

Provider Newsletter

PCR UPDATES: HMO AND QUEST INTEGRATION AFFILIATED PROVIDERS

PREVENT COVID-19

SOCIAL DISTANCING: REMOTE HEALTHCARE & TAKE A VIRTUAL PROVIDER TRAINING

Med-QUEST will not terminate QUEST Integration plan memberships from 3/18/2020 through the pandemic period.

If your patient was on Medicaid as of 3/18/2020 or has become eligible since then, their Medicaid coverage will not be terminated during this pandemic period of National Emergency. If your patient received a termination letter during this period, please instruct your patient to contact Med-QUEST for reinstatement.

TELEHEALTH

Please continue billing your typical codes (procedure & diagnosis codes), please POS 2 and modifiers 95, GT, GQ or GO, this will drive the member's telehealth benefits (no copayment) and you will be paid at your current contracted rate.

CLINICAL REVIEW PAYMENT DETERMINATION POLICY

Providers may receive updated letters that provide information on rules that govern National Payment Integrity (NPI) Clinical Review processes related to determining payment for claims under review. NPI Clinical Review is responsible for reviewing facility and professional claims to ensure that providers comply with billing and coding standards, that services rendered are appropriate and medically necessary, and that payment is made in accordance with applicable contract and/or provider manual requirements, **updated** Clinical Review Policy link:

providers.kaiserpermanente.org/info_assets/cpp_hi/

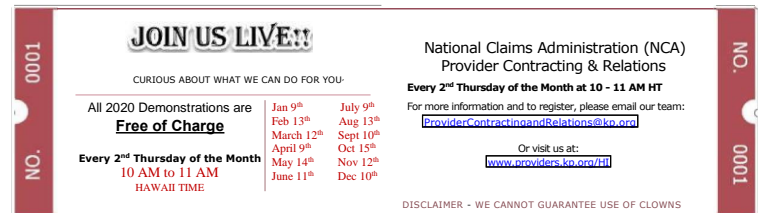
Clinical Review includes EDC Analyzer for continued efforts to reinforce accurate coding practices, KP will begin using the Optum Emergency Department Claim (EDC) Analyzer tool. The website can be located at www.EDCAnalyzer.com. The tool determines appropriate evaluation and management (E/M) coding levels based on data from the patient's claim. KP will use the EDC Analyzer for outpatient facility Emergency Department claims that are submitted with Levels 4 and 5 E/M codes 99284 and 99285 and received by KP with dates of service after 7/1/2020. The goal is to ensure coding accuracy using the coding principles created by the Centers for Medicare and Medicaid Services (CMS), which require hospital Emergency Department facility E/M coding guidelines to follow the intent of CPT Code descriptions, and reasonably relate to hospital resources use

MD CALL CENTER

The MD Call Center is staffed 24/7 by emergency department RNs, who work directly with our emergency department physicians at KP Moanalua Medical Center. When you encounter a KP member at your emergency department who may need to be admitted and need an authorization or requires follow-up care, please call the MD Call Center (**808-643-6363**), to assist you in providing care to our members, including transfers, authorization, and follow-up care.

VIRTUAL MONTHLY PROVIDER TRAININGS

EDUCATE TO ELEVATE



JOIN US LIVE!

CURIOS ABOUT WHAT WE CAN DO FOR YOU:

All 2020 Demonstrations are **Free of Charge**

Jan 9 th	July 9 th
Feb 13 th	Aug 13 th
March 12 th	Sept 10 th
April 9 th	Oct 15 th
May 14 th	Nov 12 th
June 11 th	Dec 10 th

Every 2nd Thursday of the Month
10 AM to 11 AM
HAWAII TIME

National Claims Administration (NCA)
Provider Contracting & Relations

Every 2nd Thursday of the Month at 10 - 11 AM HT

For more information and to register, please email our team:
ProviderContractingandRelations@kp.org

Or visit us at:
www.crowdfunder.kp.org/hi

DISCLAIMER - WE CANNOT GUARANTEE USE OF CLOWNS

PROVIDER DISPUTES FORM - YOUR RIGHTS TO CLAIMS REVIEW

For information generally about a paid claim, please call 877-875-3805. If you wish to dispute our action or decision, you must submit your PROVIDER DISPUTE FORM (*paper or electronic*) you must **submit your dispute in writing within 60 DAYS** of the date the claim was originally processed or denied to the following addresses.

Provider dispute form link:

providers.kaiserpermanente.org/info_assets/cpp_hi/ProviderAppealsForm.pdf

Online Affiliate access, electronic feature link:

<https://extsso.kp.org/kpsso-ap/signIn.html>

PROVIDER DISPUTES AND OTHER ELECTRONIC ATTACHMENTS

New feature to upload claims related documents

- *File a Dispute* (appealing/disputing claim decisions)
- *Respond to a Request for Information (RFI) by allowing the upload of KP requested documents*
- *Submit Supporting Documentation*

Benefits to you as the provider:

- Allows you to submit claim appeals/disputes on-line
- Upload documents in response to a Request for Information, and medical records – avoiding having to deal with postal delays
- Proactively upload claim related documents for quicker review of claims
- Reduce paper output and cost of stamps for provider responses to Requests for Information (RFI) Reduce amount of time it takes for KP to receive appeals/disputes, Request for Information, and claim related documentation

NEW MEDICAID PROVIDER ENROLLMENT (HOKU) and EVV SYSTEM & NDC CODES

Training information for HOKU, the new Medicaid Provider Enrollment system can be found at:

<https://medquest.hawaii.gov/en/plans-providers/Provider-Management-System-Upgrade.html>.

NDC Code Claim Edit - Effective 05/01/20, Medicaid Claims missing required valid NDC quantity and/or unit of measure will deny. The denial code in your EOP is CED14, to prevent claim denials please ensure you have a valid NDC on your claim.

NEW EVV System – Electronic visit verification for Medicaid Home Health Agency Services & Home Community Based Service providers, is a system that verifies and documents provider visits to ensure members receive authorized services.

Provider EVV Letter

http://providers.kaiserpermanente.org/info_assets/cpp_hi/Hi_EVV_Provider_Welcome_Letter_Final.pdf

EVV HCPCS Codes & Modifier List

http://providers.kaiserpermanente.org/info_assets/cpp_hi/QI_1929_EVV_HCPCS_Codes_and_Modifiers_Lists_FINAL_1.pdf

CONTACT INFORMATION	PHONE	FAX / WEB / EMAIL / ADDRESS
Provider Contract & Relations (PCR)	808-432-5429	808-432-5260 / ProviderContractingandRelations@kp.org
PCR QI Manager: Shawne Uyetake	808-284-6409	808-432-5260
PCR Address		711 Kapiolani Blvd Suite 130, Honolulu HI 96813
Customer Service (CS)	808-432-5955	800-966-5955 and 808-432-5300
CS QUEST Integration (QI)	808-432-5330	800-651-2237 and 808-432-5260
Interpreter Service	808-432-5330 or 800-651-2237	
Customer Service Added Choice	800-238-5742	https://providers.kaiserpermanente.org/html/cpp_hi/addedchoice.html?
MD Call Center	808-643-6363	
Authorization & Referrals Management	800-432-5687	808-432-7517
DME Authorizations	808-432-5692	808-432-5689
BH Authorizations	808-243-6031	
Provider Credentialing	808-432-7990 ext 27927	HI-Credentials-Department@kp.org
Claims Department	877-875-3805	P.O. Box 378021, Denver, CO 80237
Provider Demographic or Contact Changes	808-432-5429	providerdemographicshawaii@kp.org
Community Provider Portal: HMO / Medicare / Medicaid & QUEST Integration		
Authorizations and Referral Process		http://providers.kaiserpermanente.org/hi/index.html
Contracts & Sample Contracts		
Provider Newsletters & EVV Codes		Monthly Provider Training: every 2 nd Thurs. of the month 10-11 A HT
QI Provider Education & Training Documents		http://providers.kaiserpermanente.org/html/cpp_hi/qiprovidereducationandtraining.html?
Online Affiliate Tool & Provider Manual		To Register email: ProviderContractingandRelations@kp.org
Cultural Competency Plan		
EDI - Electronic Data Interchange	866-288-0361 opt 2	edisupport@kp.org
Change HC Payer ID = 94123	866-817-3813	www.changehealthcare.com
Relay Health Payer ID = RH011	866-735-2963	www.relayhealth.com
Office Ally Payer ID = 94123	360-975-7000	https://cms.officeally.com
Office Ally DDE - FREE* . This online claim entry tool allows you to create CMS1500, UB04 360-975-7000 and ADA claims on its website & submit to KP		https://cms.officeally.com/Pages/Products/Clearinghouse.aspx
EDI Claims Subscriber Information	Use patient's information only (e.g. name, date of birth, KP MRN)	
ERA & EFT	866-288-0361	solutions.caqh.org
OLA – Online Affiliate Tool		
Check Claim Status (ANSI 276/277)		KP-HI-OnlineAffilaite@kp.org providers.kp.org/hi
Verify Member Benefits and Eligibility (ANSI 270/271)		
View and Print Remittance Advice (ANSI 835 ERA & EFT)		providers.kp.org/hi
View Member Demographics		