

Provider E-News

Provider Services Department



September 2024

Business Updates



[Changes to medical necessity review criteria: Treatments for Sleep Studies](#)

Kaiser Permanente's Sleep Studies new medical policy went into effect on September 1, 2024. We now review in center/in lab requests for both Medicare and non-Medicare members. Home sleep studies will not be reviewed for medical necessity. In center/in lab requests will be reviewed for medical appropriateness at that site of care.



[Referral change for external audiology services](#)

Kaiser Permanente has changed the process for external audiology referrals. These referrals will be entered as evaluate and treat, allowing the audiology clinic to request approval for hearing aids. This change will allow for more consistent claims payment not only for hearing aids, but also for testing codes.

Please refer to our [audiology authorization code ranges](#) for reference.



[Procedural update for reconsideration requests for claims denied due to lack of pre-authorization](#)

We have updated our procedure regarding the filing of reconsideration requests for claims denied due to lack of pre-authorization. **Provider offices no longer need to call the Provider Assistance Unit (PAU) to obtain a reference number before filing these requests.** However, if you have questions about claims but are not yet ready to file a reconsideration, please don't hesitate to contact our Provider Assistance Unit at 1-888-767-4670 for assistance. We hope the removal of this requirement is beneficial to you, and we thank you for caring for our members. **The online reconsideration form will still show a 1st level reference number field, but this field is not required to submit your request.**



[Advising your Kaiser Permanente members where to get their vaccines](#)

Kaiser Permanente members can use any pharmacy **in their network** for any vaccine. Members may also use **any** Safeway or Rite Aid for any **flu or COVID vaccine only**. Flu & Covid vaccines are available at our Kaiser Permanente Medical Centers if you live in our Core service area. [Members can find their nearest option here.](#)

Provider E-News

Provider Services Department



September 2024

2024 Annual Practitioner Survey-2



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

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!

Clinical Updates



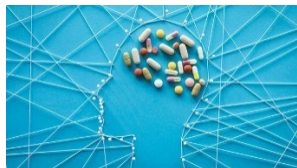
Reminder: Schedule your patient wellness visits

Have you reached out to your patients regarding their annual wellness visits this year? Here are some resources regarding wellness visit schedules for your reference:

- [Wellness Recommendations for Children Birth to 17](#)
- [Wellness Recommendations for Women 18 to 64](#)
- [Wellness recommendations for Men 18 to 64](#)

If you have any questions about these schedules, please contact our Provider Assistance Unit at 1-888-767-4670. Members can call Member Services for more information at 1-800-464-4000.

Kaiser Permanente Washington Health Research Institute News



[Can machine learning help treat depression more effectively?](#)

A new grant funds modeling work to make personalized treatment possible.



[Finding ways to increase use of a firearm safety tool](#)

KPWHRI researchers explore how best to integrate Lock to Live — a decision aid supporting suicide prevention — into routine health care visits.

Provider E-News

Provider Services Department



September 2024



[Filling evidence gaps on obesity treatment](#)

Several new grants will fund research on the effectiveness, safety, and equitable use of anti-obesity medications.

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.

- [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](#)
- [Changes to medical necessity review criteria for high-end imaging site of care](#)
- [Changes to medical necessity review criteria for low-dose ct screening for lung cancer](#)
- [Changes to medical necessity review criteria for Bariatric Surgery](#)

Provider E-News

Provider Services Department



September 2024

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

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.