

Online Referral Management Experience | Quick Start Guide



Welcome to the upgraded referrals and authorization online experience for our Kaiser Permanente provider site! We've provided some tips below on how to get started.

Non-Contracted Providers

Subscriber ID:

Password:

Login

This login page requires that you have registered as a OneHealthPort Subscriber.

I'm not a OneHealthPort Subscriber but would like information on subscriptions
Forgot My Password
Forgot My Subscription

Business Tools

- Eligibility & Benefits Inquiry
- Claims Status Inquiry
- Historical Referral Status Inquiry
- Pre-Authorization Code Check
- Referral Request & Status
- Electronic Medical Records

Billing | Authorization & Clinical Review | Coverage & Eligibility | Patient Services | Provider Support | Resources | Pharmacy

New navigation toolbar

Log in via OneHealthPort

- Select Kaiser Permanente Washington from the available provider options
- Enter your current OneHealthPort user ID and password
- The new navigation toolbar can be used to initiate key activities like checking benefits eligibility or following up on claim status

Business Tools

- Eligibility & Benefits Inquiry
- Claims Status Inquiry
- Historical Referral Status Inquiry
- Pre-Authorization Code Check
- Referral Request & Status
- Electronic Medical Records

Billing | Authorization & Clinical Review | Coverage & Eligibility | Patient Services | Provider Support | Resources | Pharmacy

Welcome to Kaiser Permanente Washington

KAISER PERMANENTE

- Manual/Exception Referral
- Referral Request & Status
- Historical Referral Status Inquiry
- Advanced Search

In The News

Referrals

Help and Contact Information

Initiate a new referral

- Select **Referral Request & Status** in the navigation toolbar
- A new window will open
- Select **Manual/Exception Referral**
- Populate the required fields and submit request

KAISER PERMANENTE | Provider

Search

Sign out

Business Tools

- Eligibility & Benefits Inquiry
- Claims Status Inquiry
- Historical Referral Status Inquiry
- Pre-Authorization Code Check
- Referral Request & Status
- Electronic Medical Records

Billing | Authorization & Clinical Review | Coverage & Eligibility | Patient Services | Provider Support | Resources | Pharmacy

Welcome providers

The tools and information here have everything you need to work with Kaiser Permanente, and to care for our members. You can find the most current policies, procedures, and latest news.

Eligibility & Benefits Inquiry

CLAIMS STATUS INQUIRY

Pre-authorization code check

Provider Manual

Quick access

- Claims processing codes (CLSD)
- Clinical guidelines
- Forms
- Inpatient admission notification
- Our commitment to quality
- Payment policies

3 of the 4 fields above are required

Use Pre-Authorization Code Check tool

- Leverage this tool for direction on when authorization is required and what, if any, documentation is needed
- Select the link to the **Pre-Authorization Code Check** tool from the right-hand navigation pane on the home page
- Enter a CPT or HCPC code and click **Check**

Have questions?

Call the Provider Assistance Unit at [1-888-767-4670](tel:1-888-767-4670)



Online Referral Management Experience | Quick Start Guide

Business Tools - Eligibility & Benefits Inquiry | Claims Status Inquiry | Historical Referral Status Inquiry | Pre-Authorization Code Check | Referral Request & Status | Electronic Medical Records

Eligibility and benefits inquiry

You can search dates from 2 years in the past to 60 days into the future.

DATE OF SERVICE:

Three of the four fields below are required.

FIRST NAME: LAST NAME:

MEMBER ID NUMBER: DATE OF BIRTH: / /

Search

Eligibility and benefits inquiry

Member information

Member ID #: 3343202 | Day phone #: 206-855-5533
 Date of birth: 12/21/72 | Evening phone #: 360-438-4392
 Gender: Female | Member ID:
 Address: 1750 ROCK AVE SW | Multiple ID:
 Seattle, WA 98101

Primary coverage

Group #: 005490
 Group name: PREFERRED MED HEALTH PLAN
 Plan type: 60 PLAN COVERED (PPO) Pre-authorization grid (PPO)
 Coverage date: 05/13/2015

Check benefits eligibility

- Select **Eligibility & Benefits Status Inquiry** in the navigation toolbar
- Populate three of the four required fields (e.g., Date of Service, First Name, Last Name, Member ID Number)
- Click **Search**
- Access the pre-authorization grid, view the summary of benefits or take next steps

Business Tools - Eligibility & Benefits Inquiry | **Claims Status Inquiry** | Historical Referral Status Inquiry | Pre-Authorization Code Check | Referral Request & Status | Electronic Medical Records

Claims status inquiry

Search results are limited to 80 claims. To ensure your inquiry is successful, enter as much information as you can to refine results.

Quick search | **Advanced search**

TAX ID #: 9832370

CLAIM #

Search

Advanced search - Search by claim #

PREMIER ACCOUNT #

FROM DATE OF SERVICE: 11/14/2019 | TO DATE OF SERVICE: 02/14/2020

Search

FIRST NAME: LAST NAME: DATE OF BIRTH: MM/DD/YYYY

MEMBER ID # CLAIM STATUS PROVIDER NAME PROVIDER #

Check Claims Status

- Select **Claims Status Inquiry** in the navigation toolbar
- Enter your Tax ID # (TIN) or claim number
- Click **Search**
- Use **Advanced Search** to enter additional search criteria

Business Tools - Eligibility & Benefits Inquiry | Claims Status Inquiry | **Historical Referral Status Inquiry** | Pre-Authorization Code Check | Referral Request & Status | Electronic Medical Records

Referral Search

Referral Type

Incoming | **Outgoing**

Referred By

✓ Select all 2/2

✓ Gannon, Michael F.
 ✓ Orthopaedic, Pacific R...

Referral Status

✓ Select all 9/9

✓ Authorized
 ✓ Canceled
 ✓ Closed
 ✓ Denied
 ✓ Incomplete
 ✓ New Request
 ✓ Open

Creation Dates

From: 7/14/2019 | To: 2/14/2020

Search

Referral Search

- Select **Referral Request & Status Inquiry** in the navigation toolbar
- Select **Referral Search**
- Select either **Outgoing** (for referrals being referred out by your provider group or **Incoming** (for referrals coming into your provider group)
- Narrow your search by date range, authorizing provider or status

Have questions?
Call the Provider Assistance Unit at [1-888-767-4670](tel:1-888-767-4670)