Kaiser Permanente POS Plan: Information for Physicians

**POS ENROLLEES/MEMBERS:**
Present this to your caregiver’s office when receiving care from providers outside of Kaiser Permanente.

**PHYSICIANS/CAREGIVERS:**
Please keep this in the patient’s file, along with a copy of his/her ID card, front and back, for your records.

We support several POS plans, where our POS members may receive care from any licensed provider without a referral. In addition, you may refer our POS members to specialists within or outside of Kaiser Permanente. Precertification is required for certain procedures or services; please review the information below.

Members’ out-of-pocket expenses include: copays and/or coinsurance for office visits for Primary Care and Specialty Care in both the HMO/Deductible HMO and out-of-network tiers. If the first tier is a Deductible HMO tier, office visit procedures and facility services apply to the Deductible and Coinsurance, up to the Out-of-Pocket Maximum.

Physicians may call our Outside Provider Service Line: 303-743-5330, from 8 a.m. to 6 p.m., MT, weekdays, for Kaiser Permanente specialty referrals and services. You may call this number to order tests requiring a referral and/or speak to someone for your referral needs.

**PRESCRIPTIONS:**
Medications you prescribe that are on the Kaiser Permanente Formulary and meet our clinical guidelines, must be filled at any Kaiser Permanente medical office, contracted network pharmacy or through our mail order pharmacy.

- **Southern Colorado** members have access to the Kaiser Permanente MedImpact contracted pharmacy network which includes retail locations like King Soopers., Walgreens, Safeway, Walmart and may include other retail pharmacies.
- **Northern Colorado** members have access to the Banner Health Systems pharmacies, as well as select pharmacies in the Kaiser Permanente MedImpact contracted pharmacy network.
- **Mountain Colorado** members have access to select pharmacies in the Kaiser Permanente MedImpact contracted pharmacy network.

Our mail order pharmacy can be reached at 303-326-6777 or toll free 1-866-523-6059 (TTY: 711). Patients may also refill prescriptions online at kp.org or by calling 1-866-938-0077.

To determine if a medication is on the Kaiser Permanente Formulary, or speak to a pharmacist, call 303-338-4503 or toll free 1-866-244-4119 (TTY: 711), 8 a.m. to 6 p.m., MT, weekdays. You can also visit kp.org/formulary and select the HMO link for the region for which the member is enrolled (Denver/Boulder, Mountain Colorado, Northern Colorado or Southern Colorado).

Tier 2 members can also access pharmacy services through the Kaiser Permanente MedImpact Pharmacy network, such as King Soopers, Walgreens, Safeway, and many other retail pharmacies. Tier 2 members can also access mail order through Walgreens at 1-855-899-6012 (TTY: 1-800-573-1833), 6 a.m. to 8 p.m., MT, weekdays, and 6 a.m. to 3 p.m., MT, weekends. You, the provider, can also fax prescriptions to Walgreens at 1-800-332-9581.

Medications filled at MedImpact pharmacies may be preferred generic, preferred brand, specialty or non-preferred generic or brand. Please refer to the Preferred Drug List – Preferred Provider Organization (PPO) and Point of Service (POS), found at kp.org/formulary (for in-HMO network tier) or info.kaiserpermanente.org/html/kpic-colorado/drugformulary.html (for participating or non-participating providers) to find out which drugs have preferred status.

**LABORATORY**
To order blood tests at a Kaiser Permanente medical office, complete the Community Provider Laboratory Order Form (found online at providers.kaiserpermanente.org/cod) and fax the completed form to Laboratory Client Services at 1-877-489-5586.

The laboratory requisition must include the provider’s address, phone and fax numbers and NPI number. We also require a provider signature and diagnosis (ICD-10) code(s) on the requisition form or testing will not be completed.
The patient may go to any Kaiser Permanente laboratory or a contracted laboratory (for Mountain, Northern and Southern Colorado) for blood or urine specimen collection. Any genetic testing being requested requires prior authorization and a referral must be submitted (and approved) before the member can be drawn. Other clinically collected specimens, rapid strep, wound culture, throat culture, pap smear, require a Kaiser Permanente nurse or office visit. Please have your patient schedule such collections with our Appointment Line at 303-338-4545 for Denver/ Boulder or 1-800-218-1059 for Mountain, Northern and Southern Colorado (TTY: 711), 7 a.m. to 6 p.m., MT, weekdays.

When all testing is complete, results will be auto-faxed to your office. For Mountain, Northern and Southern Colorado, in-network providers utilize contracted laboratories and send specimens to contracted laboratories.

Kaiser Permanente will not accept specimens collected at your office.

You, the provider, may also call Laboratory Client Services at 303-404-4050, 8 a.m. to 6 p.m., MT, weekdays, to obtain results and additional forms. The Laboratory Client Services fax number is 1-877-489-5586.

RADIOLOGY

To order any radiology exam, please use the Regional Radiology Order Form (found online at providers.kaiserpermanente.org/cod). Fax all forms to Regional Radiology Client Services at 303-861-3111. For routine/plain film exams, members can hand carry a copy of the request form to any Kaiser Permanente radiology facility.

Orders for certain studies—including MRIs, CTs, ultrasound, mammography, fluoroscopy, and nuclear medicine procedures and PET scans—require appointments within the Kaiser Permanente system or a contracted medical facility (for Mountain, Northern and Southern Colorado). Please have the patient call 24 hours after the request form is submitted to the Radiology Department. The number to schedule is 303-338-3456, from 8 a.m. to 7 p.m., MT, weekdays.

All sites offer General Radiology.

- **Denver/Boulder**: Mammography and ultrasound procedures are performed at the Arapahoe, Baseline, East, Franklin, Lakewood, Westminster, Southwest, Rock Creek, and Wheat Ridge medical offices. Mammography is also offered at Southwest and Brighton. Ultrasound is also offered at Highlands Ranch* and Parker*. Fluoroscopy, BMD, CT, MRI, and nuclear medicine procedures are performed at the Franklin Campus and Rock Creek. BMD is also offered at Arapahoe and Skyline.

- **Southern Colorado**: Radiology procedures are performed at our Lone Tree Medical Facility, and contracted medical facilities. Members may also utilize Denver/ Boulder medical facilities. Preauthorization is required for Imaging Services (MRI, CT, PET, etc.) at contracted medical facilities.

- **Northern Colorado**: Radiology procedures are performed at the Loveland, Greeley and Fort Collins medical offices, and contracted medical facilities. Members may also utilize Denver/ Boulder medical facilities. Preauthorization is required for Imaging Services (MRI, CT, PET, etc.) at contracted medical facilities.

- **Mountain Colorado**: General Radiology is offered at Frisco and Edwards medical facilities. Edwards Medical Facility also offers Scoliosis Procedures. Members may also utilize Denver/ Boulder medical facilities. Preauthorization is required for Imaging Services (MRI, CT, PET, etc.) at contracted medical facilities.

PET/CT exams are scheduled at Westminster (mobile unit) and Lone Tree through the Scheduling Line at 303-338-3456, 8 a.m. to 7 p.m., MT, weekdays.

Providers can obtain a report and/or CD with images by calling the Regional Radiology File Room at 303-764-4391, 8:30 a.m. to 5 p.m., MT, weekdays.

*These sites as well as Longmont, Hidden Lake, Englewood, Ken Caryl, Castle Rock and Aurora Centre Point have mobile mammography on select dates.

HOSPITALIZATION

You may admit your patient to any hospital you choose. Precertification is required for ALL hospital admissions, including pre-admission testing.
PRECERTIFICATION

Call Kaiser Permanente toll free at 1-888-525-1553 weekdays, from 6 a.m. to 8 p.m., MT, at least three (3) days prior to any scheduled hospital admission (except in emergency cases). Precertification is required if the procedure will be performed outside of Kaiser Permanente and within the Kaiser Permanente service area, for services including but not limited to:

- All Inpatient admissions* and services including: (a) Inpatient Rehabilitation Therapy admissions including Comprehensive Rehabilitation Facility admissions related to services provided under an inpatient multidisciplinary rehabilitation program; (b) Inpatient Mental Health and Chemical Dependency admissions and services including Residential Services; (c) Long Term Acute Care and Sub-acute admissions.
- Skilled Nursing Facility
- Non-Emergent Air or Ground Ambulance Transport
- Amino Acid-Based Elemental Formulas
- Clinical Trial
- Medical Foods
- Applied Behavioral Analysis (ABA)
- Cardiac Rehabilitation
- Dental and Endoscopic Anesthesia
- Durable Medical Equipment
- Genetic Testing
- Habilitative Services (Physical Therapy, Occupational Therapy and Speech Therapy)
- Home Health and Home Infusion Services
- Hospice Care
- Imaging Services (Magnetic Resonance Imaging or MRI, Magnetic Resonance Angiography or MRA, Computerized Tomography or CT, Computerized Tomography Angiography or CTA, Positron Emission Tomography or PET, Electron Beam Computerized Tomography or EBCT, Single Photon Emission Computerized Tomography or SPECT)
- Outpatient Injectable Drugs
- Outpatient Procedures
- Outpatient Surgery
- Pain Management Services
- Prosthetic and Orthotic Devices
- Radiation Therapy Services
- Reconstructive Surgery
- Outpatient Rehabilitation Therapy (Physical Therapy, Occupational Therapy, Speech Therapy and Pulmonary Therapy)
- TMJ/Orthognathic Surgery
- Transplant services
- Transgender Surgery and Services

*Precertification is not required for emergency admissions. You or your attending Physician should notify the Medical Review Program of the admission not later than twenty-four (24) hours following an emergency admission or as soon as reasonably possible.

Please note: If services are received from a non-participating provider, the patient’s insurance benefit will be reduced by 20 percent if precertification is not obtained.

CLAIMS

Mail all claims to:
Kaiser Permanente POS Claims
P.O. Box 373150
Denver, CO 80237-3150

To check on a claim, please call 303-338-3600 for Denver/ Boulder or toll free 1-800-382-4661 for Mountain, Northern and Southern Colorado, 8 a.m. to 5 p.m., MT, weekdays.

Certain services are not covered outside of the HMO option. Please call Member Services with questions, or to verify eligibility, using the following numbers. Representatives are available weekdays, from 8 a.m. to 5 p.m., MT:
- Denver/ Boulder: 303-338-3800
- Mountain Colorado: 1-844-837-6884
- Northern Colorado: 1-844-201-5824
- Southern Colorado: 1-888-681-7878

TTY users may contact Relay Colorado at 711 for assistance.

Kaiser Permanente Insurance Company (KPIC) complies with applicable federal civil rights law and does not discriminate on the basis of race, color, national origin, age, disability, or sex. KPIC does not exclude people or treat them differently because of race, color, national origin, age, disability or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats, such as large print, audio, and accessible electronic formats

- Provide no cost language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call the number provided below.
Colorado 1-800-632-9700
TTY 711

If you believe that KPIC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the KPIC Civil Rights Coordinator, 2500 South Havana, Aurora, CO 80014, telephone number 1-800-632-9700. You can file a grievance by mail or phone. If you need help filing a grievance, the KPIC Civil Rights Coordinator is able to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.
Help in your Language

English: You have the right to get help in your language at no cost. If you have questions about your application or coverage through Kaiser Permanente, or this notice requires you to take action by a specific date, call the number provided for your state or region to talk to an interpreter.
Colorado 1-800-632-9700 (TTY 711)

Arabic: لك الحق في الحصول على المساعدة بلغتك دون تحمل أي تكاليف. إذا كانت لديك استفسارات بشأن طلبك أو تغطيتك التي تقدمها Kaiser Permanente، أو يتطلب هذا الإشعار منك اتخاذ إجراء خلال تاريخ محدد، يُرجى الاتصال بالرقم المخصص لولايتك أو منطقتك للتحدث إلى مترجم فوري.
Colorado 1-800-632-9700 (TTY 711)

Amharic: ከእነታ ከወንቋ ማዝበት እንጋት ያልነበረፈ ያለው ከእንታ ከወንቋ እንታወንቋ ለKaiser Permanente የእንታወንቋ የእንታወንቋ ከወንቋ ለእንታወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንታ ከወንቋ ያለው ከእንት
Naabeho (Navajo): T’áá ni nizaad bee níká i’i doolwo doo bik’é asiniláagóó éé bee náháaz’á. Kaiser Permanente áká aná’álwo’ ná bik’é ažlándoo yíníkeedo naalssoos hadinilaa, éí bi’na’idlik bu doogo, éi doodago dií naalssoos haa’ída yoolkaalgo haít’áoda i’iililil nihii’éé éé nibsaa hahoodzojoj éi doodago t’áá aadi náhos’a’í áta’ dahalné’iigbi bích’í’hólne’go bee bi’i ahil hodiííinh.

Colorado 1-800-632-9700 (TTY 711)

Nepali (Nepali): Tapaíssangi kūne śhulāk nandīnd apafno baahu ma sahaayatha pāa’ne a Siddha achara. Tapaíssangi apafno āvevdan bāre vā Kaiser Permanente maṛaft kāyeer teerāma kūne prashnārah bāre, vā yo niśāndik anusar tatailise kūne nitarīsā mihīma kūne kārīyābaari, garīnaapati, dōmāṭīsag sūkraṇāla gare tāpaiko rājya vā kāshtra laikkī dindernāk naalāma kah gāndhīrāss.  

Colorado 1-800-632-9700 (TTY 711)

Afaa Oromoo (Oromo): Baasii malee afaa keetiin gargaarsa argachuuddhaa mirga qabda. Waayeey iyata keetii yookaan tajaa jilaa Kaiser Permanente hammatu ilaalchisee gaaffiin yoo qabaatte, yookaan beeksisi Kun guyyaa muttre’ee irratti tarkaanfii akka ati fudhannu kan gaafatu yoo taa’, lakkooofsa bilbila naannoo yookaan goodina keetiif kenne name bibiliieldhaan turjumaana haasofisiisi.

Colorado 1-800-632-9700 (TTY 711)

Español (Spanish): Usted tiene derecho a obtener ayuda en su idioma sin costo alguno. Si tiene preguntas acerca de su solicitud o cobertura a través de Kaiser Permanente, o este aviso requiere que usted tome alguna medida antes de una fecha determinada, llame al número de teléfono que se le proporcionó para su estado o región para hablar con un intérprete.

Colorado 1-800-632-9700 (TTY 711)

Tagalog (Tagalog): Mayroon kang karapatan na kumuh sa ng tung sa iyong wiha nang walang bayad. Kung mayroon kang mga katanungan tungkol sa iyong aplikasyon o coverages sa pamamagitan ng Kaiser Permanente, o ang abisong ito ay nangangailangan ng iyong akasyon sa iyak na petsa, tumawag sa numerong ibinigay para sa iyong estado o rehiyon para makipag-usap usap sa tagapagsalin.

Colorado 1-800-632-9700 (TTY 711)

Tiếng Việt (Vietnamese): Quý vị có quyền được nhận trợ giúp miễn phí bằng ngôn ngữ của mình. Nếu quý vị có các câu hỏi về mẫu đơn hoặc mức bảo hiểm của mình thông qua Kaiser Permanente, hoặc thông báo này yêu cầu quý vị thực hiện vào một ngày cụ thể, hãy gọi đến số điện thoại được cung cấp cho bang hoặc khu vực của quý vị để trò chuyện với phiền dịch viên.

Colorado 1-800-632-9700 (TTY 711)

Yoruba (Yoruba): O ni étò láti ri iranlówó gbá nipá édè rẹ láisán owó. Bí o bá ni ibééré nipá iṣáfílòlè tábí isédèdè nipáṣe Kaiser Permanente, tábí ifọniilẹ̀ yi fẹ́ kí gbé ègbésé kan ni ojó kan pató, pé nòmbá tí a pésè fún ẹpínle tábi agbègbè re láti bá ònìgbìfò kan sọrọ.

Colorado 1-800-632-9700 (TTY 711)

Russian (Russian): У вас есть право получить бесплатную помощь на своем языке. Если у вас имеются вопросы относительно вашего заявления или медицинского страхования в Kaiser Permanente, либо данное уведомление требует от вас каких-либо действий к определенной дате, позвоните по номеру телефона для своего штата или региона, чтобы поговорить с переводчиком.

Colorado 1-800-632-9700 (TTY 711)

Persian (Farsi): شما حق دارد که بدون هیچ هزینه ای به زبان خود کمک دریافت کنید. آخرین بار درخواست با پوشش خود در سواری داشته با یا بر اساس این اطلاعات به تاییسخویی می‌رسید. کايزر پرماننت، تاریخ مشخصی اقدام به ارتباط برای صحبت با یک متخصص نفیسی با شما را ثابت نشان می‌دهد که شما را به درخواست شما برای پاسخگویی به سوالات شما این زمان تقدیم می‌کند. 

Colorado 1-800-632-9700 (TTY 711)