

Provider E-News

Provider Services Department



September 2025

Business Updates

Affiliate Link Update – Outside records now viewable

Users with access to Epic Care Link can now view patients' outside records that Kaiser Permanente has obtained via a Health Information Exchange (HIE) network. Clinical information includes lab results, problems, allergies, clinical notes, discharge instructions, and more from outside partners. Users can see information (in chart view) that until now has only been available in EPIC Care Everywhere. This means, once the enhancement is live, that if any member has chart records in EPIC from *anywhere*, those records will be viewable in Affiliate Link. Below are two sample (test) screenshots showing how you can view the information.

Date	Type	Dept. Specialty	Providers	Source Org.	Info. Origin	Description
6/5/2025	Clinical Summary			The Queen's Health Systems - BLD		
6/5/2025	Clinical Summary			CHI St. Luke's Health - TST		
6/5/2025	Clinical Summary			Kaiser Permanente Mid-Atlantic States STSTMA2		
6/5/2025	Clinical Summary			Kaiser Permanente Northwest - DMDLWV		
6/5/2025	Clinical Summary			The Queen's Health Systems - QAL		
6/5/2025	Clinical Summary			Hill Physicians Medical Group POC		
6/5/2025	Clinical Summary			Providence Health and Services Washington and Montana (TST)		
6/5/2025	Clinical Summary			Kaiser Permanente Northwest - TESTNWM		

When	Type	Department	Specialty	Status	Visit Indicator	Outside Organization
05/28/2025	Ancillary Orders	RADIOLOGY NW DC	Radiology			Kaiser Permanente Mid-Atlantic States STSTMA2
05/28/2025	Office Visit	INTERNAL MED KENSINGTON	Internal Medicine	Nicole J (M.D.)	(Primary Dx)	Kaiser Permanente Mid-Atlantic States STSTMA2
05/27/2025	Ancillary Orders	RADIOLOGY LABS	Radiology			Kaiser Permanente

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Status Update – Using the Claims Supporting Documentation Form

In May, we shared that providers could now upload an unlimited amount of medical records and documents via the [claims supporting documentation form](#) on the Kaiser Permanente provider site. Unfortunately, after we launched the upgrade, we experienced a security issue that prevented these documents from reaching us, an issue that did not come up in our testing phase. We've been working on a solution, but we are unable to offer unlimited document uploads at this time.

Currently, these are the parameters for submitting claims supporting documentation to us:

- Secure Forms support files up to 7 MB
- Public Forms support files up to 6 MB
- If an uploaded .txt file is empty, it will trigger an error, and the member will be required to attach a valid file containing data
- For other supported file types (.pdf, .tif, .jpg, .jpeg, .png, .bmp, .gif, .doc, .docx, .xls, .xlsx), the form will allow submission even if the file is empty; no error will be shown, and the overall submission will be successful

We hope to find a long-term solution and look forward to sharing that information with you in the future.



Top Reasons Credentialing Takes Longer to Complete

Is your provider credentialing taking a long time to complete? Here are the top reasons that credentialing takes longer than usual:

- CAQH – The provider's attestation is expired
- No application on CAQH or Kaiser Permanente is not listed as an entity that can access the application
- Malpractice coverage information is missing from the application or we are unable to obtain evidence of it in a timely manner

Please take a moment to check your CAQH application to ensure that these items are addressed, which will pave the way for a smooth credentialing process. Thank you!

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VerifyHCP and New Users: An Attestation Change Is Coming

Many of our provider groups have recently received an introductory email about the new Kaiser Permanente Attestation Portal. Please note that we are transitioning away from third-party vendors and moving our attestation process in-house to improve accuracy and efficiency.

If you've already started using the new portal — thank you for helping keep our directory information up to date for our members. For those who recently received the introductory email, we've prepared a [short training video](#) to walk you through what to expect, how to log in, and what to look out for.



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

SAM Pro Tip: Claim status cannot be provided via SAM. Please call the Provider Assistance Unit for assistance.

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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Clinical Updates



COVID-19 Vaccines Covered in Full for All Plans

The COVID-19 vaccine will be covered in full for all Kaiser Permanente plans (including COVID-19 vaccine additional doses and boosters) administered at Kaiser Permanente facilities, in-network pharmacies, and in-network medical facilities.

Kaiser Permanente Washington members can find more information about vaccines on the [Kaiser Permanente member website](#).

Kaiser Permanente Washington Health Research Institute News



Frequent standing may boost heart health after menopause

The simple daily habit of standing up more often may impact heart health for postmenopausal women who are overweight or have obesity, according to a new study published in the journal [Circulation](#). The researchers found that women who increased daily sit-to-stand movements saw measurable improvements in blood pressure.

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 POSITRON EMISSION TOMOGRAPHY SCAN](#)
- [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](#)

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- [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](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR EP STUDIES AND ABLATIONS](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR TONSILLECTOMY & ADENOIDECTOMY PROCEDURES](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR ALPHA-SYNUCLEIN TESTING](#)
- [CHANGES TO MEDICAL NECESSITY REVIEW CRITERIA FOR ARTIFICIAL SPINAL DISCS FOR LUMBAR DISC DISEASE](#)

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](#).



Register for one of our many [Continuing Medical Education](#) offerings.