Online Referral & Authorization Quick Start Guide



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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.





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

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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



Online Referral Management Experience | Quick Start Guide

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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 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

Have questions? Call the Provider Assistance Unit at <u>1-888-767-4670</u>

