Provider E-News

Provider Services Department

KAISER PERMANENTE

October 2026

Business Updates



Five Claim Limitation on Calls to Provider Assistance Unit Regarding Claims Status Inquiries

Effective October 7, 2026, the Provider Assistance Unit (PAU) can review up to five claims per phone call. This enhancement is designed to improve service efficiency, assist more providers, and help reduce overall call wait times.

To further support timely claim status inquiries, please consider the following recommendations:

- Allow up to 30 days for claim processing before contacting PAU to check claim status.
- Use OneHealthPort when available. Providers with a OneHealthPort login can verify whether a claim has been received and is currently being processed. While line-level claim details are not available at this time, the portal can provide valuable status information.
- Share Remittance Advices with your billing representatives. If you utilize a billing company or third-party billing service that frequently contacts PAU regarding claim status, providing them with copies of the applicable Remittance Advice may help answer questions and reduce the need for additional status inquiries.

These steps help streamline claim review processes and allow PAU representatives to assist providers more efficiently.



Kaiser Permanente no longer accepts AI or Robocall Inquiries

Effective August 4, 2026, Kaiser Permanente Washington aligned with Kaiser Permanente National's policy regarding Artificial Intelligence (AI) and Robo callers. Going forward, we will not accept inquiries handled solely by AI or automated systems. We are required to communicate directly with a live representative to assist with claim status, benefits, eligibility, and other member-related inquiries. Please advise your billing department and make adjustments as needed.



Kaiser Permanente Capitol Hill is now Kaiser Permanente Seattle

We are excited to announce a name change to our Seattle medical center campus, from Kaiser Permanente Capitol Hill to Kaiser Permanente Seattle. This update aligns with our standardized campus naming conventions, improving consistency across operational, clinical, and member-facing systems, providing a clear geographic and organizational identity. Be on the lookout for our new signage, which is coming early next year!

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Radiology orders can now be submitted to Kaiser Permanente Washington through Epic Affiliate Link

Using Epic Affiliate Link provides a more direct, standardized, and efficient ordering pathway while reducing the manual handling and data entry associated with faxed orders. This can help decrease processing delays and rework, improve visibility into order status, and ultimately help patients move through the scheduling process more quickly. We strongly encourage contracted providers to use Epic Affiliate Link when submitting Radiology orders.

You can find Affiliate Link job aids on our Referrals and Authorizations Support Tools page on our provider site to assist you with placing orders. Thank you for your continued collaboration and partnership in providing timely care to our patients.

Clinical Updates



Kaiser Permanente Washington GLP-1 Prescribing Reference

GLP-1 prescribing has become increasingly complex due to evolving indications, differing Commercial and Medicare coverage requirements, and new pathways such as the CMS GLP-1 Bridge Program. Coverage eligibility may depend on factors including diagnosis, comorbid conditions, formulary status, and member-specific benefit structure.

This new Quick Reference Guide helps primary care providers navigate coverage requirements to support timely access to appropriate therapy and reduce administrative burden. The guide provides a quick reference for providers to support more efficient prescribing, documentation, and patient access across Commercial, Medicare, and CMS Bridge Program populations.

Kaiser Permanente Washington Health Research Institute (KPWHRI) News



World-class research capabilities for real-world settings

Our research teams bring a robust set of scientific capabilities to our collaborations — working together to find practical ways to improve health and health care. Read more about our areas of scientific expertise and the extensive infrastructure that supports our work.

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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 DERMAL FILLERS FOR FACIAL LIPOATROPHY
- CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR INPEN SYSTEM
- CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR MAGNETIC RESONANCE NEUROGRAPHY
- CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR PLUVICTO
- CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR TRANSCATHETER ARTERIAL CHEMOEMBOLIZATION
- CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR TOTAL HIP ARTHROPLASTY
- CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR SHOULDER ARTHROSCOPY
- CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR LUMBAR SPINE FUSION
- CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR NEXT GENERATION SEQUENCING
- CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR EXTERNAL LOOP RECORDER
- CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR EXTERNAL DEEP BRAIN STIMULATION
- CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR ADVANCED RADIATION THERAPY
- UPDATED PRIOR AUTHORIZATION CRITERIA FOR NUSINERSEN (SPINRAZA)
- GROWTH HORMONES NOT COVERED UNDER THE MEDICAL BENEFIT, MAY BE COVERED UNDER PHARMACY BENEFIT
- HEMIN (PANHEMATIN) WILL REQUIRE PRIOR AUTHORIZATION APPROVAL
- CANAKINUMAB (ILARIS) NOT COVERED UNDER THE MEDICAL BENEFIT
- UPDATED PRIOR AUTHORIZATION CRITERIA FOR TOCILIZUMAB (ACTEMRA) AND TOCILIZUMAB-AAZG (TYENNE)
- MEDICARE PART B DRUGS REQUIRING STEP THERAPY
- MEDICARE PART B DRUGS REQUIRING PRIOR AUTHORIZATION

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EFT Deposit & Check Mailing Dates



2026 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 2, 7, 8, 15, 23, 29	July 2, 8, 9, 16, 23, 30
February 5, 12, 20, 26	August 6, 13, 20, 27
March 5, 12, 19, 26	September 8, 11, 17, 24
April 2, 7, 9, 16, 23, 30	October 1, 7, 8, 15, 22, 29
May 7, 14, 21, 29	November 5, 13, 19, 27
June 4, 11, 18, 25	December 7, 10, 17, 24, 31

Holidays

New Year's Day
Monday, January 1

Martin Luther King Jr. Day
Monday, January 19

Presidents' Day
Monday, February 16

Memorial Day
Monday, May 25

Independence Day
Friday, July 3 (observed)

Labor Day
Monday, September 7

Thanksgiving
Thursday, November 26

Christmas
Friday, December 25

Provider Resources



Submit a Provider Update Form to inform us of changes to your practice.



View our Provider Directory.

KAISER PERMANENTE®
Specialty Services

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.

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