

Provider Contracting and Relations

UPDATE FOR OUR HAWAII AFFILIATED PROVIDERS

Season's Greetings

MD CALL CENTER

MD CALL CENTER **808-643-6363**

This ED-to-ED emergency transfer hotline is staffed 24/7 by emergency department RNs, who work directly with our emergency department physicians at Kaiser Permanente Moanalua Medical Center. When you encounter a Kaiser Permanente member at your emergency department who may need to be admitted or requires follow-up care, we request that you call the MD Call Center (**808-643-6363**), who will be able to assist you in providing care to our members, including transfers and follow-up care. When necessary, the support staff will also arrange for Medical Flights for inter-island transfers.

UPDATED 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_Payment_Determination.pdf

PROVIDER DISPUTES

IMPORTANT INFORMATION ABOUT YOUR RIGHTS TO DISPUTE OUR DETERMINATION ON THIS CLAIM

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** to the following addresses you must submit your dispute in writing **within 60 DAYS of the date the claim was originally processed or denied to the following addresses**. Please make a note of this address and provider dispute form link:

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

Kaiser Permanente Hawaii – Provider Appeals
Claims Administration Department
ATTN: Provider Appeals
PO Box 378021
Denver, CO 80237-9998

Once we receive the required information, we will give you a decision on your appeal within **60 calendar days**. If we find in your favor, payment will be made to you at the applicable Medicare rate. If we do not receive the required *Waiver of Liability*, we will not review your request. We will send you a *Notice of Dismissal of Appeal Request*. You have the right to ask an independent reviewer contracted with Medicare to review our decision. Please follow the instructions in the *Notice of Dismissal of Appeal Request*.

JOIN US LIVE!!!

CURIOUS ABOUT WHAT WE CAN DO FOR YOU.

All 2020 Demonstrations are
Free of Charge

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

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

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.providers.kp.org/HI

ADDITIONAL RESOURCES

You can access the Kaiser Permanente Hawaii Online information at:
providers.kaiserpermanente.org/hi/index.html

To find status of a claim, please register for KP Online Affiliate at:
providers.kaiserpermanente.org/html/cpp_hi/registration.html

To enroll in EDI/ERA/EFT please visit:
solutions.caqh.org

If additional assistance, please contact:
EDISupport@kp.org

HAWAII

Change Healthcare	Payor ID	94123
Relay Health	Payor ID	RH011

ONLINE AFFILIATE

As an affiliate provider you have access to great self-service tools that will save your organization time and reduce costs. **Online Affiliate** is a web portal that allows affiliate providers access to the following:

- Check Claim Status
- Verify Member Benefits and Eligibility
- View Member Demographics
- View and Print Remittance Advice

To find out more information about what is available to you or to register for Online Affiliate access, please visit providers.kp.org/hi.

You may also reach out to your regional Online Affiliate representative by emailing KP-HI-OnlineAffilaite@kp.org.

FLYERS

Online Affiliate
providers.kaiserpermanente.org/info_assets/cpp_hi/National_Online_Affiliate_Flyer_9_2019.pdf

EDI
providers.kaiserpermanente.org/info_assets/cpp_hi/National_EDI_Flyer_09_30_19_V14.pdf

VISITING KAISER PERMANENTE MEMBERS

Submit member’s claims to the home region identified on their member ID card. The member ID card has the KP region and you will use the payor ID for that region when submitting your claim via EDI. If your clearinghouse is not directly affiliated, they may re-route claims to one of our direct trading partners.

CONTACT NUMBERS

IMPORTANT KAISER PERMANENTE PHONE NUMBERS AND EMAIL ADDRESSES

Customer Service	808-432-5955 (Oahu) 1-800-966-5955 808-432-5300 (Fax)
Claims Department	1-877-875-3805
Authorization and Referrals	1-800-432-5687 808-432-7517 (Fax)
Durable Medical Equipment Authorizations	808-432-5692 (Oahu)
Behavioral Health Authorizations	808-243-6031 (Maui)
Customer Service QUEST	808-432-5330 (Oahu) 1-800-651-2237 808-432-5260 (Fax)
Added Choice Helpline	1-800-238-5742
EDI	edisupport@kp.org 1-866-285-0361 , option 2
Credentials	HI-Credentials-Department@kp.org 1-877-515-4956 (Fax) 808-432-7480 (Fax)
Community Provider Portal	providers.kaiserpermanente.org/html/cpp_hi/index.html
Online Affiliate Information/Support (e.g. claims status, member eligibility)	providers.kaiserpermanente.org/html/cpp_hi/onlineaffiliate.html