Dear Valued Provider,

The end of year marks some new beginnings both for us at Kaiser Permanente and our health care industry. This issue of the Provider Insider is intended to inform you of how we are ready to execute on the ICD-10 mandate as well as introduce a new digital member identification card.

We continue to encourage all of our network providers to register on our Affiliate Link located on our Community Provider Portal (CPP). Once registered you have access to the information you need to provide care and service to your patients. This Epic-based online tool helps you confirm member eligibility, view member benefits, create and view referrals/authorizations, and view members’ clinical data.

We are committed to providing both you and our members improved service. Our Northern Colorado Service Area now has a new team of member services specialists trained to answer yours and our members’ questions. The Southern Colorado team has new fax numbers and our Mountain Colorado team is preparing a second medical office location to serve members beginning in January.

It’s going to be a busy three months and we look forward to wrapping up 2015 with you while welcoming the New Year. Be sure to reach out to your provider representatives at 1-866-866-3951 should you have any questions and remember our Community Provider Portal (CPP) is your online resource that provides easy access to the Provider Manual, Affiliate Link, Clinical Practice Guidelines, Drug Formularies and more. Or course, you also can email us at CO-providercommunications@kp.org.

Yours in good health,
ICD-10 Ready.Set.Go

Kaiser Permanente intends to fully comply with the legal requirements put forth by the Centers for Medicare & Medicaid Services (CMS) in the ICD-10 mandate and we strongly encourage you to do the same. Beginning Oct. 1, 2015, we will process claims submitted with ICD-9 codes only for dates of service (outpatient) or dates of discharge (inpatient) prior to Oct. 1, 2015. After Oct. 1, 2015, ICD-10 codes will need to be used. Please refer to our ICD 10 Readiness FAQ document for additional questions. We will continue to monitor CMS’ position closely and should there be any changes, we will update the FAQs on the Community Provider Portal.

Code Editing Software Update Coming Soon

We all know the importance of accurate coding to ensure claims are paid appropriately. Kaiser Permanente Colorado performs code editing to ensure nationally-accepted coding and payment rules, details can be found in Section 5.9, Coding for Claims in the Provider Manual. Please be aware that we are making software updates to the system which revises the code editing rules and may change the way your claims are edited. The impact of the software update will vary depending on the provider and the types of services rendered, but we expect the update to be complete by the end of the year.

The coding editing software rules sources are: AMA, American College of Surgeons, CMS, CMS CCI, CMS I/OCE (for facility edits), ICD-9 & 10 CM, Medicare Claims Processing Manual, Medicare Physician Fee Schedule Database, and McKesson Clinical Team.

Thank you for your attention to this update as coding
improvements are one step we can take to help our members know that we are doing all we can to help keep their care affordable. Feel free to call your provider representative if you have additional questions at 1-866-866-3951.

Recoupment/Adjustments to Payments

As a reminder, you may receive notification regarding a recoupment or adjustment to payment. An initial notification will be provided to you upon identification of overpayment. An additional notification will be sent 45 days after the original notification. If we continue to receive no response, an automatic retraction will occur 90 days from our initial notification. Please take immediate action to review the correspondence and respond accordingly to minimize the potential of any future automatic adjustments to payments.

Digital ID cards coming for members

Starting next month, we will begin rolling out a digital membership card – an electronic version of the physical membership card that will be available to eligible Kaiser Permanente members* via the Kaiser Permanente app on their mobile devices. The digital membership card will have a standard layout and color scheme, which will include a blue banner (see image). Members will have the ability to email a copy of their digital membership card right from their smartphones. The digital membership card is a service enhancement; it does not currently replace the physical card. You can find a complete view of KP cards on the Community Provider Portal.

Kaiser Permanente members seeing network providers may find using the digital version of their membership card more convenient. When a member presents a digital membership card, you may ask them to email the card to your office. If you are unable to accept emails, you may ask the member for their physical card. If the member does not have the physical card, you can verify eligibility via KP Online-Affiliate.

*Initially, the digital membership card will not be available to KP Select, Medicare or Senior Advantage members. Members in KPIC PPO and KPIC out-of-area plans are not eligible and do not have access to the digital card.
Grant provides funding to improve care access

We wanted to make sure you are aware of possible grant funding to improve health access for more Coloradans. In January of 2015, Colorado received more than $60 million in State Innovation Model (SIM) grant funding from the federal government. The intention of the SIM proposal and implementation is to provide Colorado residents with access to integrated primary care and behavioral health services in a coordinated setting. The state has released a Request for Application (RFA) to practices throughout Colorado who are interested in participating in the SIM work.

Practices that are selected will receive technical support to implement models of care that meet the state's goal, are eligible to receive up to $5,000 to help offset costs associated with participation (including attendance at training sessions, etc.), are eligible to receive small grants for innovation, and Maintenance of Certification and Continuing Medical Education credit will be available for clinicians who participate in SIM educational sessions and/or engage in quality improvement activities.

For more information on the RFA, please go to coloradosim.org. Or feel free to email us a question at CO-providercommunications@kp.org.

Don't miss updates to the Provider Manual

The Provider Manual has been updated and is ready for viewing at the Community Provider Portal. You can also reference ongoing changes to the drug formulary. To ensure the most current information is available to you any changes and updates to the formulary will be reflected the last Thursday of each month. All changes will be posted to the website and will include changes to: Commercial, Medicare, and Part D. To obtain a copy of the Kaiser Permanente drug formulary, please visit the Community Provider Portal.