

October 2024

Business Updates

Affiliate Link forced logout issue



You may have had some recent difficulty with Affiliate Link forcibly logging out users. We have identified the cause of the logout issue – various web browsers have installed an upgrade that does not allow autofill within Affiliate Link, causing the system to crash when autofill populates the two order questions, name and phone number. This issue appears for many Epic customers outside of Kaiser Permanente as well. Epic is working on a technical fix for the issue and hopes to have a resolution soon.

For users who are impacted by this issue, there are two options to prevent the forced logout:

1 - Turn off the autofill settings at the browser level (this will turn off autofill for all sites)

OR

2 - When completing authorizations, DO NOT select the autofill option.

Thank you for your patience as we work with Epic on a resolution.

DME Alignment with CMS Final Rule



This month, you will see some additional changes to our order set questions for many of our online DME/P&O authorization requests that will align more closely with Medicare criteria. The answers to these questions will be used to make coverage determinations. Some authorization requests may pend for manual review. Please see [CMS.gov 2024 Medicare Advantage and Part D Final Rule \(CMS-4201-F\)](https://www.cms.gov/2024/Medicare-Advantage-and-Part-D-Final-Rule-CMS-4201-F) for more information.

High-End Imaging Site of Care policy update



Effective October 1, 2024, Kaiser Permanente updated the High-End Imaging Site of Care Policy to include PET and PET CT, and now requires review for hospital-based imaging in addition to medical necessity review. Read the [provider notice](#) and review the updated [High-End Imaging Site of Care](#) clinical review criteria on our provider website.

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We want to hear from you: Take our Annual Practitioner Satisfaction Survey

2024 Annual Practitioner Survey-2



Each year, we ask our providers to participate in our practitioner survey so we can hear your feedback on our referral and claims processes. The survey takes only seven minutes to complete and has ample space for you to share your comments with us. We hope you will take the time to provide us with feedback that will help us meet your needs. **The survey will be available from October 1st – October 29th.** [Click here to take the survey](#) or scan the QR code.

Thank you for your participation in this important survey!

Labeling your expedited/urgent appeal requests



When submitting an expedited/urgent appeal request, please put that verbiage at the top of your letter or fax cover sheet. This will help us when we're sorting through appeals requests so we can make sure nothing is missed and that these are prioritized.

Clinical Updates

Type 2 Diabetes Guideline updates address GLP-1 agonists and SGLT-2 inhibitors

Kaiser Permanente's [Type 2 Diabetes Guideline](#) has received an interim update as follows:



- A new table in the guideline details prescribing precautions and recommendations for monitoring and discontinuation of glucagon-like peptide-1 (GLP-1) receptor agonists.
- If a patient on sodium-glucose cotransporter-2 (SGLT-2) inhibitors develops a genital infection, the medication should be temporarily held until the infection is resolved.

Questions about this article?

- [Melissa Sturgis, PharmD, BCACP](#), Coordinator, Pharmacy Clinical Programs
- [Mamatha Palanati, MD](#), Medical Director, Diabetes Program

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Kaiser Permanente Washington Health Research Institute News

[Suicide attempts decreased after adding suicide care to primary care](#)



After suicide care was integrated into routine primary care visits, researchers saw a 25% decrease in the rate of suicide attempts in the 90 days after these visits, according to a new study from Kaiser Permanente Washington Health Research Institute

[Vaccine program recruiting volunteers in Seattle area](#)



The vaccine program at Kaiser Permanente Washington Health Research Institute is welcoming new participants for their [investigational vaccine trial registry](#). Registry participants include both adults and children who are interested in participating in future clinical trials to test vaccines for diseases like COVID-19, influenza, and malaria.

[A better approach to prevent teen suicide deaths](#)



With a new \$680,000 grant from the National Institutes of Mental Health, Kaiser Permanente Washington Health Research Institute (KPWHRI) will lead the first known study to test whether integrating suicide prevention in primary care reduces suicide-related events among teens. The research will provide important evidence for suicide prevention and could guide more widespread adoption of an approach that is already in use at Kaiser Permanente Washington.

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 Advanced Care at Home](#)
- [Changes to medical necessity review criteria for Knee Arthroscopy](#)

Provider E-News

Provider Services Department



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- [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](#)
- [Advanced practice healthcare providers](#)
- [Modifiers](#)
- [Changes to medical necessity review criteria for Shoulder Arthroplasty](#)
- [Changes to medical necessity review criteria for Gastric Electrical Stimulation](#)
- [Changes to medical necessity review criteria for Cytochrome P450 Pharmacogenetics](#)

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

New Year's Day Monday, January 1
Martin Luther King Jr. Day Monday, January 15
Presidents' Day Monday, February 19
Memorial Day Monday, May 27
Independence Day Thursday, July 4
Labor Day Monday, September 2
Thanksgiving Thursday, November 28
Christmas Wednesday, December 25

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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](#).



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