

Kaiser Foundation Health Plan of Washington
Kaiser Foundation Health Plan of Washington Options, Inc.
CONTRACT MANAGER NAME
Provider Communications, RCB-C2W-02
PO Box 34262, Seattle WA 98124-1262

January 17, 2020

REFERRALS & AUTHORIZATION PROVIDER SITE UPGRADE

Dear Provider,

We are excited to inform you that we will be rolling out an upgraded referrals and authorization provider experience on our Kaiser Permanente provider site on **March 20, 2020**. The provider site will feature improved site navigation, whereby you can check member eligibility, claims status, or health plan authorization status directly from our home page. We will also introduce a new pre-authorization code check tool which will allow you to see pre-authorization requirements by CPT/HCPC code by plan type, as well as code details. Please note that you will need an active OneHealthPort account and be signed in under the Kaiser Permanente Washington region to utilize these tools.

As part of this upgrade, we are changing the defaults in the online tools used to request authorization. We are also changing the maximum number of visits and duration allowed in a single office visit authorization. Requests for authorization for more than the maximum number of visits or duration allowed will be reviewed for medical necessity. Additional visits and duration requested as an extension will require a new request for authorization.

Authorization Request Change Summary

Current default visits and duration for office visit authorizations are defined by Service Type/Scope:

- Consult Only = 3 visits/6 months - no change
- Second Opinion = 1 visit/6months - no change
- Evaluate and Treat = 6 visits/6 months - see change below
- Evaluate and Treat, Surgery if Indicated = 12 visits/12 months - see change below

New visit limits and default duration for Evaluate and Treat:

*note all Evaluate and Treat types now allow surgery notification

- Evaluate and Treat – 3 visits
- Evaluate and Treat – 6 visits
- Evaluate and Treat – unlimited visits (for oncology and radiation therapy only)

*all three will have a new default duration of 6 months

While we're confident these changes will improve your interactive experience on our site, we know this comes with some anxiety about learning how to use these new tools. We have created a video demonstration that shows you step-by-step instructions on how to use each of the tools and improvements, and we have built a dedicated provider site page with frequently asked questions that explain more about the tools. Because the appearance of these functions on our provider site will be significantly changed, we strongly advise reviewing the video demonstration and screenshots prior to our launch. As always, the Provider Assistance Unit is available to answer any questions you may have as well.

For more information on this upcoming rollout, please go to <https://wa-provider.kaiserpermanente.org/communications/site-enhancements> for more information, helpful screen shots and a demonstration video revealing the new look of our site. If you have any questions prior to the rollout, please call the Provider Assistance Unit at 509-241-7206 or toll-free at 1-888-767-4670, Monday – Friday from 8 am to 5 pm.

Best regards,

A handwritten signature in black ink, appearing to read 'm m' followed by a stylized flourish.

Marc Mora, MD
Senior Medical Director Networks and Care Management
Washington Permanente Medical Group