

The Kaiser Permanente Provider Manual is available at <https://wa-provider.kaiserpermanente.org/provider-manual>. The Provider Manual is regularly reviewed and revised and contains important information for practitioners, including:



- Criteria and process for referral to our complex case management program
- Kaiser Permanente's member rights and responsibilities
- How to obtain utilization management criteria and access to UM staff
- Utilization Management decision-making information and absence of incentives or rewards
- Kaiser Permanente's Formulary, including quarterly updates, procedures, limits, quotas, exceptions, and processes for generic substitution, therapeutic interchange, and step-therapy protocols

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