reconsiderations  
PO Box 30766  
Salt Lake City, UT 84130-0766

**Submitting itemizations and medical records:** Please email itemizations and medical records to [Pre-Pay-Inbox@kp.org](mailto:Pre-Pay-Inbox@kp.org).

If you have any questions about this process, please call the Provider Assistance Unit at 1-888-767-4670.



#### **Coming in December: Introduction to the new Kaiser Permanente Attestation Portal**

We are pleased to announce the launch of the Kaiser Permanente Attestation Portal, a streamlined and user-friendly interface for submitting and managing contracted practitioner and practice location information with ease and accuracy. To ensure that you are fully acquainted with the features and functionalities of the new

Attestation Portal, we have scheduled two informational meetings. These meetings will provide a comprehensive overview of the portal, including step-by-step instructions on how to utilize it effectively.

**Register now** to attend one of these sessions training sessions on our new system:

- December 2nd at 10:00 a.m. Pacific Standard Time
- December 4th at 10:00 a.m. Pacific Standard Time

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Your participation is crucial to ensuring a smooth transition and maximizing the benefits of the Attestation Portal. We look forward to seeing you at the meeting! For those who cannot attend either session, please refer to our [guidance document](#).

### Clinical Updates



#### Medicare Stars Tip Sheet: Statin use in patients with diabetes (SUPD)

Why is this measure important?

Statins provide a relative risk reduction (RRR) of 12% in all-cause mortality, 30% in major coronary events, and 29% in major cerebrovascular events.

Statin intolerance: Tips for clinicians

- To improve tolerability, consider dosing a statin 3 days per week if a patient has side effects.
- Annual review and documentation of statin intolerance is required by Medicare to exclude the patient from the measure.
- Myopathy is the preferred code for patients who cannot tolerate a statin due to muscle aches.
- If labs are abnormal, use the code for statin-induced myositis or statin-induced rhabdomyolysis

Check out the [2024 Medicare Stars Tip Sheet](#) for SUPD for additional information.

### Kaiser Permanente Washington Health Research Institute News



#### [A single question helps identify patients at higher risk of cannabis use disorder](#)

The study evaluated use of a screening tool in primary care settings that asks patients one question — how often they used cannabis in the last year. As [daily marijuana use outpaces daily alcohol consumption](#), the researchers emphasized that it is important for

health care providers to discuss cannabis consumption with patients and help them understand the potential risks.



#### [Supporting young adults through cancer and beyond](#)

A [new study](#) from researchers at KPWHRI proposes a patient-centered care model for adolescent and young adult cancer survivors that focuses on the key themes and challenges that came from talking to people in this age group about their experiences.

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### [Researchers begin trial for high-dose flu vaccine](#)

Researchers at KPWHRI are inviting people ages 50 to 64 to take part in a trial evaluating the effectiveness of an investigational high-dose flu vaccine. The vaccine includes higher amounts of antigen — the material that creates an immune response — than standard-dose flu vaccines.

## 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 fundoplication procedures](#)
- [Changes to medical necessity review criteria for hip arthroscopy](#)
- [Changes to medical necessity review criteria for physical, occupational, and speech therapy](#)
- [Changes to medical necessity review criteria for lumbar and thoracic MRI](#)
- [Changes to medical necessity review criteria for ultrasound-guided needle release of carpal tunnel](#)
- [Associate level mental health care](#)
- [Changes to medical necessity review criteria for Advanced Care at Home](#)
- [Changes to medical necessity review criteria for Knee Arthroscopy](#)
- [Changes to medical necessity review criteria for Rhinoplasty](#)
- [Changes to medical necessity review criteria for Thyroid Surgeries](#)
- [Dexmedetomidine \(Igalmi\) will require prior authorization approval](#)
- [Changes to Vedolizumab \(Entyvio\) under the medical benefit](#)
- [Medicare Part B drug requiring step therapy: Filgrastim \(neupogen\)](#)
- [Updated prior authorization criteria for tocilizumab \(actemra\)](#)
- [Changes to medical necessity review criteria for chronic cerebrospinal venous insufficiency treatment](#)
- [Changes to medical necessity review criteria for Elective Surgical Procedure Site of Care](#)
- [Changes to medical necessity review criteria for Femoroacetabular Impingement Syndrome](#)
- [Changes to medical necessity review criteria for genetic screening and testing](#)
- [Changes to medical necessity review criteria for Mobility Assistive Devices](#)

# Provider E-News

## Provider Services Department



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### EFT Deposit & Check Mailing Dates



#### 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 1, 19, 25	July 5, 11, 18, 25
February 1, 7, 15, 23, 29	August 1, 7, 15, 22, 29
March 7, 14, 21, 28	September 6, 12, 19, 26
April 4, 11, 18, 25	October 7, 10, 17, 24, 31
May 7, 9, 16, 23, 31	November 7, 14, 21, 29
June 6, 13, 20, 27	December 5, 12, 19, 27

#### Kaiser Permanente Holidays

<b>New Year's Day</b> Monday, January 1
<b>Martin Luther King Jr. Day</b> Monday, January 15
<b>Presidents' Day</b> Monday, February 19
<b>Memorial Day</b> Monday, May 27
<b>Independence Day</b> Thursday, July 4
<b>Labor Day</b> Monday, September 2
<b>Thanksgiving</b> Thursday, November 28
<b>Christmas</b> 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.