



Kaiser Foundation Health Plan of Washington

Affiliate Link

User Guide

Rev. October 17, 2023

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.

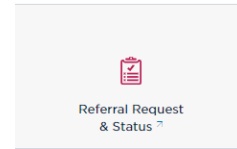
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Feedback about this document may be sent to: KPWA.provider-services@kp.org

Introduction

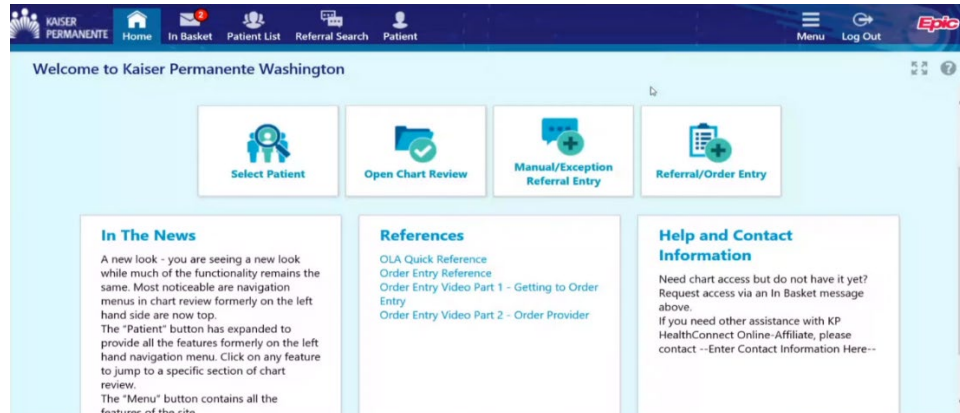
Affiliate Link is accessed by selecting *Referral Request and Status* from the Kaiser Permanente Washington Secure Provider Portal.



The Secure Provider Portal is accessed by selecting Kaiser Permanente Washington from the OneHealthPort home page. If you do not have a OneHealthPort account, please visit OneHealthPort at <https://www.onehealthport.com/>.

Upon selection of Referral Request and Status, users will be directed to the Affiliate Link home page.

The Affiliate Link home page is organized based on security permissions. User views may vary. If advanced security has not been granted to view patient charts, the tile labeled *Open Chart Review* will not display.






IMPORTANT:

Regardless of whether the provider is the Referring or Referred to provider:

- a) Providers with an Affiliate Link account (anyone accessing the Kaiser Permanente Washington Secure Provider Portal through OneHealthPort) will receive referral and coverage determinations via the Affiliate Link *In Basket*.
 - o *Provider offices without a referring or referred to clinician will follow rules b) and c) below.*
- b) If provider has no Affiliate Link account and Kaiser Permanente has a fax number on file, the provider will receive referral and coverage determinations via fax.
- c) If none of the above is set up, the provider will receive a hard copy referral and coverage determination notice via USPS mail.

Tips & Tricks

- A red exclamation point is a required field. 
- A yellow yield sign is a recommended field. 
- Selecting the magnifying glass will bring up a table of options from which to select 
- If you are referring to an owned and operated Kaiser Permanente clinic, choose the To Kaiser option. If you are referring to a provider outside of a Kaiser Permanente owned and operated clinic, choose the standard order.




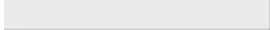
REF CARDIOLOGY
REF CARDIOLOGY - TO KAISER CARDIOLOGY

- In some cases, the option to refer to either a Kaiser Permanente provider or an external provider is on the same order. If you are referring to an owned and operated Kaiser Permanente clinic, choose “Internal” if both Internal and External options are displayed. If you are referring to a provider outside of an owned and operated Kaiser Permanente clinic, choose “External.”



Class:

- Select the calendar icon to quickly enter a date , or
- Enter T for today's date
- Enter T+ number for today plus x days in the future *e.g. T+2 will be two days from now*
- Enter T- number for today back x days in the past *e.g. T-1 will is yesterday*
- Enter mb for the first day of the month (month beginning)
- Enter me for the last day of the month (month end)

- Gray fields cannot be edited. 
- **“Information Only” referrals are no longer being issued.** These will now display as Closed. The *status reason* will identify the Closed reason, such as:
 - Coordination of Benefits
 - Visiting member
 - No further review
- **Incoming** – Provider office is the referred-to provider
- **Outgoing** – Provider office is the referring provider

Affiliate Link Home Page

1. Select **Referral/Order Entry** to request an authorization and/or submit a procedure request. **Most contracted providers will use this option unless otherwise instructed.**
2. Select **Referral Search** to view the status of a requested authorization.
3. Select **Manual/Exception Referral Entry** when the clinic name does not display under Select *Ordering Clinic/Tax ID* or when the practitioner name does not display under Select Authorizing Provider on the Referral/Order Entry option. **Most non-contracted providers will use this option. Some contracted providers may use this option only if instructed to do so.**
4. **Select Patient** to search by member name or medical record number.
5. Select **In Basket** to:
 - a. Request chart access if appropriate to the office needs.
 - b. [View messages](#) pertaining to authorization requests along with approval and denial notices.
6. Select **Open Chart Review** to view a patient's chart if the office has access. If access is needed, select In Basket and view instructions under [Requesting Chart Access](#).

Welcome to Kaiser Permanente Washington

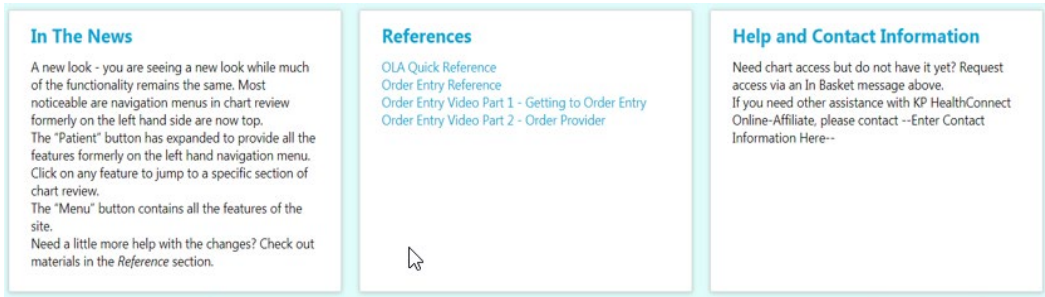
Select Patient **Open Chart Review** **Manual/Exception Referral Entry** **Referral/Order Entry**

In The News
A new look - you are seeing a new look while much of the functionality remains the same. Most noticeable are navigation menus in chart review formerly on the left hand side are now top.
The "Patient" button has expanded to provide all the features formerly on the left hand navigation menu. Click on any feature to jump to a specific section of chart review.
The "Menu" button contains all the features of the site.

References
OLA Quick Reference
Order Entry Reference
Order Entry Video Part 1 - Getting to Order Entry
Order Entry Video Part 2 - Order Provider

Help and Contact Information
Need chart access but do not have it yet? Request access via an In Basket message above.
If you need other assistance with KP HealthConnect Online-Affiliate, please contact --Enter Contact Information Here--

View additional information by selecting the tiles for ***In The News***, ***References***, and ***Help and Contact Information***.

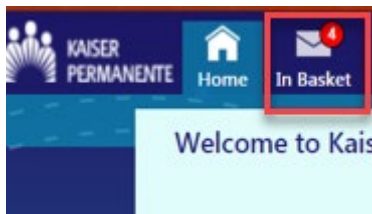


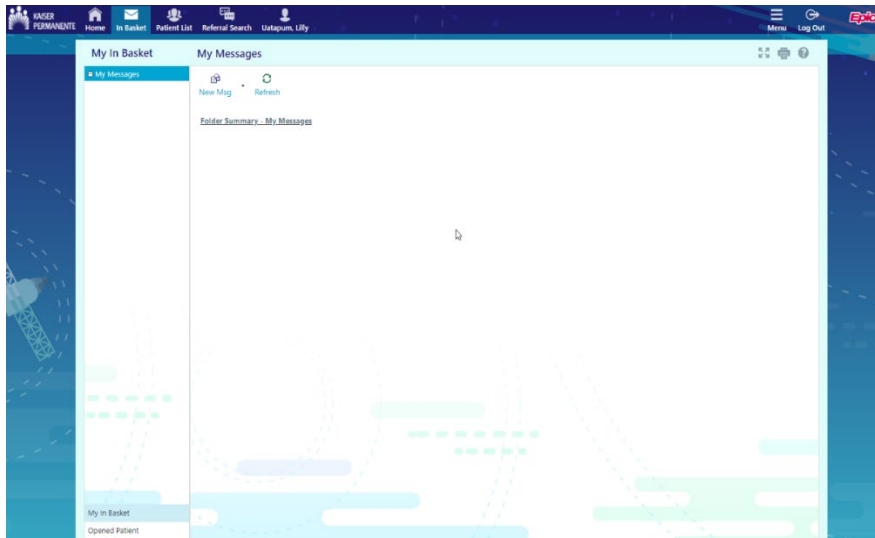
Requesting Chart Access

Chart access allows providers to view the medical record of a patient with a Kaiser Permanente primary care physician.

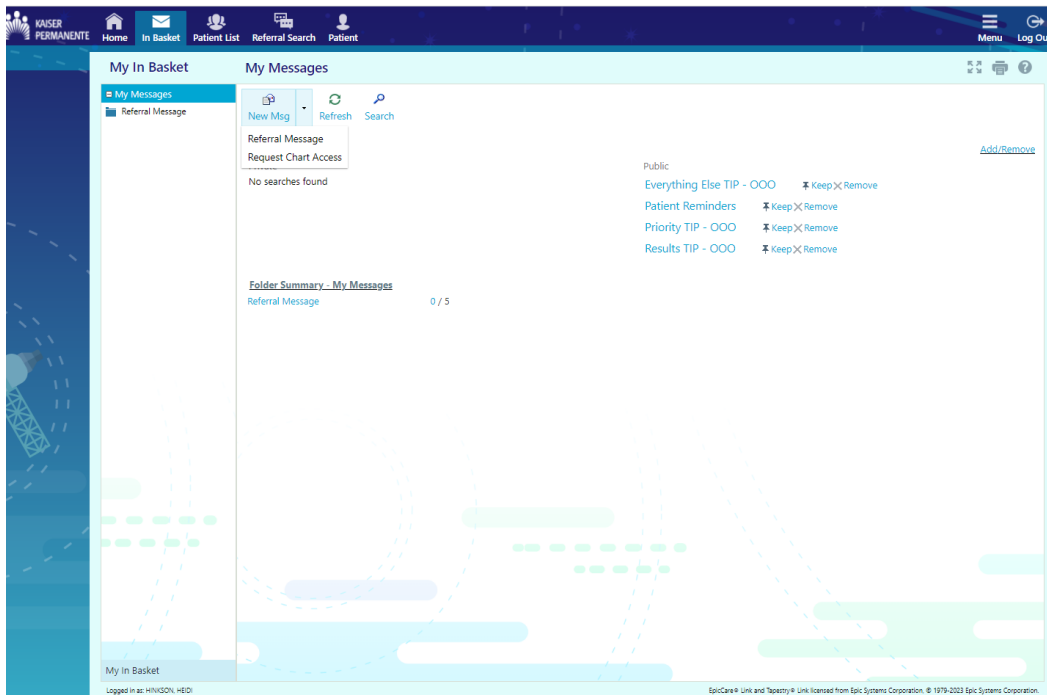
Patients located in Kaiser Permanente regions outside of Washington cannot be accessed through this feature. Users must access the patient's Kaiser Permanente home region portal.

1. To request chart access, on the Affiliate Link home page, select *In Basket*.



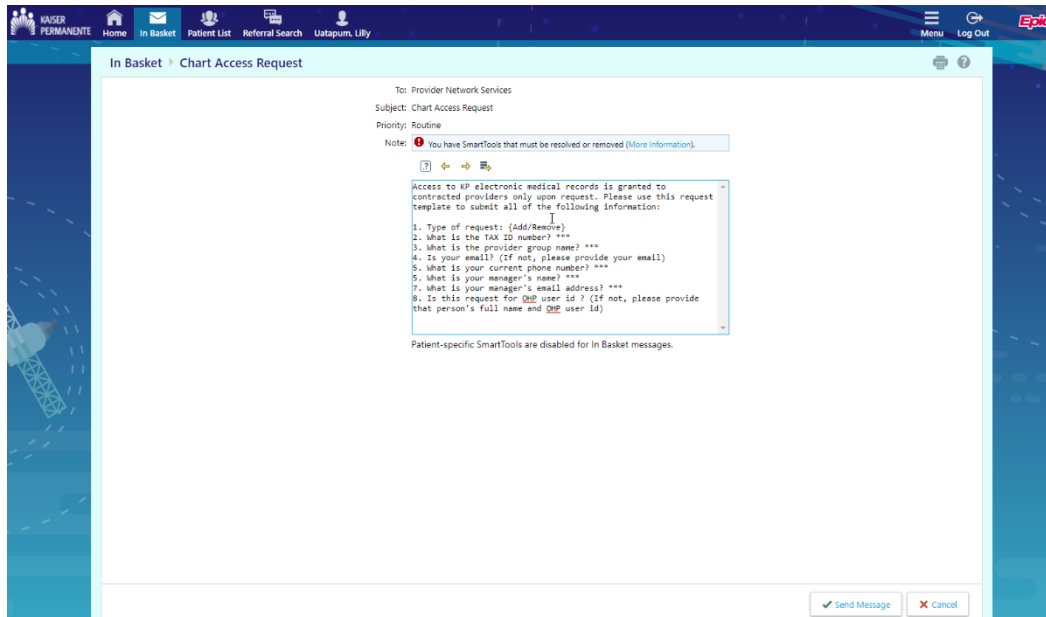


2. Select *New Msg*.
3. Select *Request Chart Access* from the drop down menu.

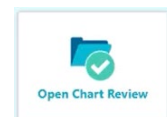


4. Answer the displayed questions, replacing the asterisk *** with answers to the questions, and select **Send Message**. Answering all questions will be necessary in order to expedite the request.

Tip: Select F2 to move to the next set of asterisks.

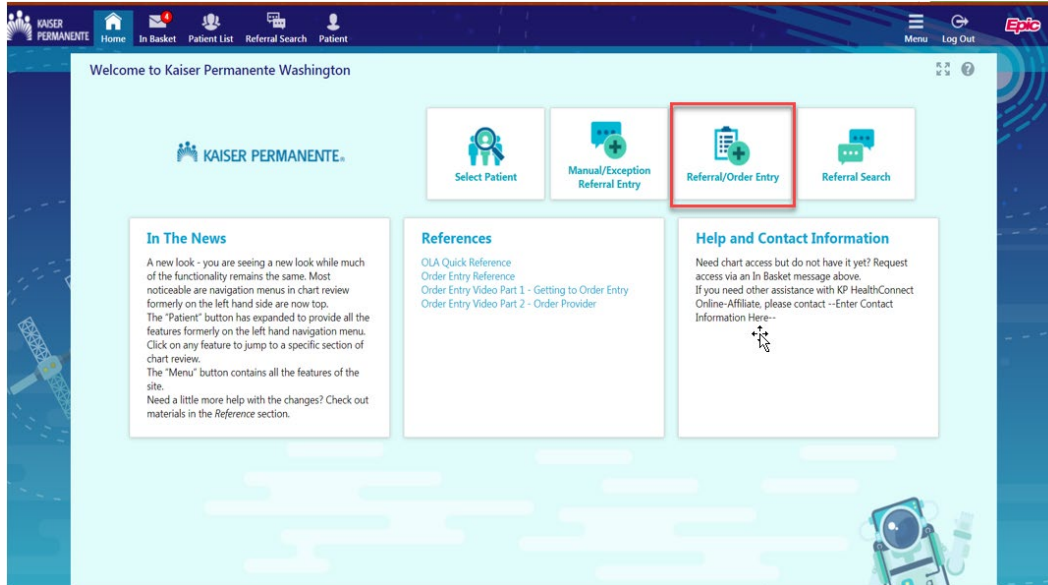


Once access has been granted, a message will be sent to the provider's In Basket and the *Open Chart Review* tile will display on the Affiliate Link home page upon next log in.



Referral/Order Entry

Most contracted providers will use this option unless otherwise instructed. Most services will not be auto-authorized unless the referral/order is requested through this option.



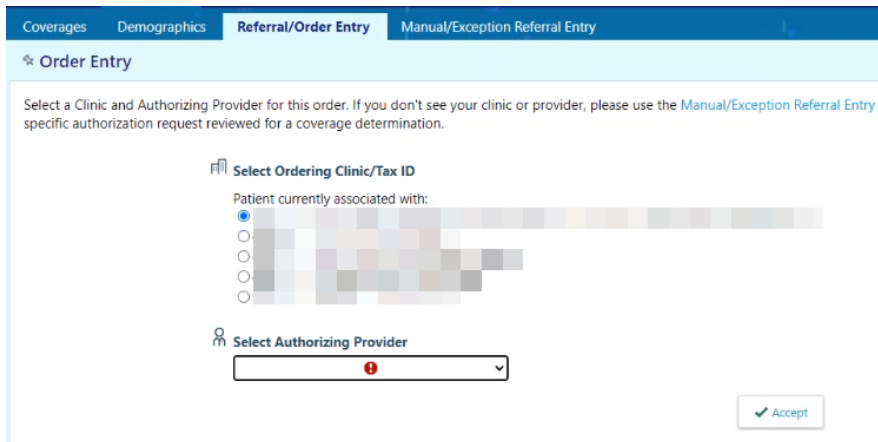
1. Select *Referral/Order Entry*.

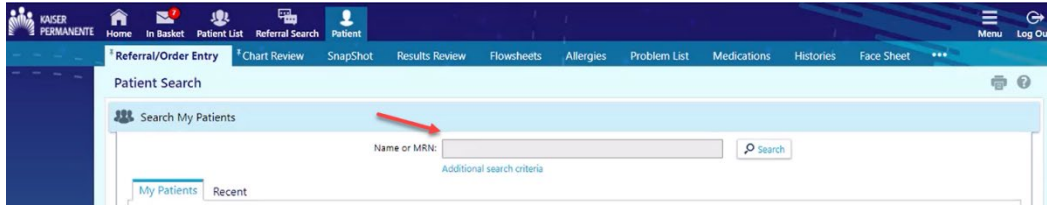
A Note About **Search My Patients**

The patients that display on the *My Patients* list are (1) patients the logged-in user has access to through any of the provider groups they are authorized for, and (2) there is a relationship established between the provider group and Kaiser Permanente (e.g., there is an existing referral for the patient).

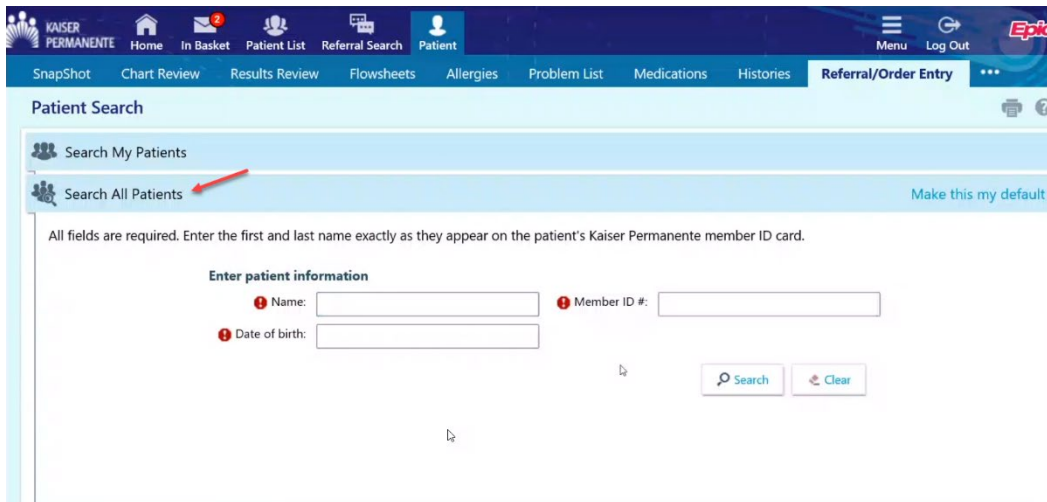
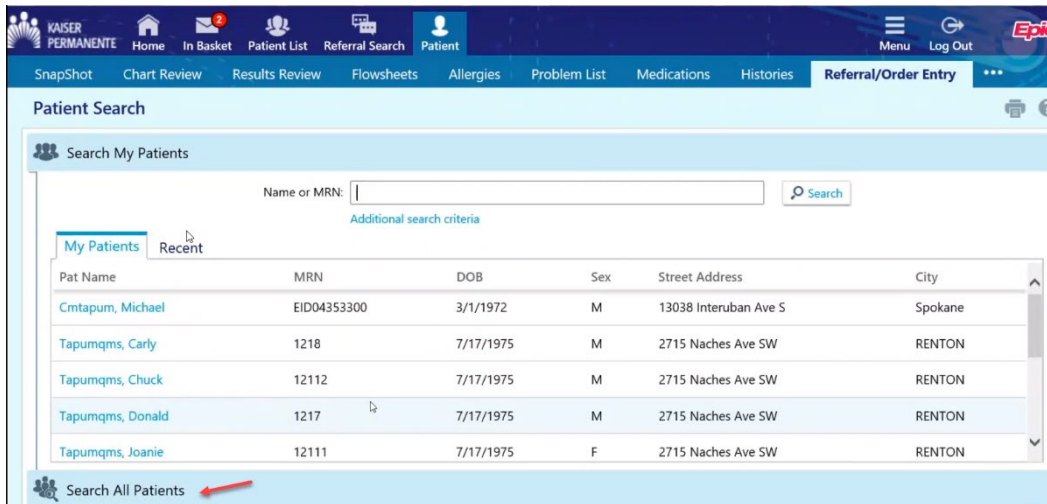
If the member is not on this list, select *Search All Patients*.

2. If the user performs work on behalf of more than one tax ID, select the appropriate TIN from the list.





3. Enter the member name or medical record number and select *Search*.
4. Select the member.

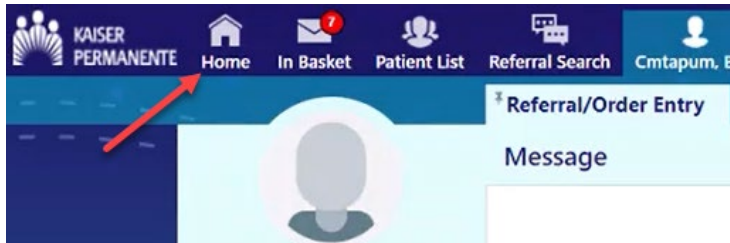


5. Confirm the correct member is displayed or select *Change patient* from the bottom of the screen to perform another search.

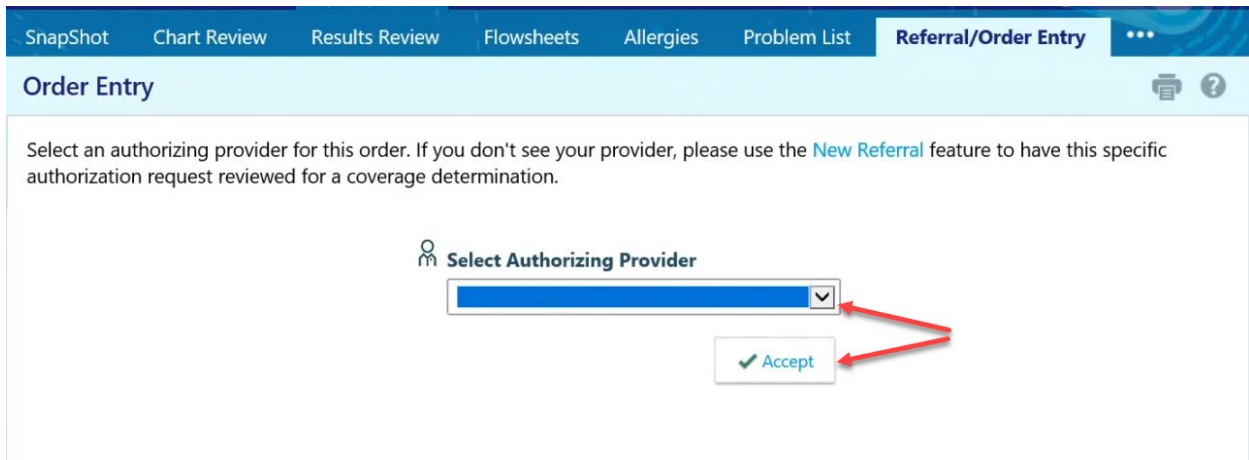
If the following message** is received, return to the home screen by selecting the *Home* button and select [Manual/Exception Referral Entry](#).

We don't have your user record associated with a clinic or authorizing provider yet. Please use the [Manual/Exception Referral Entry](#) feature to have this specific authorization request reviewed for a coverage determination.

**Typically, this message appears because the Tax ID, Clinic or authorizing provider is not included within the selection options.



6. After confirming the member, select the provider requesting the service from the drop down menu and select *Accept*.



If the expected provider is not displaying in the drop down menu, please select *Home* and use the [Manual/Exception Referral Entry](#) option.

7. Enter service* being requested by name, e.g., Cardiology or Colonoscopy, or select the magnifying glass to search. Specialty names and their synonyms will return results.

*Note – Search for the specialty first; using procedure codes will not yield a result. Specific procedures for your request will be found in the individual specialty order form.

8. Results display matching the searched criteria. Type in the service or double click to select the line.

Name	Px Code	Type	Priority	Status	Pref List
REF MESSAGE THERAPY	99201.221	Referral			KPWA AL REFERRAL PROCEDURES
REF MATERNAL AND FETAL	99201.205	Referral			KPWA AL REFERRAL PROCEDURES
REF MENTAL HEALTH	90806.100	Referral			KPWA AL REFERRAL PROCEDURES
REF MENTAL (FOR MH PROVIDERS ONLY)	99201.427	Referral			KPWA AL REFERRAL PROCEDURES
REF NATUROPATHY	99201.405	Referral			KPWA AL REFERRAL PROCEDURES
REF NEONATOLOGY	99201.404	Referral			KPWA AL REFERRAL PROCEDURES
REF NEPHROLOGY	99201.122	Referral			KPWA AL REFERRAL PROCEDURES
REF NEUROLOGY	99201.123	Referral			KPWA AL REFERRAL PROCEDURES

100 records loaded, [load more](#).

Please make a selection

Procedure: Search

My Preference List Matches:

Name	Px Code	Type	Priority	Status	Pref List
REF GASTROENTEROLOGY	99201.114	Referral			KPWA AL REFERRAL PROCEDURES

1 record loaded. X Cancel

Mental Health examples:

Please make a selection

Procedure: Search

My Preference List Matches:

Name	Px Code	Type	Priority	Status	Pref List
REF MENTAL (FOR MH PROVIDERS ONLY) (aka MENTAL)	99201.427	Referral			KPWA AL REFERRAL PROCEDURES
REF MENTAL HEALTH	90806.100	Referral			KPWA AL REFERRAL PROCEDURES

Please make a selection

Procedure: Search

My Preference List Matches:

Name	Px Code	Type	Priority	Status	Pref List
REF MENTAL HEALTH (aka CHEM DEP)	90806.100	Referral			KPWA AL REFERRAL PROCEDURES
REF CHEMICAL DEPENDENCY	99201.425	Referral			KPWA AL REFERRAL PROCEDURES
REF CHEMICAL DEPENDENCY (FOR CD PROVIDERS ONLY)	99201.424	Referral			KPWA AL REFERRAL PROCEDURES

Please make a selection

Procedure: Search

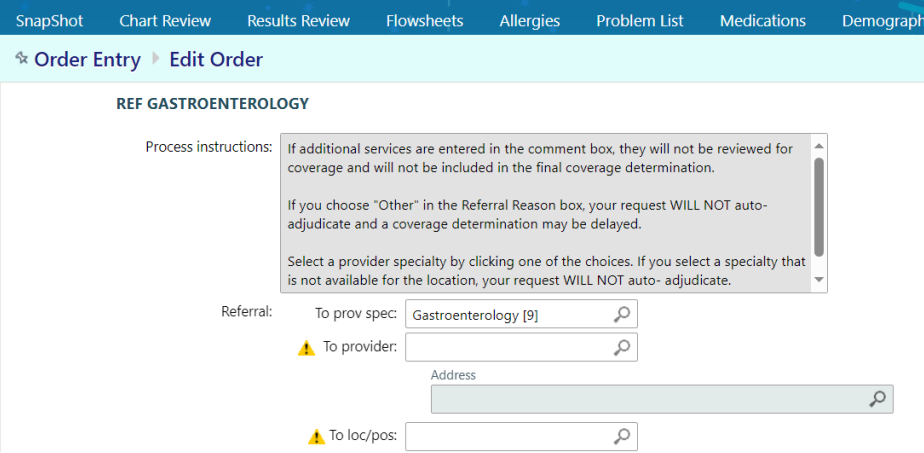
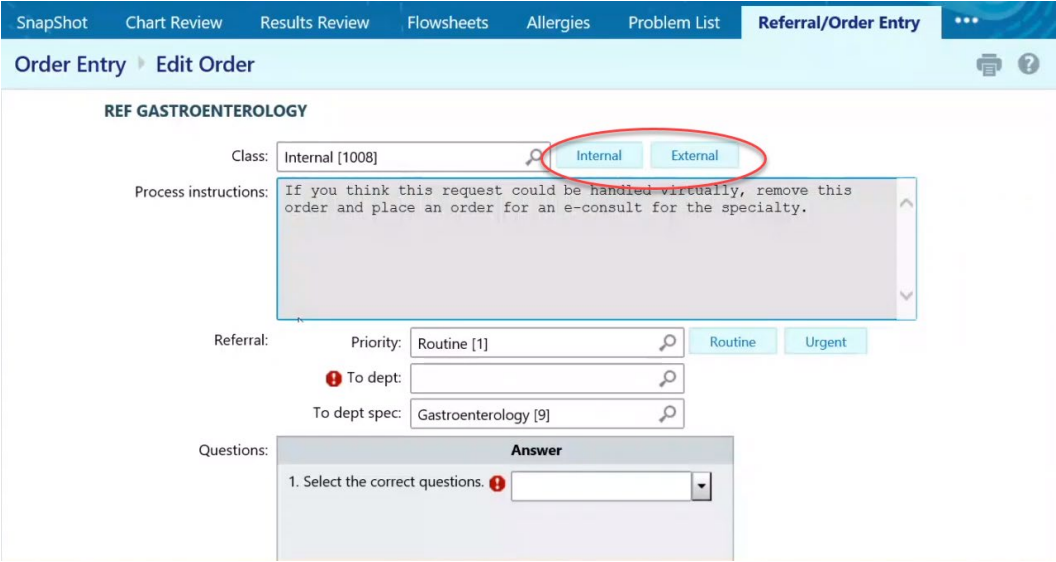
My Preference List Matches:

Name	Px Code	Type	Priority	Status	Pref List
REF SUBOXONE TREATMENT (aka SUBOXONE)	99201.426	Referral			KPWA AL REFERRAL PROCEDURES

9. Select the line to confirm the procedure.

The edit screen displays.

10. If prompted, select either *Internal* to refer to a Kaiser Permanente provider or *External* to refer to a non-Kaiser Permanente provider.



11. **Process Instructions:** These are very important to read, as they have specific information depending on the request.

- a. If additional services are entered in the comment box, they will not be reviewed for coverage and will not be included in the final coverage determination.

12. The *To provider* specialty will default. If this is incorrect, select the magnifying glass to change it.

- If you are choosing a specialty that does not match the initial search in step 7, please cancel and start the search anew.

Please make a selection

To provider specialty:

Search Matches:

Title	Number
Gastroenterology	9
Pediatric Gastroenterology (aka Gastroenterology, Pediatric)	299

13. To locate a referred *To provider*, either:

- Enter the provider name in the *To provider* field and press enter, or
 - If this option is chosen and a provider autopopulates to the field, there was only one provider option meeting the search criteria available.
- Use the magnifying glass to perform a search.

Snapshot | Chart Review | Results Review | Flowsheets | Allergies | Problem List | **Referral/Order Entry**

Order Entry ▶ Edit Order

Select a provider specialty by clicking one of the choices. If you select a specialty that is not available for the location, your request WILL NOT auto- adjudicate.

Referral: Priority:

To prov spec:

To provider:

Address:

To loc/pos:

The *Provider Search* screen will appear.

14. Complete fields and select *Search*. Filling in more fields will narrow the search results.

15. To search for all providers that offer the specialty, leave all fields except *Specialty* blank and select the *Search* button.

Provider Search

Name:

State:

Internal Department:

Gender:

Geographic Area:

City:

ZIP:

Provider Specialty:

Language:

Providers meeting the search criteria will display based on proximity to the patient's home address. If an expected provider did not display, select either *Next Level* or *All In-Net Levels* to view all providers within the Kaiser Permanente network meeting the search criteria.

- Utilize the scroll bar on the right hand side of the screen to view additional providers.
- Additional providers may display. Note the network level with Kaiser Permanente.
- Click on the header to re-sort.

Provider Search ?

▣ Search Criteria

Search Results: 9 providers found (Next Level) (All In-Net Levels)

Provider Name	Network Information	Location	Location Address	Distance From Patient ▲
<input type="radio"/> WHIDBEYHEALTH MEDICAL CENTER	In-Network	WHIDBEYHEALTH MEDICAL CENTER	101 N MAIN ST COUPEVILLE WA 98239	150.53 mi
<input type="radio"/> WHIDBEYHEALTH MEDICAL CENTER	In-Network	WHIDBEYHEALTH MEDICAL CENTER	101 N MAIN ST COUPEVILLE WA 98239	150.53 mi
<input type="radio"/> SKAGIT NORTHWEST ORTHOPEDICS ASC AT CONTINENTAL	In-Network	SKAGIT NORTHWEST ORTHOPEDICS ASC AT CONTINENTAL	1500 Continental Pl Mount Vernon WA 98273	152.15 mi
<input type="radio"/> SKAGIT REGIONAL HEALTH	In-Network	SKAGIT REGIONAL CLINICS-RIVERBEND	2320 FREEWAY DR MOUNT VERNON WA 98273	153.01 mi
<input type="radio"/> SKAGIT NORTHWEST ORTHOPEDICS	In-Network	SKAGIT NORTHWEST ORTHOPEDICS - COMMERCIAL AVE	2720 COMMERCIAL AVE ANACORTES WA 98221	163.52 mi
<input type="radio"/> SKAGIT NORTHWEST ORTHOPEDICS ASC AT LAVENTURE	In-Network	SKAGIT NORTHWEST ORTHOPEDICS - COMMERCIAL AVE	2720 COMMERCIAL AVE ANACORTES WA 98221	163.52 mi
<input type="radio"/> PEACEHEALTH MEDICAL GROUP	In-Network	PEACEHEALTH WOUND HEALING CENTER	4280 MERIDIAN ST STE 110 BELLINGHAM WA 98226	177.12 mi
<input type="radio"/> PEACEHEALTH ST JOSEPH MEDICAL GROUP	In-Network	PEACEHEALTH WOUND HEALING CENTER	4280 MERIDIAN ST STE 110 BELLINGHAM WA 98226	177.12 mi
<input type="radio"/> PEACEHEALTH MEDICAL GROUP	In-Network	PEACEHEALTH MEDICAL GROUP CENTER FOR ORTHOPEDICS & SPORTS MEDICINE-LYNDEN	1610 GROVER ST STE C6 LYNDEN WA 98264	185.36 mi

If the provider being sought is not displaying, leave the *To Provider* field blank and enter comments with the *Referred To* provider contact information.

Without the required information, Kaiser Permanente cannot process the request.

Required information:

- Provider/clinic name
- Full clinic address
- Phone number of the clinic
- If known, include the TIN or NPI

16. To select a provider, click the radio button next to the provider's record and click Accept.

Provider Search

Search Criteria
Search Results: 20 providers found

Name	Level Title	Multiple Provider Specialties	Multiple Languages	Level Location/Place of Service	Level Location/Place of Service Address	Facility Specialty
<input type="radio"/> PEACEHEALTH MEDICAL GROUP - SEDRO WOOLLEY	Preferred	Family Medicine, Emergency Medicine, Cardiology, Gastroenterology, Urgent Care, Allergy & Immunology, Neurology, Obstetrics/Gynecology, Orthopedic Surgery, Pulmonary Medicine, Nuclear Medicine, Sports Medicine, Gerontology/Geriatrics, Midwifery, Consultative Internal Medicine, Sleep Medicine, Cardiac Electrophysiology, Interventional Cardiology		PEACEHEALTH MEDICAL GROUP [850000811]	1990 Hospital Dr SEDRO WOOLLEY WA 98284	
<input type="radio"/> Northwest Gastroenterology Clinic	Preferred	Family Medicine, Gastroenterology, Consultative Internal Medicine		NORTHWEST GASTROENTEROLOGY CLINIC [800001495]	STE 301 2979 Squalicum Pkwy BELLINGHAM WA 98225-1813	
<input type="radio"/> Northwest	Preferred	General Surgery, Gastroenterology		NORTHWEST	STE 202 2930	

Accept Cancel

The edit screen re-displays and the provider has populated the *To provider* field. The address may display as a P.O. Box. This is the address Kaiser Permanente has on record for the provider organization. The referred to provider office should confirm their clinic location with the patient when scheduling an appointment.

Class: External [1007] Internal External

Process instructions: are referring to any other physician, choose "External".
If you choose "Other" in the Referral Reason box, your request WILL NOT auto-adjudicate and a coverage determination may be delayed.
Select a provider specialty by clicking one of the choices. If you select a specialty that is not available for the location, your request WILL NOT auto- adjudicate.

Referral: Priority: Routine [1] Routine Urgent

To prov spec: Gastroenterology [9]

To provider: DIGESTIVE HEALTH CONSULTANTS PL

Address

To loc/pos: DIGESTIVE DISEASE & ENDOSCOPY C

17. If prompted, select the correct questions pertaining to the request from the drop down – *Internal* if referring into a Kaiser Permanente provider or clinic, *External* if referring to a non-Kaiser Permanente provider or contracted network provider.

Class: External [1007] Internal External

Process instructions: are referring to any other physician, choose "External".



18. Answer questions by selecting from the drop down or by using the magnifying glass to search for options. Questions vary depending on values selected.

Questions:	Answer
1. Indicate the timeframe that patient care needs to occur:	<input type="text"/>
2. Reason For Referral?	<input type="text"/>
3. Requested Place Of Service?	Office [11]
4. Facility For Procedure (If facility is not in list add in comments below)	<input type="text"/>
5. Ok to substitute an in network provider if the chosen referred to provider is not in the member's network?	<input type="button" value="Yes"/> <input type="button" value="No"/>
6. Is this a retrospective request? (In the past)	<input type="button" value="Yes"/> <input type="button" value="No"/>
7. Contact Name:	<input type="text"/>
8. Contact Number/Ext:	<input type="text"/>
9. Referred services may be covered by another party?	<input type="button" value="Yes"/> <input type="button" value="No"/>

ALERT: *Ok to substitute an in-network provider if the chosen referred to provider is not in the member's network?*

- If you answer **yes**, this allows the Kaiser Permanente referral team to update the authorization to an in-network provider.
- If you answer **no**, the request will follow Kaiser Permanente's current process of clinical review. To indicate the reason for selection of "No," enter a comment in the Comment field. This is not required.

Does patient have any functional status or cognitive limitations?	No
Is this a retrospective request? (In the past)	Yes
Was the earliest visit more than 7 days ago?	Yes
Number of visits missing authorization?	1
List date(s) missing authorization?	2/3
Is the REASON the authorization was not requested timely due to extenuating circumstances?	Yes
Select the appropriate reason(s):	Unable to know the pat x
	Add

Contact Name:		<input type="text"/>
Contact Phone/Ext:		<input type="text"/>

REMINDER: Entering Comments will not stop the referral from processing as it has historically.

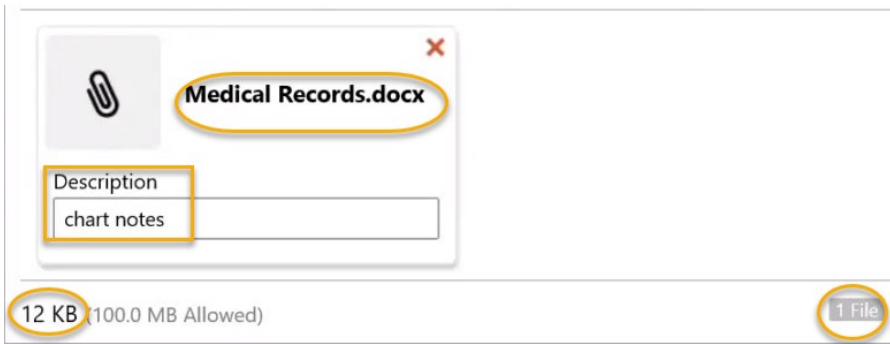
19. *Dx association*: Enter as many diagnoses as appropriate. Select the magnifying glass to search.
20. If you are providing supplemental material such as chart notes, select *Add files*.
21. Browse for the file.
22. Attach.

 Dx association: Add a new diagnosis: 

Attach files:

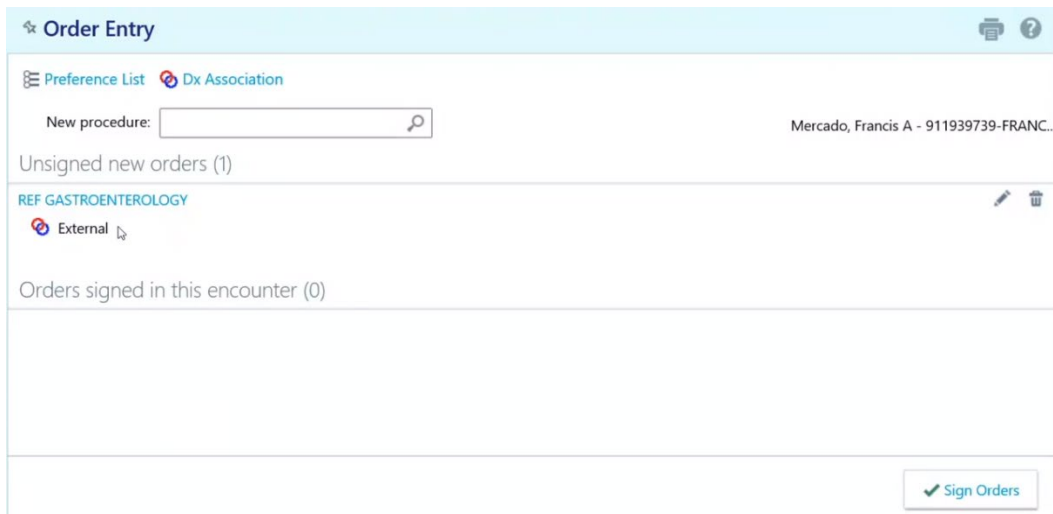
100.0 MB Total Allowed 0 Files 

23. Confirm the file is attached.
 - a. File name will display.
 - b. File size will display.
 - c. Screen will indicate number of files attached.
24. Enter (optional) description.
25. Attach additional files if appropriate.



26. Select *Accept*.

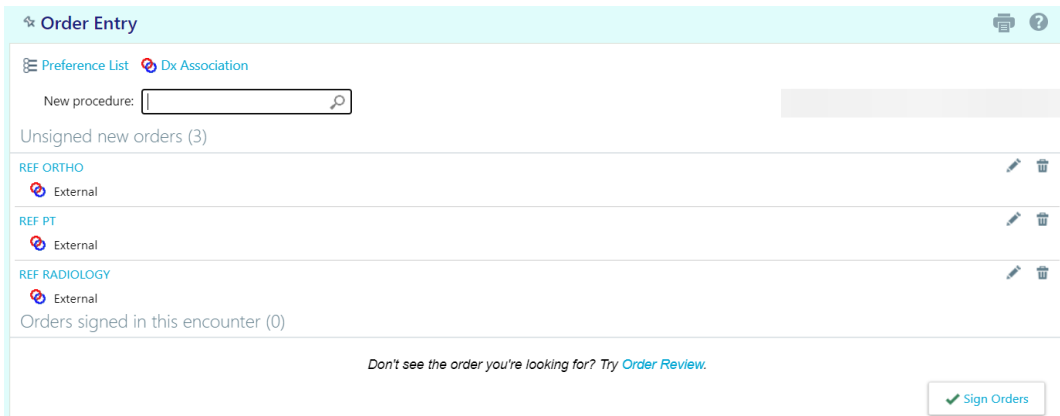
The *Referral/Order Entry* screen reappears, and the system displays that there is an Unsigned new order.



27. Review the request for accuracy.

28. If necessary, select the pencil icon to edit,

29. If additional orders/referrals are needed for this patient, you can continue to add orders. Once ready to sign and submit, they can be submitted at the same time.



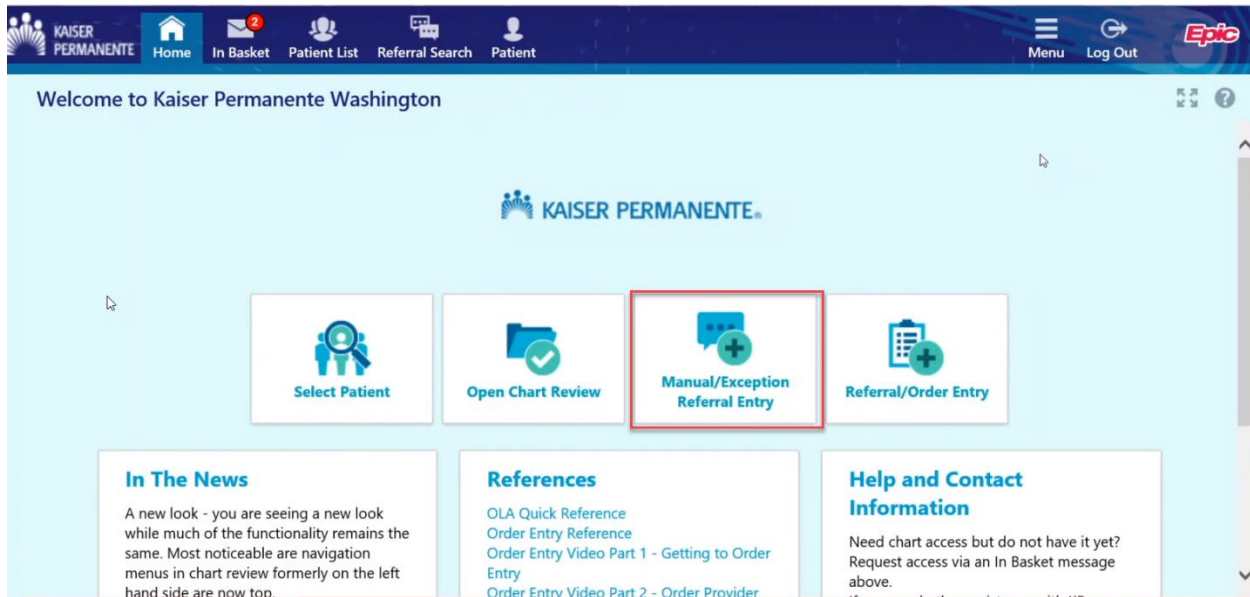
30. Select *Sign Orders* in the lower right corner of the screen. Only those who are authorized to do so should Sign Orders and are representing the provider and provider office when doing so.

31. The Confirmation screen will appear that the order has been signed.

The screenshot displays the 'Order Entry' interface. At the top, there is a header with the title 'Order Entry' and icons for printing and help. Below the header, there are links for 'Preference List' and 'Dx Association'. A search bar labeled 'New procedure:' is present, followed by the provider information 'Mercado, Francis A - 911939739-FRANC...'. The interface is divided into sections: 'Unsigned new orders (0)' with the text 'No unsigned orders', and 'Orders signed in this encounter (1)'. The 'Orders signed in this encounter (1)' section is highlighted with an orange border and contains the text 'REF GASTROENTEROLOGY' and 'Scheduling needed. External'.

Manual/Exception Referral Entry

Select *Manual/Exception Referral Entry* when the clinic name is not under the *Ordering Clinic/Tax ID* on the *Referral/Order Entry* option. Most non-contracted providers will use this option. Some contracted providers may use this tool only if instructed by Kaiser Permanente.



If the following message is displayed, return to the the home screen by selecting the *Home* button and select [Referral/Order Entry](#).

Do you see your Clinic and/or Authorizing Provider in the Order Entry feature? If so, using this feature will cause a delay in your request. Please use [Referral/Order Entry](#) (tab above). If your Ordering Clinic or Authorizing Provider is not displayed on the Order Entry screen, please continue.



If the *Ordering Clinic* or *Authorizing Provider* is not displayed on the Order Entry screen, please continue.

1. Select *Manual/Exception Referral Entry*.
2. Enter member name or medical record number and select *Search*.
3. Select member.

- Confirm the correct member is displaying or select *Change patient* from the bottom left side of the screen to search again.
- Use the magnifying glass to search for *Referral type*.



Referral type:

- Select *Referral type*.
- Scroll to the appropriate selection or use the *Referral type* search bar to locate the type.

Please make a selection

Referral type:

Search Matches:

Name	ID
Alternative Health	14
Ambulance	40
Dialysis	43
DME/P&O	12
Eye Care	62
Home Health Services	1
Hospice OP	46
Laboratory Services	47

18 items loaded.

Upon selection, the *New Referral* tab and the selected referral type will display. The most common use is Outpatient Services.

- Select *Next*.

The *General Information* tab will display. Content may vary based on the selection made in the prior screen.

- View *Priority*; update if appropriate.

General Information

Priority:

Type:

Reason:

Class: Outgoing

Number of visits:

Start date:

Expiration date:

Please make a selection

Priority: Search

Search Matches:

Name	ID
Routine	1
Urgent	2

Referral Type selected in the prior screen displays. If the referral type needs to be changed, select the *Back* button from the bottom right of the screen and re-select.

10. Select the *Reason* for the referral.

Please make a selection

Reason: Search


Search Matches:

Name	ID
Consult Only	1
Evaluate and Treat-Surgery if Indicated	3
Itemized Services	13
Procedure Only	15
Second Opinion Only	9

11. View *Number of visits* (or duration). Service will determine if this is number of visits or number of months. Update if appropriate. These will be reviewed by the referral team and final determination will be made on the number of visits.

Number of visits

12. Select *Start* date. We recommend using the calendar to make your selection or use the shortcut noted in [Tips & Tricks](#).
 - a. A retro referral may be requested up to 6 months in the past.
 - b. A future referral may be requested up to 30 days in the future.
13. Select *Referral By Provider* by selecting the magnifying glass to search. If the table displays blank upon searching, this field may be left blank.
14. View *Location/POS*; update the location or place of service if appropriate.

 **Referral By**

Provider Location/POS

Referral To Provider

Providers are a provider place of service, not a practitioner (physician, ARNP, etc)

Referral To

Provider Location/POS

Provider specialty Location/POS type

15. *Provider specialty* is a required field. We recommend completing this field first.
16. Select the magnifying glass under the *Provider* field to begin the search.

Snapshot Chart Review Results Review Flowsheets Allergies **Manual/Exception Referral Entry**

☆ Provider Search

Name: City:

State: ZIP:

Internal Department: Provider Specialty:

Gender: Language:

Geographic Area:

Search Clear Cancel

17. If specialty was not entered on the prior screen, enter specialty or select the magnifying glass to search for and select the specialty.

☆ Provider Search

Name: City:

State: ZIP:

Internal Department: Provider Specialty: Durable Medical Equipment [277]

Gender: Language:

Geographic Area:

Search Clear Cancel

18. Enter search criteria, e.g. provider name
19. Select *Search*.
 - If no search criteria is entered and *Search* is selected, the provider list displays with contracted (Preferred) providers offering the specialty listed.

Provider Search

Search Criteria

Search Results: 35 providers found (Next Level) (All In-Net Levels)

Name	Level Title	Multiple Provider Specialties	Multiple Languages	Level Location/Place of Service	Level Location/Place of Service Address	Facility Specialty
<input type="radio"/> Yakima Orthotics & Prosthetics Pc	Preferred	Orthotics, Durable Medical Equipment		KITTITAS ORTHOTICS AND PROSTHETICS [850002803]	STE 110 1206 N Dolarway Ellensburg WA 98926	
<input type="radio"/> Yakima Orthotics & Prosthetics Pc	Preferred	Orthotics, Durable Medical Equipment		YAKIMA ORTHOTICS & PROSTHETICS [850002802]	313 S 9th Ave Yakima WA 98902	
<input type="radio"/> Kittitas Orthotics And Prosthetics	Preferred	Durable Medical Equipment		KITTITAS ORTHOTICS AND PROSTHETICS	STE 110 1206 N Dolarway Ellensburg WA	

Accept Cancel

20. Select provider. Use the right hand scroll bar to view additional provider offices meeting the specialty criteria entered.
21. Click on the radio button and select the *Accept* button from the bottom right of the screen.

The *General Information Referral To* provider screen will populate based on the selection.

22. Confirm information displaying is what was expected or select *Back* button in the bottom right of the screen to perform the search again.
23. Select *Next*.

The *Diagnoses/Services* tab displays. Content may vary based on the selection made in the prior screen.

Snapshot Chart Review Results Review Flowsheets Allergies Manual/Exception Referral Entry

New Referral

Referral Type General Information Diagnoses/Services

Do you see your Clinic and/or Authorizing Provider in the Order Entry feature? If so, using this feature will cause a delay in your request. Please use [Referral/Order Entry](#) (tab above). If your Ordering Clinic or Authorizing Provider is not displayed on the Order Entry screen, please continue.

Diagnoses

Diagnosis

Services (It is required to fill in at least one item in this section)

Procedure Revenue code Modifiers Qty Unit type

Questionnaire

24. Search for and enter Diagnosis by code or name.

Please make a selection

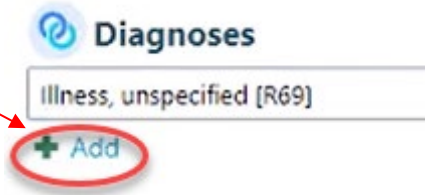
Diagnosis: x

Search Matches:

Code	Name	HCC	Specific/Generic
R69	Illness in pediatric patient		Both Specific and Generic
R69	Illness, unspecified		
R69	Severe comorbid illness		Both Specific and Generic
R69	Multisystem disorder		Both Specific and Generic

25. The tool may provide guidance if the diagnosis isn't specific enough.

26. Select *Add* to enter additional Diagnoses.



27. Search for and enter *Services* by either Procedure code or Revenue code – words or numbers, or use the magnifying glass to select.

Services ⓘ

(It is required to fill in at least one item in this section)

Procedure Revenue code Modifiers Qty Unit type

+ Add

28. Select *Add* to enter additional codes.

29. Answer *Questionnaire* - Content may vary.

Questionnaire ⓘ

What type of service is being requested?

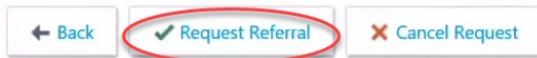
ⓘ 🔍

- 30. Enter provider office information in the field notes. Replace asterisks *** with office information. **Answering the questions is a requirement in order to process the request. Without this information, Kaiser Permanente cannot associate the request with the requesting office, potentially impacting patient care.**

Tip: Select F2 to move to the next set of asterisks.

```
Referring Provider Name:***
Referring Clinic Name:***
Submitter Name:***
Submitter Phone Number:***
```

- 31. If you are providing supplemental material such as chart notes, select *Add file*.
- 32. Browse for the file – please note there is a file size limit of 100 mp; files can be split up to be sent if they are larger than this size.
- 33. Attach file.
- 34. Confirm the file has attached.
- 35. Select *Request Referral*.



The *Referral Details* screen displays.

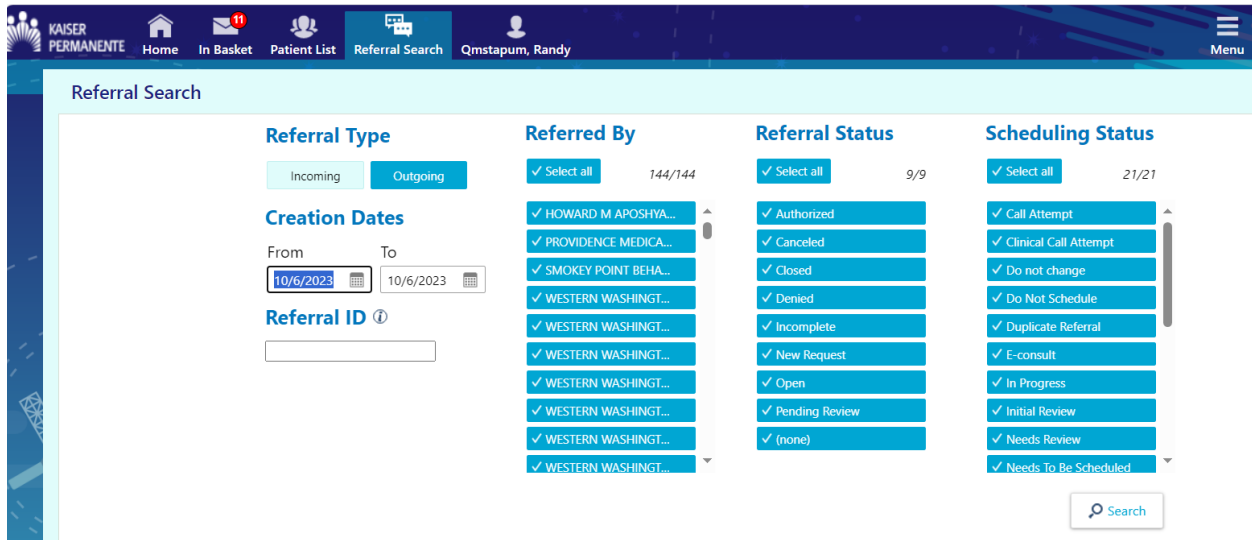
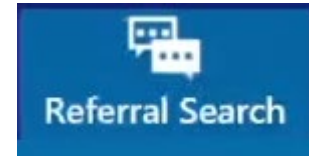
- 36. Review content.
 - c. Select the *Back* button to return to the prior screen to complete updates.
 - d. Select *Add Note/Attachment* if it was missed in the prior step.
 - e. Note Referral number.

Referral Information			
Referral #	Creation Date	Referral Status	Status Update
1848433	03/05/2020	Pending Review	03/05/2020: Status History

Status Reason	Referral Type	Referral Reasons	Referral Class
Incomplete Referral Review			Outgoing

Referral Status Lookup

1. From the Affiliate Link home page or any Affiliate Link screen, select *Referral Search*





2. Select fields appropriate to the search.
 - a. *Referral Type*
 - i. *Incoming* if the referral is coming into the clinic.
 - ii. *Outgoing* if it is a referral entered by the referring clinic
 - b. *Creation Date*
 - c. *Referred By* provider (if you selected outgoing). The provider must be listed to perform a search using this feature.
 - d. *Referred To* provider (if you selected incoming)
 - e. *Referral Status*
 - f. *Scheduling Status*; not used by non-Kaiser Permanente providers
 - g. *Referral ID*; This field allows you to search for a specific referral if you already have the Referral ID number.
 - Filling in more fields further narrows the search results.

Loaded 1 outgoing referral.

[Refresh](#)

Referral ID	Patient Name	Status	Priority	Referred by Provider	Referred by Location	Referred to Provider	Referred to Department	Created	Expires
1848432	 Tapumqms, Sam	Pending Review	Routine	Mercado, Francis A	GROUP HEALTH COOPERATIVE	Plc, Digestive Health Consultants		03/05/2020	09/01/2020

3. Click on *Referral ID* to open the referral.

✦ Referral by Member ▶ Referral Details  

[Add Note/Attachment](#) [Referral Message](#)

Pending Review (Incomplete Referral Review)

Referral Referral # 4106856414

Referral Information

Referral # 4106856414	Creation Date 08/16/2023	Referral Status Pending Review	Status Update 08/16/2023: Status History
Status Reason Incomplete Referral Review	Referral Type Alternative Health	Referral Reasons Itemized Services	Referral Class Outgoing
To Specialty Massage Therapy	To Provider none	To Location/Place of Service MESSAGE THERAPY PROVIDER	To Department none
To Vendor none	Referred By Mercado, Francis A	By Location/Place of Service GROUP HEALTH COOPERATIVE	By Department KPWA AFFILIATE LINK
Priority Routine	Start Date 03/05/2020	Expiration Date 09/01/2020	Referral Entered By Mercado, Francis A Test
Visits Requested 3	Visits Authorized 3	Visits Completed	Visits Scheduled

Procedure Information

Procedure	Modifiers	Revenue Code	Provider	Requested	Approved
99201.114 - REF GASTROENTEROLOGY	None	None	Plc, Digestive Health Consultants	0	0
99201 (CPT®) - OFFICE VISIT E&M NEW SELF LIMIT/MINOR 10	None	None		3	3

[← Back](#)

If the *Referral Status* is **Pending Review**, the *Authorized* visits displayed are **NOT** yet authorized.

By Location/Place of Service displays as *Group Health Cooperative* as a result of legacy system updates that have not yet been completed.

Procedure Information

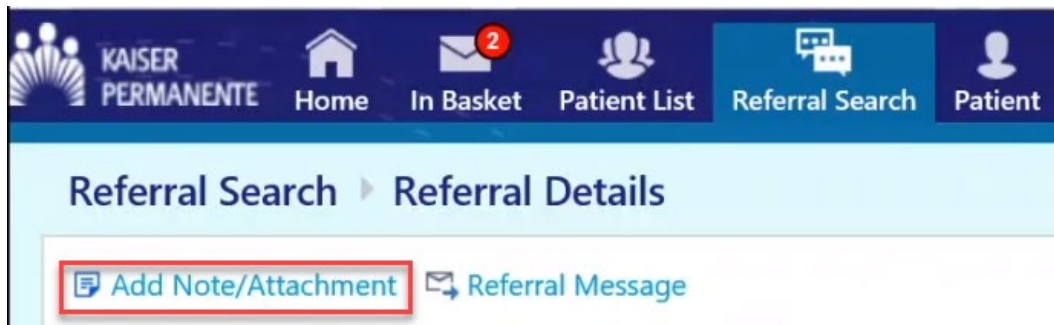
Procedure	Modifiers	Revenue Code	Provider	Requested	Approved
99201.114 - REF GASTROENTEROLOGY	None	None	Plc, Digestive Health Consultants	0	0
99201 (CPT®) - OFFICE VISIT E&M NEW SELF LIMIT/MINOR 10	None	None		3	3

Procedure Information: For audit purposes, CPT codes that are changed, whether as a result of programming table updates or manually, are struck through and not changed. Both *Requested* and *Approved* visit counts will also display as 0. For audit purposes, this cannot be hidden from the screen. Please ignore any lines that are crossed out.

Referral Notes				Number of Notes: 1
Type	Date	User	Summary	Attachment
General	03/05/2020 8:56 AM	Mercado, Francis A Test	Referral Attachment	Document on 3/5/2020 8:56 AM by Mercado, Francis A Test: chart notes
Note Auto-generated from ORD #137972145				

- If a document, such as chart notes or medical records, were attached to the original request, they may be accessed from *Referral Notes*.
- Documents sent to a provider office and/or member may display here.
- Once health plan determination letters have been sent, they will display here.

If chart notes or other clinical information were not attached to the original request, they may also be added through this feature.



In Basket Messages

The *In Basket* will contain messages for all tax ID numbers the user is authorized to access via OneHealthPort, all in one in basket. Every Affiliate Link user accessing Kaiser Permanente's referral tools will have access to the in basket. Kaiser Permanente recommends providers check their *In Basket* for new messages each time Affiliate Link is accessed.

If the provider office requested chart access, a message will appear in the *In Basket* once the request has been processed.

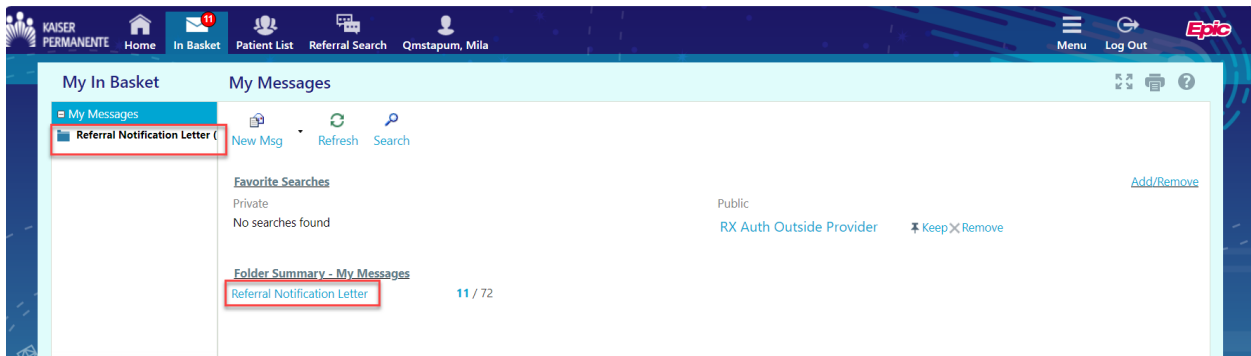
IMPORTANT:

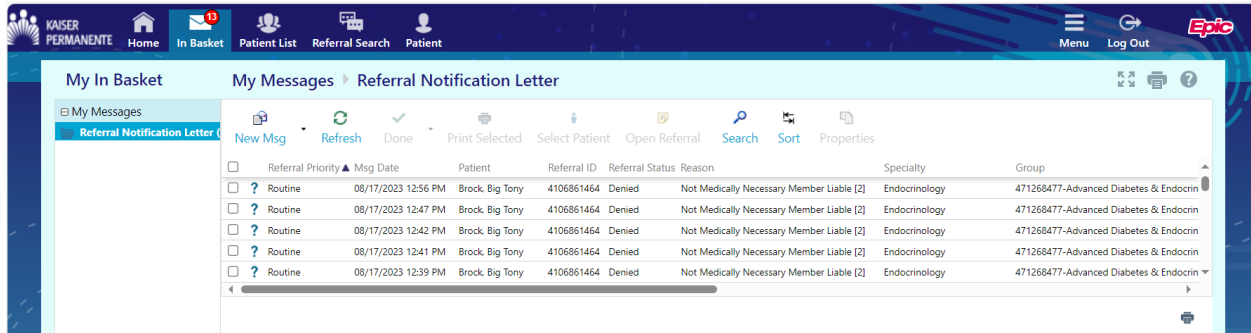
Regardless of whether the provider is the Referring or Referred to provider:

- d) Providers with an Affiliate Link account (anyone accessing the Kaiser Permanente Washington Secure Provider Portal through OneHealthPort) will receive referral and coverage determinations via the Affiliate Link *In Basket*
 - o *Provider offices without a referring or referred to clinician will follow rules b) and c) below.*
- e) If the provider has no Affiliate Link account and Kaiser Permanente has a fax number on file, that provider will receive referral and coverage determinations via fax.
- f) If none of the above is set up, the provider will receive a hard copy referral and coverage determination notice via USPS mail.

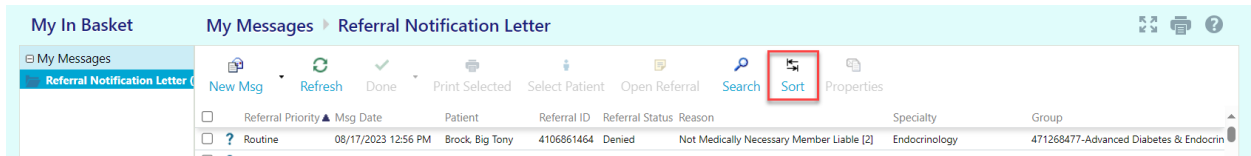
To view messages:

1. Select *In Basket*
2. Select *Referral Notification Letter*





Leverage the Sort feature to sort through lengthy lists.



Sort By

Primary Field

Status ▼

Ascending Order

Descending Order

Second Field

Msg Date ▼

Ascending Order

Descending Order

Third Field

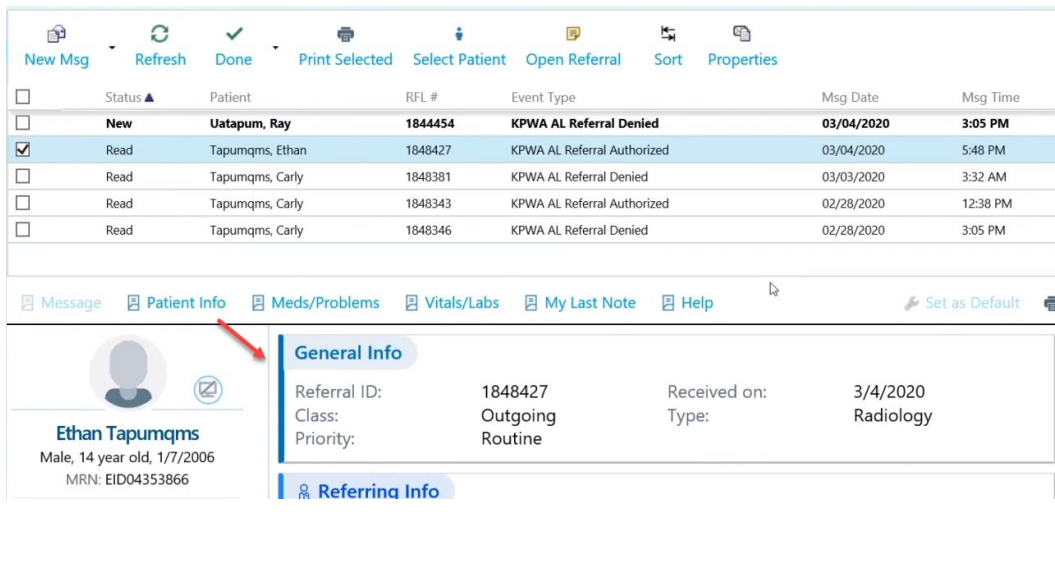
(None) ▼

Ascending Order

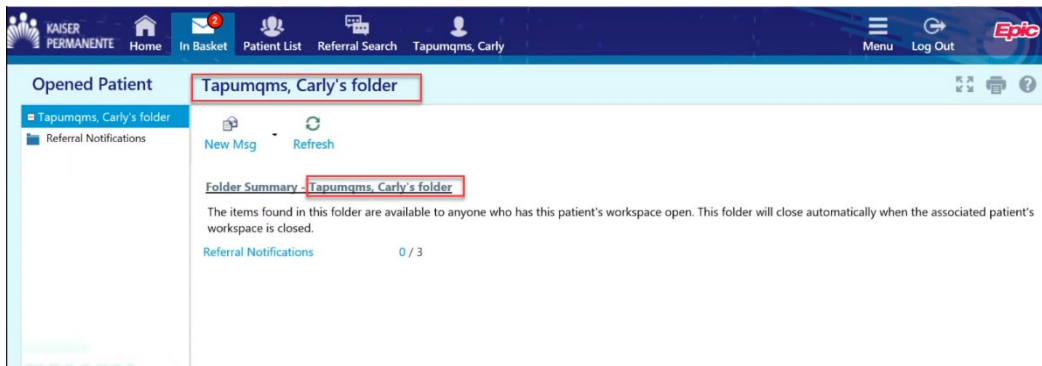
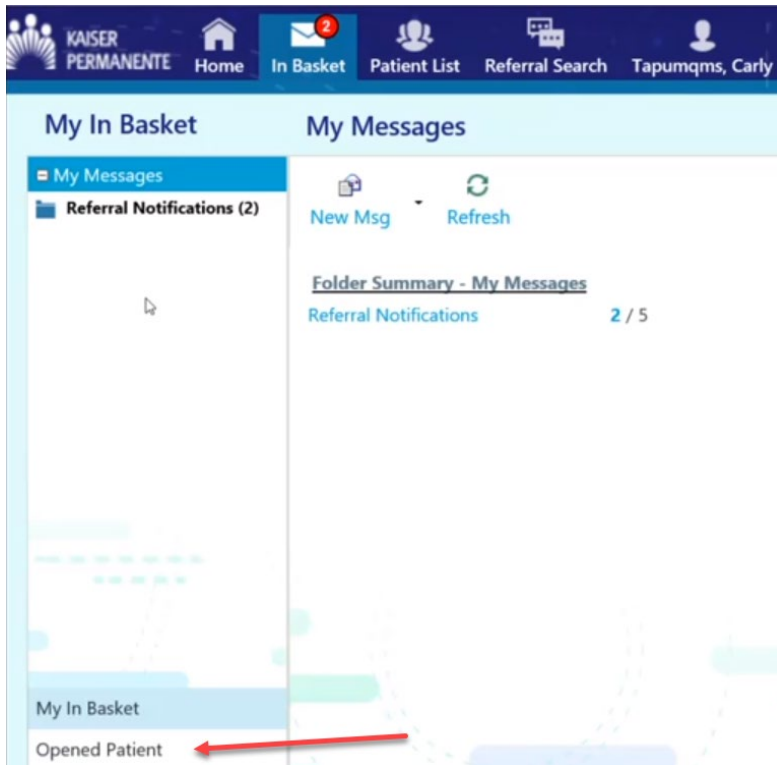
Descending Order

✔ Accept
✘ Cancel

3. Select the line with the referral to be viewed.



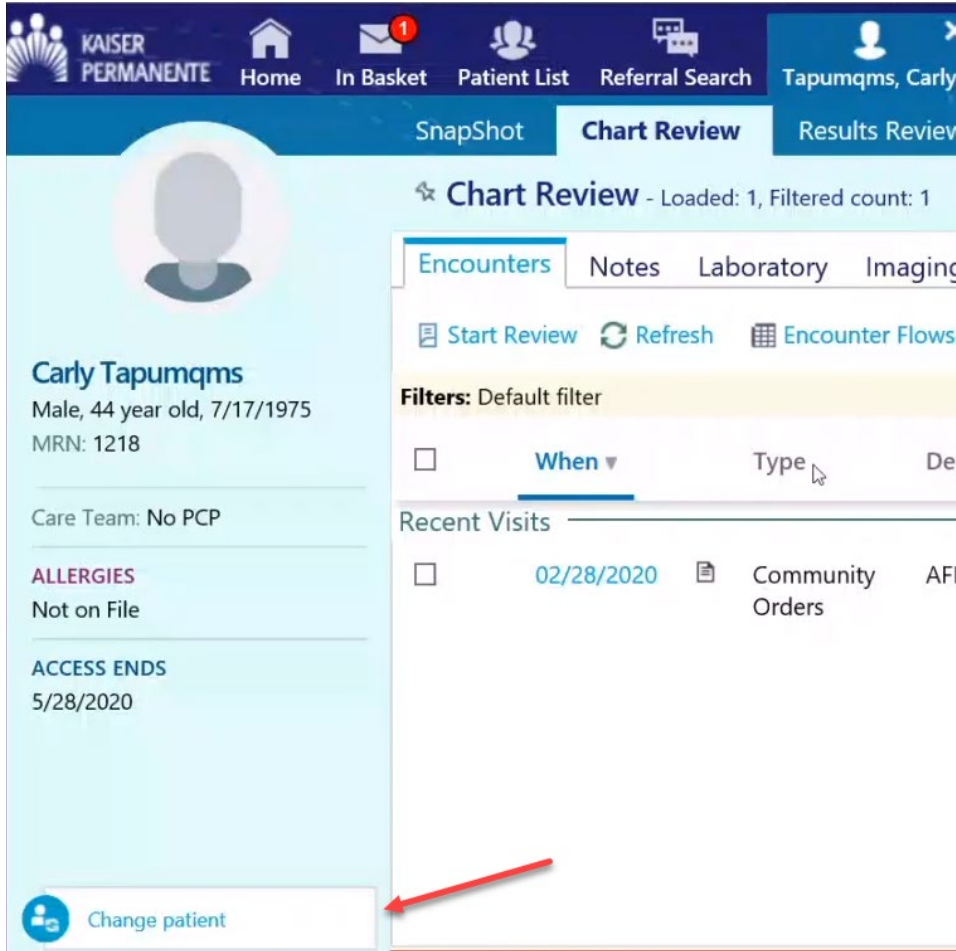
If a patient was being worked and the user moves to the *In Basket*, selecting *Opened Patient* from the bottom of the screen will display any messages pertaining to that member.



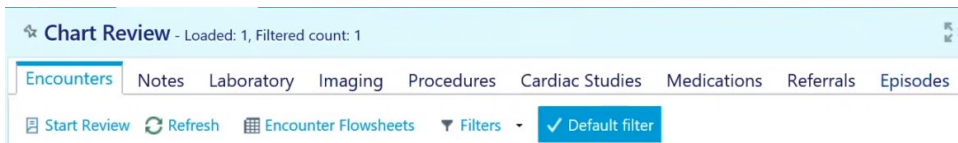
Patient Menu

1. Select *Open Chart Review*. This button will not display if the user does not have chart access. To request chart access, see instructions at [request chart access](#).

If the member record was previously open, selection of *Open Chart Review* will open that member's record. If a different patient is needed, select the *Change patient* button at bottom of screen.



2. Select tab(s) to view relevant information.



3. Select the patient name at the top of the screen to open *Referral/Order Entry* or *Manual/Exception Referral Entry* without having to return to the Affiliate Link home screen. You can also search all referrals for the patient. Only referrals where your organization is either the referring or referred to provider will display.



End document