

Provider Update

News for Kaiser Permanente Washington Contracted Providers • December 2022

Mental Health access for Kaiser Permanente members

WE REALIZE THAT MENTAL HEALTH ACCESS IS A NATIONAL STRUGGLE.

In response to this shortage of providers, Kaiser Permanente has implemented a number of ways providers can connect Kaiser Permanente members to available mental health and substance use disorder services:

Mind Phone for providers

Providers can request to be connected to Mind Phone, a telephonic psychiatric consultation, by calling 888-844-4662 or 206-630-1668. This service is available, 8am - 5pm Monday to Friday. Mind Phone psychiatrists are available to assist with many situations, e.g., providing information about psychotropic medications, reaching a diagnosis, and making psychotropic medication recommendations and decisions.

For more information and a complete list of consultative topics please visit

the [Mind Phone page](#) in our online provider manual.

Online assessment

Kaiser Permanente members have direct options for mental health and wellness services as well. Our member site features a comprehensive [mental health and wellness support page](#) where members can take an online assessment of mental health symptoms; download the Ginger app, a 24/7 emotional support coaching app with options for in person virtual care; and find details about any upcoming appointments they have scheduled.

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Provider Update is published quarterly for Kaiser Permanente contracted providers. Send story ideas and comments to [Provider Communications](#).

Coverage provided by Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., referred to as Kaiser Permanente in this publication.

2023 Calendar



EFT deposit and check mail dates

Provider reimbursement checks are scheduled to be deposited ACH or mailed on the following dates. Mailed checks should arrive within approximately three business days.

JANUARY	5, 12, 20, 26	APRIL	6, 13, 20, 27
FEBRUARY	7, 9, 16, 24	MAY	4, 11, 18, 25
MARCH	7, 9, 16, 23, 30	JUNE	2, 7, 15, 22, 29

Kaiser Permanente holidays

- NEW YEAR'S DAY**
Monday, January 2
- MARTIN LUTHER KING JR. DAY**
Monday, January 16
- PRESIDENTS' DAY**
Monday, February 20
- MEMORIAL DAY**
Monday, May 29

PROVIDER NEWS

Claims address change for select self-funded plans

EFFECTIVE JANUARY 1, 2023, Kaiser Permanente will start a new relationship with a third-party administrator for select self-funded plans.

The change in administrator requires a change in the claims P.O. Box number and electronic payor identification number where providers will submit claims for medical services pro-

vided to our self-funded members. This change in mailing address and electronic document submission number should be seamless to your business office team.

Claims Administration Address

Claims Administrator
P.O. Box 30547
Salt Lake City, UT 84130-0547
Electronic Payor ID: 94320

Note that the claims address change only applies to select self-funded plans, so please continue to refer to the back of members' insurance ID card(s) for the most current information and update your systems accordingly with the appropriate mailing address and customer service phone number.

To assist us in expediting claims processing, we highly encourage providers to submit claims electronically when possible.

If you have any questions about the claim submission process for these self-funded plans, please contact Customer Service at 877-721-2199 (TTY 711).

When to expect Evidence of Coverage in the Eligibility and Inquiry tool

We have had great feedback from providers about the addition of Evidence of Coverage (EOC) documents into our Eligibility and Inquiry tool. We realize that you will need to review these documents at the beginning of the year as plans renew. As contracts renew, we are working diligently to get these documents loaded onto our system as soon as possible.

Here is the schedule of when to expect the EOC to be viewable online:

- 50% of the documents loaded by the end of January
- 95% by the end of February
- Remaining 5% by the end of March

Please note that self-funded groups may not have an EOC to reference since their claims are processed separately.

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Mental Health access

Telephone support for members

If online help is not preferred, Kaiser Permanente members can call 888-287-2680 to be matched to a mental health specialist; receive an assessment of needs; and set up a phone, video, or in-person appointment with a mental health and addiction medicine specialist, if appropriate, for nonurgent mental health or addiction medicine concerns.

After regular business hours, a Kaiser Permanente member can find help by calling 800-297-6877 for symptom evaluation, receive recommended next steps, and contact an on-call psychiatrist if needed.

Referrals

Please direct members to call the Mental Health Access Center (MHAC) at 888-287-2680 or 206-901-6300 for referrals. The MHAC arranges and authorizes payment for mental health and addiction and recovery services that are determined to be medically necessary and covered by the member's medical coverage agreement.

If you have any questions about these options, please call our Provider Assistance Unit at 888-767-4670.



SEBB network changes

EFFECTIVE JANUARY 1, 2023, School Employees Benefits Board (SEBB) members located in King, Kitsap, Pierce, Snohomish, Spokane and Thurston counties will have the opportunity to join our Summit PPO network. SEBB members that are enrolled in Access PPO in Island, Mason, Lewis, Skagit and Whatcom counties will not have the opportunity to enroll in Summit PPO, as the network does not extend into these counties. SEBB members in these counties will be able to enroll in one of our Core HMO plans available to them.

The 3-tiered Summit PPO plan is a lower-cost PPO option that gives members extensive choices in providers and out-of-pocket costs. Utilizing our tiers, members also have access to more than 1 million in-network health professionals anywhere in the United States. In the first tier, members are incentivized to choose high-quality care from Kaiser Permanente providers, pharmacies and preferred contracted providers and to use preferred hospitals where Kaiser Permanente clinicians are actively involved in care management.

Kaiser Permanente providers and pharmacies, including preferred contracted providers, will always be the highest benefit tier. Tier 2 includes our directly contracted PPO providers along with the First Choice Health and First Health networks based on where the care is needed, as well as all Optum pharmacies. Tier 3 includes all providers throughout the United States that are not contracted with Kaiser Permanente, or within the states authorized for First Choice Health network, or First Health network.

Most of our contracted providers are in Tier 2 of the Summit PPO network. Please refer to your contract to refresh your memory on the networks in which you currently participate. If you have any questions about which networks you are included, please contact your contract manager for clarification.

Have you made any recent changes to your practice?

Don't forget to let us know so we can update our provider directory.

On our provider site [home page](#), click on Provider Support, and choose [Provider Demographic and/or Practice Changes](#). You will find several helpful links on that page to provide us with information.



Thank you for helping us maintain a compliant and accurate provider directory.

Recent letters to providers

Effective January 1, 2023

[Modifier 26 \(PDF\)](#)

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) will not reimburse a Professional Component when a diagnostic laboratory service is provided either manually or with automated equipment, as these codes are not subject to the Professional Component/Technical Component (PC/TC) concept or are Technical Component only codes.

[New medical necessity review criteria for Advanced Care at Home \(PDF\)](#)

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) is implementing Advanced Care at Home Criteria.

[Site of care prior authorization requirement \(PDF\)](#)

Site of Care prior authorization criteria will apply to the products noted in Table. These products are on the **non-Medicare list** of office-administered drugs requiring prior authorization. Site of Care is a prior authorization for the location at which an infused medication is administered under the medical benefit. When Site of Care is applied to a medication, the following site of care types are acceptable: **an outpatient standalone clinic, infusion center, provider's office, or home infusion.** Outpatient hospital-based infusion sites are

not approved sites. This letter is notification that prior authorization approval is required before administering this medication under the medical benefit.

Effective February 1, 2023

[Changes to medical necessity review criteria for Next Generation Sequencing for Advanced Cancer \(PDF\)](#)

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) is updating Next Generation Sequencing for Advanced Cancer criteria.

[Changes to medical necessity review criteria for Genetic Panel Testing \(PDF\)](#)

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) is updating medical necessity criteria for Genetic Panel Testing.

Effective March 1, 2023

[Changes to medical necessity review criteria for Lumbar Spine MRI \(PDF\)](#)

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) are updating the Lumbar Spine MRI criteria.

[Changes to medical necessity review criteria for Cervical Spine MRI \(PDF\)](#)

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options,

Inc. (Kaiser Permanente) are updating the Cervical Spine MRI criteria.

[Changes to medical necessity review criteria for Cervical Spine Fusion \(PDF\)](#)

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) are updating the Cervical Spinal Fusion criteria.

[Changes to medical necessity review criteria for Lumbar Spinal Fusion \(PDF\)](#)

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) are updating the Lumbar Spinal Fusion criteria.

[Changes to medical necessity review criteria for Applied Behavioral Analysis Therapy \(ABA\) \(PDF\)](#)

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) are updating the Applied Behavioral Analysis Therapy (ABA).

[Changes to medical necessity review criteria for Bariatric Surgery \(PDF\)](#)

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (Kaiser Permanente) are updating the Bariatric Surgery criteria.

Successful pharmacy First-Fill initiative expands in 2023

STATISTICAL EVIDENCE SUPPORTS that Kaiser Permanente members experience higher compliance and quality outcomes and improved patient experience when their medications are filled internally within the Kaiser Permanente system. Internalization of these prescriptions supports greater integration of a member’s clinical information within the pharmacy pathway as well. Kaiser Permanente launched its First-Fill Initiative in 2021, and we are now expanding this program to include additional members.

Kaiser Permanente’s first-fill plan requires that, after the first fill, maintenance drugs must be filled at a Kaiser Permanente pharmacy or through the Kaiser Permanente mail-order service to ensure plan coverage. **This initiative does not apply to our Medicare Advantage networks.** While first fill, maintenance drugs must be filled at a Kaiser Permanente pharmacy or through the Kaiser Permanente mail-order service, there are no restrictions on fills for non-maintenance drugs for acute medical situations or for medications Kaiser Permanente cannot mail.

These non-maintenance medications may be filled within the member’s retail contracted network. For geographic areas without Kaiser Permanente retail pharmacies,

members will be required to use mail-order for their maintenance medications.

To ensure your patients continue to receive their full pharmacy benefit, please direct them to fill their maintenance medications at Kaiser Permanente. If your Kaiser Permanente patient has asked that their prescriptions be transferred to our mail order service, please respond to the request as soon as possible so that we may keep the member on their established medication schedule. Thank you for your assistance with the transfers, ensuring high quality care for our members. For more information about transferring prescriptions, please contact us at 877-939-8778.

Benefits of using Kaiser Permanente Mail Order Pharmacy

Your Kaiser Permanente members may have concerns about this switch if they haven’t already taken advantage of our mail order program. Here are facts you can share to ease their concerns:

- **No restrictions for acute needs.** Mail order is not required for acute medical situations or for medications that Kaiser Permanente currently doesn’t mail.
 - Members in our core footprint can still pick up their prescription at a Kaiser Permanente pharmacy or request same-day delivery (available for most zip codes and a fee applies).
 - Members can still get prescriptions for acute needs filled at an in-network pharmacy.
- **Mail order is safe.** A Kaiser Permanente pharmacist will review

all of the member’s medications on record to make sure there will be no negative drug interactions.

- **Members can still talk to a skilled Kaiser Permanente pharmacist** via Care Chat, phone, or in-person at a Kaiser Permanente pharmacy.
- **Mail order is fast.** It takes less than a week, and usually just 1-2 days, for a medication to arrive to the member’s home. If they need to transfer a prescription, the time from processing to shipping will take only a few days.
- **Mail order is cost-effective.** There is no charge to mail prescriptions, and some members benefit from fewer co-pays by using the mail order program.
- **Mail order is convenient.** Members can often order a 3-month supply at once, and



ordering refills is simple on the Kaiser Permanente app or member website.

- **Transferring prescriptions is easy.** We can walk the member through the process in person, on the phone, or guide them on the Kaiser Permanente app or member website.

This [flyer](#) is a helpful resource about our First Fill program that you can share with your Kaiser Permanente patients as well. It provides step-by-step instructions on how to transfer their prescriptions to our mail order pharmacy.

Medicare Advantage Part D prescription drug benefit changes for 2023

EFFECTIVE JANUARY 2023, Kaiser Permanente is adopting a preferred pharmacy and standard pharmacy designation model. This means certain drug tier copays will vary depending on where the prescription is filled. The 2023 pharmacy directory will include an indicator for preferred retail pharmacies. If you have any questions, please contact the Provider Assistance Unit at 888-767-4670.

PREFERRED

Preferred retail pharmacies include all Kaiser Permanente pharmacies located in our medical offices and the standalone pharmacy location in Bellingham. In most cases, the 2023 preferred retail pharmacy tier copays mirror the 2022 tier copays and members using a preferred pharmacy will not be impacted.

Kaiser Permanente mail order pharmacy is included in the preferred network. Our mail order pharmacy is a convenient and safe method for Kaiser Permanente members to receive their medications sent directly to their home. The Kaiser Permanente mail order pharmacy continues to be the lowest cost option for most drug tiers.

STANDARD

Standard retail pharmacies include all other contracted network pharmacies. Members will experience higher copays when filling Tier 1 and Tier 2 medications at standard retail pharmacies than when filling at a preferred retail pharmacy. Depending on the plan, other tier copays may also be higher when using a standard retail pharmacy versus a preferred retail pharmacy.

CLINICAL NEWS

ARTICLES OF INTEREST

Kaiser Permanente Washington Health Research Institute

- **New study confirms safety of shingles vaccine.** KPWHRI researchers analyzed data from more than 640,000 vaccine doses to understand the risk of severe reactions. [Read more](#)
- **KPWHRI begins new phase of flu surveillance.** KPWHRI was awarded \$10 million to continue vaccine effectiveness research for flu, COVID-19, and other respiratory diseases. [Read more](#)
- **Patient-centered perspectives on teen mental health.** Annie Hoopes, MD, MPH, shares insights from an ACT Center study on integrating adolescent mental health in primary care. [Read more](#)



At the end of September, Kaiser Permanente Washington Health Research Institute began the first year of another 5-year span as one of the study sites in the U.S. Influenza Vaccine Effectiveness network, housed at the Centers for Disease Control and Prevention.

Kaiser Permanente 2023 drug formularies

THE KAISER PERMANENTE DRUG FORMULARIES are the cornerstone of medication therapy, quality assurance, and cost containment. The formularies are developed by the Pharmacy and Therapeutics (P&T) Committee.

You can find [formulary decision highlights](#) from the most recent P&T Committee meetings on the Kaiser Permanente provider website.



Kaiser Permanente has 7 formularies

The table below outlines some of the major differences in these formularies. A closed formulary design describes a formulary in which preferred medications are covered and non-preferred (non-formulary) medications are generally not covered. Coverage of non-preferred medications is available through an exception process. An open formulary design describes a formulary in which both preferred and non-preferred medications are covered; however, preferred medications are available at a lower cost share for patients.

How to view the Kaiser Permanente formularies

- On the [Kaiser Permanente provider website](#).
- On [ePocrates](#), register free of charge.

If you have questions about formulary status of a drug or prior authorization, please contact our Pharmacy Drug Benefit Help Desk toll-free at 800-729-1174 or by fax toll-free at 866-510-1765.

Medicare Part D Formulary updates

Notifications about drug removals from the Medicare Part D Formulary are now posted online on the [pharmacy page](#) of our provider website.

MEDICARE	INDIVIDUAL & FAMILY / SMALL GROUP	LARGE GROUP AND FEDERAL EMPLOYEE HEALTH BENEFIT				
Closed Design	Open Design	Closed Design	Closed Design	Open Design	Open Design	Open Design
<p>Six tiers:</p> <ul style="list-style-type: none"> • Preferred generic • Non-preferred generic • Preferred brand • Non-preferred brand • Specialty • Injectable Part D vaccines 	<p>Four tiers:</p> <ul style="list-style-type: none"> • Preferred generic • Preferred brand • Specialty • Non-preferred generic & brand <p>PLUS:</p> <ul style="list-style-type: none"> • Self-administered oncology • Medical benefit 	<p>Two tiers:</p> <ul style="list-style-type: none"> • Preferred generic • Preferred brand 	<p>Three tiers:</p> <ul style="list-style-type: none"> • Preferred generic • Preferred brand • Preferred specialty 	<p>Three tiers:</p> <ul style="list-style-type: none"> • Preferred generic • Preferred brand • Non-preferred 	<p>Four tiers:</p> <ul style="list-style-type: none"> • Preferred generic • Preferred brand • Non-preferred generic & brand • Specialty 	<p>Five tiers:</p> <ul style="list-style-type: none"> • Preferred generic • Preferred brand • Non-preferred generic & brand • Preferred specialty • Non-preferred specialty

Save these dates



Kaiser Permanente Washington offers a variety of continuing medical education courses throughout the year, detailed on our [CME catalog page](#).

HEMATOLOGY - ONCOLOGY FOR PRIMARY CARE

January 26, 2023

MEDICATION UPDATE 2023

March 17, 2023

DERMATOLOGY FOR PRIMARY CARE

April 28, 2023

Register

Check out the [CME catalog page](#) to register and get course details.

COVID-19 notice

Please note courses will be presented as live virtual sessions using Microsoft Teams.

Contact

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