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

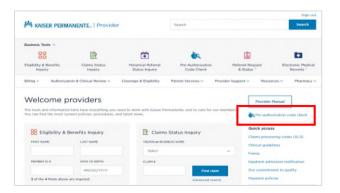*New navigation toolbar*

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

Initiate a new referral

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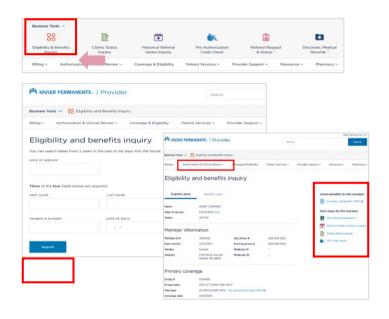- Populate the required fields and submit request

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
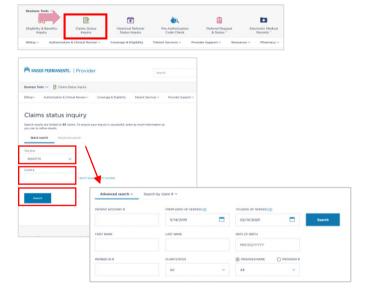- Enter a CPT or HCPC code and click **Check**

Have questions?
Call the Provider Assistance Unit at 1-888-767-4670

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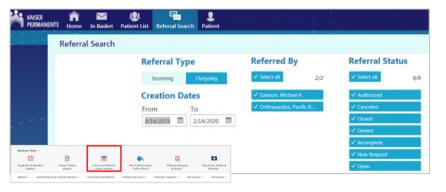# Online Referral Management Experience
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Check benefits eligibility

- 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

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

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

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