

JOB AID: Importance of Provider Finder Tool

Why should I use the *Referral To Provider* field?

When entering an order, completing the *Referral To Provider* field allows the request to more efficiently adjudicate through the system and allows the referred to provider to see the referral as it progresses to its final status. **Leaving this field blank will cause the request to pend.**

How do I fill out this field?

1. **Populate this field with the name of the organization you are referring to.** In this new system, we are referring to the Organization and Location, not an individual practitioner. There is no way to search by individual practitioner unless the practitioner has a solo practice and the organization is the name of the practitioner.

2. Click  in the **Provider** field to choose from preferred medical groups closest to the patient.

Tip #1: Use the first three to four letters and hit return or press tab (i.e., Kad or Prov). This will allow the system to widen its search and return more possible matches.

Tip #2: We recommend completing the Referral To provider field prior to the Location/POS type. The Location/POS field may populate after selection of a provider.

If the To Provider field is left blank and the Location/POS field is completed, or both fields are left blank, the referral will pend for manual intervention causing delays in processing. Additionally, you will be unable to view the referral until the missing information is manually added by Kaiser Permanente.

How can I narrow my search results?

The search criteria can help narrow down the match. At least one of the bolded items must be completed to return a match. As a last resort remove the specialty field and complete one or more of the other fields to widen the search further.

☐ Search Criteria

Name:

State: 🔍

Internal Department: 🔍

Gender: 🔍

Geographic Area: 🔍

City:

ZIP:

Provider Specialty: 🔍

Language: 🔍

Search Results: 6 providers found

From the Provider Search results screen, select the (All In-Net Levels) button below to view additional options if you don't see the provider being searched.

☐ Search Criteria

Search Results: 6 providers found

[\(Next Level\) \(All In-Net Levels\)](#)

| Name | Level Title ▲ | Multiple Languages | Level Location/Place of Service | Level Location/Place of Service Address |
|---|---------------|--------------------|---|---|
| <input type="radio"/> PROVIDENCE MEDICAL GROUP | Preferred | | PMG E WA-212 E CENTRAL AVE [850005574] | 212 E Central Ave Spokane WA 99208 |
| <input type="radio"/> PROVIDENCE SURGERY AND PROCEDURE CENTER | Preferred | | PROVIDENCE SURGERY AND PROCEDURE CENTER [850008557] | 16528 E Desmet Ct SPOKANE VALLEY WA 99216 |
| <input type="radio"/> PMG SE WA | Preferred | | PMG SE WA GASTROENTEROLOGY/AUDIOLOGY/NEPHROLOGY [850006954] | 301 W Poplar Walla Walla WA 99362 |
| <input type="radio"/> THE EVERETT CLINIC | Preferred | | THE EVERETT CLINIC SMOKEY POINT MEDICAL CENTER [800002863] | 2901 174th St NE MARYSVILLE WA 98271 |
| <input type="radio"/> PROVIDENCE MEDICAL GROUP | Preferred | | PMG E WA - DESMET CT [800004143] | 16528 E Desmet Ct SPOKANE VALLEY WA 99216 |
| <input type="radio"/> PROVIDENCE MEDICAL GROUP | Preferred | | PROVIDENCE MEDICAL GROUP EWA - 105 W 8TH AVE [850004447] | 105 W 8th Ave Spokane WA 99204-2302 |

REF GASTROENTEROLOGY

Class:

Process instructions:
 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.
 If you are referring to a Kaiser physician, choose "Internal". If you 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.

Referral:
 Priority:
 To prov spec:
 To provider:
 Address:
 To loc/pos:

Questions:

| Questions: | Answer |
|--|--|
| 1. Select the correct questions. | <input type="text" value="External Questions"/> |
| Reason For Referral? | <input type="text"/> |
| Requested Place Of Service? | <input type="text" value="Office [11]"/> |
| Facility For Procedure (If facility is not in list add in comments below) | <input type="text"/> |
| 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"/> |
| Does patient have any functional status or cognitive limitations? | <input type="button" value="Yes"/> <input type="button" value="No"/> |
| Is this a retrospective request? (In the past) | <input type="button" value="Yes"/> <input type="button" value="No"/> |
| Contact Name: | <input type="text"/> |

- Organization/Tax ID Level that patient is being referred to
- Organization Address
- Location/Place of Service
- Facility where procedure will be performed if not the office setting/same location as to loc/pos field (used by specialists to indicate where a procedure will be done)