

Provider E-News

Provider Services Department



October 2025

Business Updates



Attestation Portal Update: 404 Error Notice

Several users who recently received the "Action Needed" email directing them to the Kaiser Permanente Internal Attestation Portal have reported encountering a 404 error when attempting to access the portal. We sincerely apologize for this inconvenience and want to assure you that our teams are actively investigating and working toward a permanent solution. A partial fix has already been released

for a portion of users, and we are in the midst of finalizing a complete fix. We will provide an update once full access is restored across all user groups.

What You Need to Know:

- **The 404 error does not impact your credentialing or contract.**
- The Attestation Portal is designed to allow your groups to review and, if needed, update the information Kaiser Permanente displays in our print and online directory.
- Keeping this information accurate helps ensure our members have access to the most up-to-date practice details.

We appreciate your patience as we work quickly to resolve this issue. Thank you for your continued partnership and support.

Need Immediate Help?

For users who would like to attempt a manual fix, please send your OHP ID to: kpwa.provider-directory@kp.org



Quarter 4 Attestation Has Started

Quarter 4 Attestation began on September 29, 2025 and will run through December 27, 2025. Many users have already received "Action Needed" emails, which include a direct link to log into the attestation portal via OneHealthPort. **Please note that the attestation portal and process is *only* related to your provider data information for the purposes of our provider directory. This**

attestation does not impact your credentialing or your contract.

Here's a step-by-step guide to accessing the Attestation Portal:

Accessing the Portal

1. Log in to OneHealthPort

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2. Navigate to the Provider Support section
3. Select Provider Data Attestation
4. Under Quick Links, click Provider Data Attestation
5. You'll be redirected to the Attestation Portal

On the Login Screen

- Enter the email address that received the notification
OR
- Delete the email field to reveal the Case Number field
 - Enter the case number provided in the "Action Needed" email
- Select a Medical Organization to review records requiring attestation

Inside the Portal

You'll find four main tabs:

- Locations to Attest – Records requiring review appear here
- Locations Attest Complete – Attested records move here and are locked from further edits
- Practitioners to Attest – Practitioner records requiring review appear here
- Practitioners Attest Complete – Attested records move here and are locked from further edits

Note: Once all records in a section are completed, you will see a "No records found" message. This confirms that all required actions for that section have been successfully completed.

For additional support, view the step-by-step video: [KP Washington Attestation Portal Video](#).



Action Required for Some Kaiser Permanente Medicare Advantage Members

To provide our Kaiser Permanente Medicare members with the best and most affordable plans possible for our members, we are making plan changes that will require some Kaiser Permanente Medicare plan members to re-enroll in a new Kaiser Permanente plan for 2026 coverage. Please be assured that Kaiser Permanente Washington's plan network remains the same.

Our relationship with your clinic is an integral part of our commitment to the communities we serve. **We request that you remind your affected Kaiser Permanente patients to check their 2026 plan coverage and, if necessary, re-enroll in one of our new Kaiser Permanente Medicare Advantage plans prior to the end of the year, December 31, 2025. Impacted members can re-enroll during the Annual Enrollment Period (October 15 – December 7) or during a Special Election Period (December 8 – December 31) for a January 1, 2026, effective date. Impacted members also have a Special Election Period from January 1, 2026, to February 28, 2026, to re-enroll for a first of the following month**

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effective date. Members should be directed to call 1- 855-799-7483 (TTY 711) to discuss plan options with one of our licensed agents or visit kp.org/keepkpw to explore new plan options.

Multiple plans will be offered in each of our service areas, and our licensed agents can assist members with the best choice for them.

Thank you for your continued care for our valued Kaiser Permanente Medicare members. Your partnership in their care is very important to us, and we appreciate your assistance with this request to ensure that they have no interruption in their care going into 2026.



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

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 is available from October 1st – October 31st](#). Thank you for your participation in this important survey!

SAM Pro Tip: Click on “I need help with a claims processing issue” to get the steps to request an EOB.

Smartsheet Auto-Reply Messenger (SAM) Inquiry Tool is the best way to get the fastest response to your questions

To serve you as efficiently as possible, we have developed a tool to answer the most frequently asked questions that we currently receive via our Provider Services email inbox. The [Smartsheet Autoreply Messenger \(SAM\)](#) is a Smartsheet-driven tool that will automatically generate a reply to your questions, allowing for an immediate response time, consistent messaging and increased provider satisfaction. SAM is not an AI-based tool; it is an automatic email reply containing the requested information and links to our provider site that address the most common questions we receive. This is the same information our Provider Services team has been sending manually in their individual, one-by-one email replies. Using SAM to submit your inquiry will significantly reduce your wait time for a response.

Please use SAM to submit any inquiries you would otherwise submit to Provider Services via email.

While our Provider Services email will still be active during the transition period, we plan to discontinue its use in coming months as we transition to this new service.

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Visual Changes to Pre-Authorization Screen on Affiliate Link

Kaiser Permanente Washington has made some changes to its Pre-Authorization system in preparation for CMS Interoperability requirements in 2027. **The changes have no impact on how providers request authorization on Affiliate Link and will not change how a provider submits a claim.** Here are some visual

changes you may notice on Affiliate Link and in your notification letters:

- KP Authorizations will now include a suffix on the reference number for services, ie. 0000000000-1. The suffix identifies the health plan review and determination for our reporting but is not necessary to include when submitting a claim or when searching for a request.
- A coverage determination will be documented for each service code included in a request. Authorization request information can be found on the referral search screen:

↓ Authorizations				
Authorization #4106889512-1 - E-KAISER FOUNDATION HEALTH PLAN OF WASHINGTON MEDICARE/MC HMO KPWA - TM0330013				
10/1/2025 - 3/30/2026				
Status	Service Code	Rev Code	Mod	Appr/Req
✓ Authorized	99214 (CPT®) - OFFICE/OUTPATIENT ESTABLISHED MOD	—	—	1 / 1
Covered Benefit	MDM 30 MIN			
✓ Authorized	L4350 - ANKLE AIRCAST PREFAB STIRRUP PNEUMATIC	—	—	1 / 1
Covered Benefit				

- You may notice some new statuses have been added to better describe the health plan coverage decision on a request:

Status Type	Description
Authorized	The request has been fully approved by Utilization Management (UM).
Partially Authorized	Only part of the requested services has been approved.
Denied	The request has been reviewed and denied by UM.
Pending Review	Awaiting evaluation by UM; may require additional medical documentation.
No Auth Required	No review by UM is necessary for the requested service
Closed	The request has been canceled, deleted, or excluded; no UM review is needed.
Dismissed	UM is not responsible for the decision (e.g., duplicate request or ineligible member).
Withdrawn	The request was submitted in error or is a duplicate entry.

- There is no change to the process for requesting authorization on Affiliate Link.

If you have any questions, please contact the Provider Assistance Unit at 1-888-767-4670.

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Clinical Updates



Prior Authorization Requirement for Breyna Eliminated for Asthma Patients

For most patients with persistent asthma, SMART (single maintenance and reliever therapy) is now the preferred first-line regimen, as evidence suggests that SMART leads to better asthma control and fewer exacerbations. SMART uses the single inhaler budesonide/formoterol (Breyna) as both a reliever and a controller for asthma. Breyna works for SMART because formoterol, the long-acting beta agonist component of the inhaler, has a very fast onset (less than 5 minutes) as well as having a long-lasting effect (12-hour).

Among asthma patients aged 12 years and older, only those with intermittent asthma who have not had any exacerbations requiring oral steroids in the past year should be treated with albuterol alone (PRN SABA); see sample stepwise table below¹.

Stepwise approach for the management of asthma in patients 12 years and older					
Intermittent asthma	Management of persistent asthma				
Step 1* Preferred: PRN SABA For patients with a history of ≥ 1 asthma exacerbation requiring systemic corticosteroid treatment (PO, IM or IV) in the prior year: Preferred: PRN low dose ICS-formoterol Alternative: PRN concomitant ICS + SABA	Step 2 Preferred: PRN low dose ICS-formoterol Alternative: Daily low dose ICS and PRN SABA OR PRN concomitant ICS and SABA OR Daily LTRA and PRN SABA	Step 3 Preferred: Daily and PRN low dose ICS-formoterol Alternative: Daily medium dose ICS and PRN SABA OR Daily low dose ICS + LABA or LTRA [§] or LAMA and PRN SABA	Step 4 Preferred: Daily and PRN medium dose ICS-formoterol Alternative: Daily medium dose ICS + LABA or LAMA or LTRA [§] and PRN SABA	Step 5 Preferred: Daily medium-high dose ICS + LABA + LAMA and PRN SABA Alternative: Daily medium-high dose ICS + LABA and PRN SABA OR Daily high dose ICS + LTRA [§] and PRN SABA Consider adding an asthma biologic	Step 6 Preferred: Daily high dose ICS + LABA + OCS and PRN SABA Consider adding an asthma biologic

* Step 1 patients whose asthma is well controlled should be continued on their current treatment.
[§]Montelukast has a Black Box Warning due to its potential for serious neuropsychiatric adverse effects.
ICS + LABA indicates combination therapy with an ICS and a LABA in a single inhaler
Key: ICS: inhaled corticosteroid; LABA: long-acting beta-agonist; LAMA: long-acting muscarinic antagonists (e.g., tiotropium); LTRA: leukotriene receptor antagonist (e.g., montelukast); OCS: oral corticosteroids; PRN: as needed; SABA: short-acting beta-agonist (e.g., albuterol)

To support this, Kaiser Permanente Washington has **eliminated the prior authorization requirement for Breyna**.

SMART may be particularly beneficial for those patients who have trouble remembering to take their controller therapy every day. Please consider SMART for your patients with persistent asthma.

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If you want to learn more about SMART, we encourage you to check out the Global Initiative for Asthma (GINA) or National Institutes of Health (NIH) asthma guidelines, both of which recommend SMART as a first line option. Thank you for your continued partnership in providing high-quality, cost-effective care to our members.

¹[Clinician's Guide](#): A summary guide for the NAEPPCC Expert Panel Working Group's "2020 focused updates to the asthma management guidelines" (PDF)



New Preferred Rapid-Acting Insulin at Kaiser Permanente: Insulin Aspart-xjhz (Kirsty)

Insulin aspart-xjhz (Kirsty) is now the preferred U-100 rapid-acting insulin, replacing insulin lispro (Humalog). Kirsty is a biosimilar to Novolog and is available in both pens and vials. It is tiered as a generic for Commercial and Medicare members, offering a lower-cost alternative to Humalog without requiring prior authorization.

Key Takeaways when prescribing rapid-acting insulin:

- Please initiate new starts to rapid-acting insulin therapy with insulin aspart-xjhz (Kirsty).
- Automatic substitution from Novolog to Kirsty is allowed at the pharmacy level if the prescription permits generic substitution and refills are active.
- You may receive pharmacy-initiated requests to switch existing patients from Humalog or Novolog to Kirsty to support cost-effective care.
- A 1:1 conversion is appropriate due to similar pharmacokinetics.
- Kirsty is not currently available in Humalog Jr. Kwikpen, cartridges, or U-200 formulations.

Kaiser Permanente Washington Health Research Institute News



Mailed HPV test kits are cost-effective for screening

Nearly all cervical cancers are caused by prolonged infection with high-risk strains of HPV. Studies show that self-sampling test kits are effective at detecting the virus, helping to identify precancers so they can be removed. The kits also offer a convenient option for screening, as they can be done at home without a trip to a clinic.

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[Study links medical imaging to cancer risk in children](#)

New research finds that 10% of pediatric blood and bone marrow cancers may have stemmed from radiation exposure. The researchers examined data from nearly 4 million children and estimated that 1 in 10 of the children's blood cancers — some 3,000 cancers in all — may be attributable to radiation exposure from

medical imaging. The risk increased proportionally to the cumulative amount of radiation the children received.



[Acupuncture safe and effective for chronic low back pain in older adults](#)

Acupuncture is an effective and safe treatment for older adults with persistent (chronic) low back pain, according to a new study led by Kaiser Permanente researchers and funded by the National Institutes of Health (NIH). The study, published in [JAMA Network Open](#), found

that acupuncture provided greater improvements in pain-related physical limitations than usual medical care alone.

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 MENTAL HEALTH SERVICES](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR LUMBAR LAMINECTOMY PROCEDURES](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR LIMB PROSTHESIS](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR GENETIC SCREENING AND TESTING](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR TOTAL HIP ARTHROPLASTY](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR EPIDURAL LYSIS OF ADHESIONS](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR INTRAPERITONEAL HYPERTHERMIC CHEMOTHERAPY](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR POSITRON EMISSION TOMOGRAPHY SCAN](#)

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- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR BALLOON DILATION OF THE EUSTACHIAN TUBE](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR SEPTOPLASTY](#)
- [AFLIBERCEPT \(EYLEA\) INTRAVITREAL SOLUTION UPDATED PRIOR AUTHORIZATION CRITERIA](#)
- [ONCOLOGY PRODUCTS UPDATED PRIOR AUTHORIZATION CRITERIA](#)
- [MEDICARE PART B DRUGS REQUIRING PRIOR AUTHORIZATION](#)
- [MEDICARE PART B DRUGS REQUIRING STEP THERAPY](#)
- [USTEKINUMAB \(STELARA\) AND INFLIXIMAB \(REMICADE\) UPDATED PRIOR AUTHORIZATION CRITERIA](#)
- [EFGARTIGIMOD ALFA/HYALURONIDASE-QVFC \(VYVGART HYTRULO\) UPDATED PRIOR AUTHORIZATION CRITERIA](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR MAGNETIC RESONANCE SPECTROSCOPY](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR TUMOR TREATMENT FIELD THERAPY](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR NON-HIATAL HERNIA](#)

EFT Deposit & Check Mailing Dates



2025 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 9, 16, 24, 30

February 6, 13, 21, 27

March 6, 13, 20, 27

April 5, 10, 17, 24

May 3, 8, 15, 22, 30

June 5, 12, 19, 26

July 8, 10, 17, 24, 31

August 7, 14, 21, 28

September 5, 11, 18, 25

October 2, 9, 16, 23, 30

November 6, 13, 20, 28

December 4, 11, 18, 26

Kaiser Permanente Holidays

New Year's Day
Monday, January 1

Martin Luther King Jr. Day
Monday, January 20

Presidents' Day
Monday, February 17

Memorial Day
Monday, May 26

Independence Day
Thursday, July 4

Labor Day
Monday, September 1

Thanksgiving
Thursday, November 27

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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