Online Referral & Authorization
Quick Start Guide

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

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 **Referral/Order Entry**
- 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

Online Referral Management Experience
| Quick Start Guide

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 Summary of Benefits if available for more detail
- Access the pre-authorization grid, view the summary of benefits or take next steps

Check the claim 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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