

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 P 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.

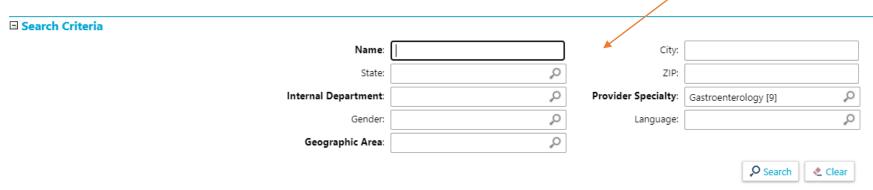
Tip #2: We recommend completing the Referral To provider field prior to the Location/POS type. The Location/POS field may populate after selection of a provider.

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 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.

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



REF GASTROENTEROLOGY Class: External [1007] ✓ External 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 autoadjudicate and a coverage determination may be delayed. Organization/Tax Referral: Priority: | Routine [1] ✓ Routine Urgent ID Level that Q To prov spec: | Gastroenterology [9] patient is being 0 referred to To provider: KADLEC CLINIC [80000093] Address Organization PO Box 34007 Seattle WA 98124-1007 Address To loc/pos: KADLEC CLINIC GASTROENTEROL Questions: Answer Location/Place of 1. Select the correct questions. xternal Question Service Reason For Referral? Facility where □ Requested Place Of Service? Q Office [11] procedure will be performed if not Facility For Procedure (If facility is not in list add in comments below) 10 the office setting/same Ok to substitute an in network provider if the chosen referred to provider is No not in the member's network? location as to loc/pos field (used Does patient have any functional status or cognitive limitations? No by specialists to Is this a retrospective request? (In the past) indicate where a Yes No procedure will be

[™] Contact Name:

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