About Referral Notifications
| What You Need to Know

Important Information Regarding Referral Notifications
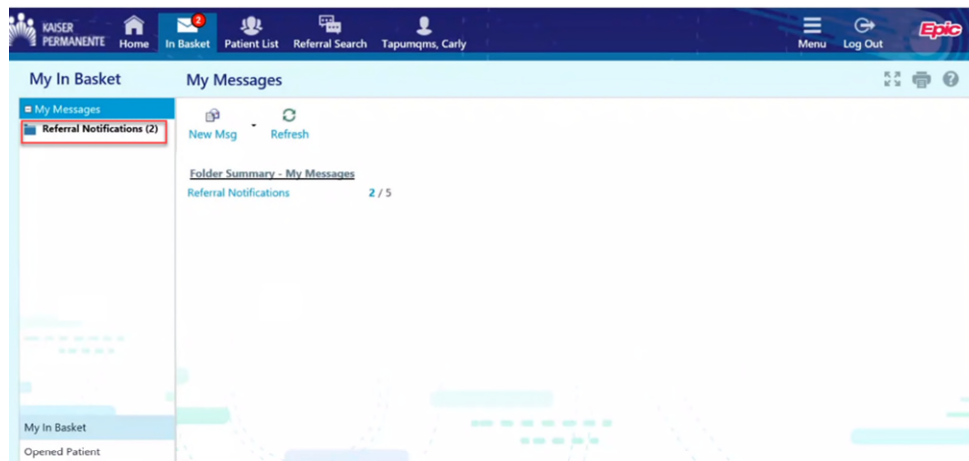
Introduction

As Kaiser Permanente moves to a new referral system, Epic Affiliate Link, there will be changes to how we notify providers regarding referral authorizations and denials.

What's Changing?

Providers who use Affiliate Link to submit referral requests will receive notifications via **In Basket** messaging for both the organization and care site.

Providers who do not use Affiliate Link will receive referral notifications via fax. Updates can be submitted online.

If we do not have a fax number on file, the organization and care site will be mailed the respective notifications. Providers who use a P.O. Box to receive notifications are encouraged to establish Affiliate Link access, as we will require a street address to send referral authorization and denial notifications.

Currently Receiving Batched Notifications?

To reduce mailing costs, batched mailings of authorization notifications will no longer be offered. Please utilize Affiliate Link to access referral authorization and denial notifications.

Provider Readiness Checklist
To prepare for the Affiliate Link launch:
- Register for a OneHealthPort account if not a current user
- Sign up for an overview webinar to learn more about what is changing
- Review a recorded demo overview of the new secure provider portal

Support
- Please contact the Provider Assistance Unit at 1-888-767-4670.

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