

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

May 22, 2020

Dear Provider,

Your organization received a 60-day notification on January 9, 2020, regarding the Kaiser Permanente referrals & authorization provider site upgrade. This upgrade was to become effective on March 20, 2020, but implementation was delayed.

The revised effective date for the referrals & authorization provider site upgrade is August 15, 2020.

This letter shall serve as official notice of the rescission of this previously communicated effective date and shall herein be replaced with the new effective date 60-Day notification.

If you have questions, please contact the Provider Assistance Unit at 509-241-7206 or toll-free at 1-888-767-4670, Monday – Friday from 8 am to 5 pm.

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 **August 15, 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. 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 = 15 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

Authorization Notification Change Summary

Authorizations will be delivered via a digital format for all providers accessing the referral tools online. Through the in-basket messaging feature in the new referral tool, authorization/denials letters and current status will be available for access across a provider group.

External Provider referral letters delivery type:

Recipient	1st	Or 2nd	Or 3rd
<i>Referring Provider Org</i>	In Basket Messaging = active once a registered employee has accessed Affiliate Link	Fax - If we have a fax number on file and online tools are not utilized for referrals and authorizations	Mail - If we do not have a fax number on file and online tools are not utilized for referrals and authorizations
<i>Referred to Provider Org</i>	In Basket Messaging = active once a registered employee has accessed Affiliate Link	Fax - If we have a fax number for the organization online tools are not utilized for referrals and authorizations	Mail - If we do not have a fax number for the organization and online tools are not utilized for referrals and authorizations
<i>Referred to Location</i>	No additional communications if you have previously requested that your authorization letters be suppressed	Fax - If we have a fax number for the clinic, and you have not requested that your authorization letters be suppressed	Mail - If we do not have a fax number for the clinic, and you have not requested that your authorization letters be suppressed

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.

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,



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