For New Users
Activating Your KP Online Affiliate Account

Congratulations,

Your access for Kaiser Permanente Affiliate Link has been completed. You are now able to login into the system.

Please follow the steps below to login into your account, please note if you have problems with logging into your account please call 303-344-7755 or Toll Free at 888-457-4872 for technical assistance.

Thank you,

Kaiser Permanente Affiliate Link Team
Although signing up for your affiliate account involves only five steps (in three phases), *activating it may take time as approvals and communications happen behind the scene.*

You are an important part of extending excellence in patient care to our members. We appreciate your patience in this process.

**What to expect:** There are three phases for activating your account:

- **Phase 1:** Registration (Step 1)
- **Phase 2:**
  - Security questions set up & Confirmation (Step 2)
  - Identity verification (Step 3)
  - Provider associations (Step 4)
- **Phase 3:** Request for access (Step 5)

### Phase 1

1. Launch *Internet browser*
2. Type [http://www.providers.kaiserpermanente.org/cod/](http://www.providers.kaiserpermanente.org/cod/) into the address line (or click the link if viewing online) to go to the **Community Provider Portal (CPP)**
3. Press *ENTER*

The CPP home page appears:

4. Click *Register for Online Affiliate access*

The **Registration for Online Affiliate access** page appears:

5. Click the *click here* link, in the section that states “To begin the registration process, [click here]*”
Welcome

Kaiser Permanente appreciates your willingness to work with us in providing quality care to our Members and is committed to providing support to you and your staff which includes contractual and operational inquiries.

Registration for Online Affiliate access

All providers are encouraged to register for access to Affiliate Link which is our EPIC-based online tool for providers to confirm member eligibility, view member benefits, create and view referrals/authorizations, and view members’ clinical data. Accounts are assigned to individuals, for the protection of our members’ privacy, please do not share log-ins.

For instructions on how to register for a Kaiser Permanente Online Affiliate account please review this guide:

*Registering for a KP Online Affiliate Account*

To begin the registration process, *click here.*

Sign on to Online Affiliate

*Affiliate Link Log-In*

For technical assistance please contact the Affiliate Link Help Desk at (303)338-3216 or Toll Free at (866)214-2434 and select Option #1

Colorado’s Provider Relations Department

Toll Free (866)866-3951

Option 1: Hospital, Ancillary, Behavioral Health, DME, SNF
Option 2: Physician-based (Denver/Boulder)
Option 3: Physician-based (Northern Colorado)
Option 4: Physician-based (Southern Colorado)

Registration:

The “Step 1 of 5” screen appears:

6. Complete the following sections:
   a. Personal information
   b. Work information
c. **Group Administrator information** (this section cannot be left blank)
d. **Sign on information**
e. **Security check**

**Rules for creating passwords:**

*Password must not match or contain first name.*
*Password must not match or contain last name.*
*Password must be at least 8 character(s) long.*
*Password must not be longer than 50 character(s).*
*Password must contain at least 1 alphabetic character(s).*
*Password must contain at least 1 numeric character(s).*
*Password must not be one of 4 previous passwords.*
*Password must not match or contain user ID.*

7. **Read and click the checkbox for Terms and Conditions**

   ![Kaiser Permanente's End User Agreement]

   **Terms and Conditions**

   You must accept Kaiser Permanente's End User Agreement to use this Web site.

   ✔️ I have read the Terms and Conditions and agree to the terms stated.

8. **Click Register account** (below Terms and Conditions) Please click only once.

   ![Register account]

   **Terms and Conditions**

   You must accept Kaiser Permanente's End User Agreement to use this Web site.

   ✔️ I have read the Terms and Conditions and agree to the terms stated.

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**This is the end of Phase 1.** Once you click "Register account", your registration will begin to be processed. When your registration has been processed, you will receive an email from the KP Identity Manager containing your Online Affiliate **UserID**. **Please do not take any further action until you receive this email.**

**Phase 2**

After your registration is processed, you will receive an email from the KP Identity Manager with your **Online Affiliate User ID** and a link to the Kaiser Permanente Online Affiliate users’ page.

1. In the email, click the **link** to Kaiser Permanente Online Affiliate users page

The **Sign On** screen appears.
2. Type the **User ID** you received in the email (note: first character is a LETTER, not a number)
3. Press **TAB**
4. Type the **password** you created during registration
5. Click the **Sign on** button

### Sign on
Kaiser Permanente providers, affiliates, and medical office staff: Please sign on to gain access to secure features.

| User ID<br>W0029127<br>Password<br>privacy<br>Sign on |

**Security Questions & Confirmation:**
The “**Step 2 of 5**” Online verification screen appears.
6. **Choose** and **answer five (5)** security questions that will be easy to remember.
7. Click the **Submit** button

### Step 2 of 5
**Next: Verify identity**

**Security questions**
If you ever forget your password, your answers to secret questions will allow us to retrieve it. Please select 5 questions from the list below and type your answers in the fields provided.

- In what city were you born (do not include state or country)? **[Gotham]**
- In what city was your father born (do not include state or country)?
- In what city was your mother born (do not include state or country)?
- What is your father's middle name? **[Theophilus]**
- What is your mother's middle name?
- What is your first child's middle name?
- What is your first girlfriend/boyfriend's last name? **[Ponchoita]**
- What is the name of your first pet? **[Chew Bait]**
- What is the name of your first school? **[Porcupine Falls]**
- What is the last name of your favorite school teacher?

### A confirmation screen should appear:

#### Confirmation
- You have successfully set your security questions.

### Verification:
Now it’s time to verify your identity.
8. Click the **online verification** link
The “Step 3 of 5” screen displays to begin the verification process.

9. Click the Begin Verification button

The Online verification form appears.

10. Complete the home phone, address, city, state, and zip code fields

11. Click the Continue button

You will see a series of questions asking you to verify information. You have 90 seconds to answer each verification question.

12. Click the radio button by each response

13. Click the Submit button once for each question
After successfully completing the verification questions, you will see a screen similar to this:

14. Click the **Add Providers** link

Once your verification is complete, you may add your provider associations.

**Add Provider Associations:**

The “Step 4 of 5” Provider Association screen appears.

*Provider associations* are doctors and hospitals for which you work to provide services to KP members.

15. Click the **Help with provider associations?** link

An instructions section expands in the middle of the page.

16. Read these instructions carefully before adding your association(s).
a. Please only include the Name, Tax Identification Number (TIN), National Provider Identification (NPI) of the organization you are working for. This may be a hospital or a medical group/practice.

b. There is no need to include every practitioner that you are working for under the practice when adding provider associations.

c. If you are working for a billing agency please include the name and TIN of the contracted Kaiser Permanente Colorado organization that your agency is billing for.

17. Complete the fields in the Add association section

18. Click the Submit button

Add association

If you are an individual provider, please use your most recent NPI. For administrators and other employees who require access to more than one provider’s claims information for performance of their work, please use the Tax ID number associated with your employer or organization.

After you submit, your request will be reviewed. Once your association is approved you will see it in the table above. You may add as many provider associations as necessary.

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This is the end of Phase 2. Your provider associations are now being reviewed by Kaiser Permanente. When your association has been approved, you will receive an email from the KP Identity Manager. Please do not take any further action until you have received this email.

Phase 3

Once your provider associations have been approved, you will receive an email from the KP Identity Manager containing a link that will allow you to complete your request for access to the Online Affiliate website.

Request Access:

What having access means:

As an online affiliate provider, you are acknowledging agreement to access only those patient records for which you have a professional business or clinical need to access. This ensures compliance with Kaiser Permanente’s policy on “minimum necessary.” The policy establishes a process to limit uses, disclosures, and requests for PHI to what is necessary for the intended purpose(s) of the use, disclosure or request. Kaiser Permanente will periodically monitor and/or audit patient records that are accessed by online affiliate providers.

1. When you receive this email, click the link.
The **Sign On** screen appears.

2. Type your **User ID**
3. Press **TAB**
4. Type your **password**
5. Click the **Sign on** link

The “**Step 5 of 5**” **Connected access** screen appears.

6. Click the **Request access to KP HealthConnect Online-Affiliate** button

The **Request access to KP HealthConnect Online-Affiliate (OLA)** screen appears.
*Please Note that if you only need basic access that includes the ability to view demographics, eligibility, benefits and referrals, please select “Administrative Only (Non Clinical)” from the drop down menu.

If you need access to base level (includes demographics, eligibility, benefits, and view referrals), medical records, and the ability to create referrals, please select “Clinical (Includes Administrative)” from the drop down box.

7. Complete the fields
8. Click the Submit button once

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You will receive and email from Kaiser-Permanente-Affiliate-Link.org when your access and your set-up are complete. This can take up to two weeks. Once you receive this last email you should be able to log into Online Affiliate using your NUID and password.

If you have a question about the status of your access request you may contact us at CO-Affiliate-Link@kp.org.

1.) Once you have received your email from your provider representative approving your access, you may go to the Community Provider Portal http://www.providers.kaiserpermanente.org/cod/ and click on the link for approved existing and returning Online Affiliate users.
Welcome

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Option 3: Physician-based (Northern Colorado)
Option 4: Physician-based (Southern Colorado)

2.) Click on Continue to Online Affiliate
3.) Enter your NUID and password that were created in your previous account activation steps.

REMEMBER – Please log on to the system at least once in every 90-day period to avoid your account being automatically deactivated.

If you need assistance please contact us at CO-Affiliate-Link@kp.org or 303-344-7755 or Toll Free at 888-457-4872.