Background

When we launched Affiliate Link in 2020, we inadvertently interrupted the clinical referral communication, also known as the Summary of Care (SOC), which was automatically sent to our contracted providers. Automatically sending the SOC also allows us to meet Meaningful Use requirements as set forth by CMS, whose goal is to promote the use of certified electronic health record technology for the electronic exchange of health information to improve the quality of health care, and provides you with documentation of the referral. We have now resolved this issue and plan to re-implement these authorized referral communications.

What's Happening

- On June 7, 2022, we will begin automatically sending an SOC for authorized referrals again.
- While some large provider groups will receive the SOC electronically, most providers will receive the SOC via fax directly to their clinic.
- Delivery method of the SOC (by direct messaging or fax) is defined by the configuration of our software and cannot be modified.
- **Please note**: If you do not receive an SOC after June 7, 2022 and you want to receive the SOC, please reach out to your Provider Services Consultant to update your fax number.

What does the Summary of Care include?

The SOC is a clinical summary of why the Kaiser Permanente referring physician is sending the patient for specialty care. The SOC is not a full medical record.

The SOC includes:
- Basic patient demographic information
- Recent visit information that prompted the referral
- Labs
- Current medications

The SOC does not include:
- Health plan information
- Authorization number or status
- Visit Notes

View a sample Summary of Care letter

What if I need additional information?

Upon receiving the SOC, if your office needs additional information before scheduling or treating the patient, we can grant access to our Electronic Medical Record via Affiliate Link. Please see the Requesting Elevated Chart Access - Job Aid on our provider site for instructions to request this access.