



Kaiser Permanente PPO Colorado Provider Manual

- Kaiser Permanente Medical Care Program
- Key Contacts



Section 1 & 2:

- KP Medical Care Program
- Key Contacts

WELCOME

It is our pleasure to welcome you as a contracted provider for Kaiser Permanente. We are here to support you, your medical team, and our Members.

This PPO (Preferred Provider Organization) Provider Manual is intended to provide you and your staff with basic organizational information regarding Kaiser Permanente Colorado. It provides a quick and easy resource for key contacts and information regarding Kaiser Permanente.

Our Provider Representatives are committed to providing support to you and your staff. This includes responding to your operational inquiries and providing education on our products and plans. If at any time you have a question or concern about the information in this PPO Provider Manual, you can reach our Provider Representative Experience Consultant by calling **1-866-866-3951** or by email at NDPC-PEC-Cases@kp.org.

Welcome to Kaiser Permanente.

INTRODUCTION

This Provider Manual is referenced in your agreement (“Agreement”) with a Kaiser Permanente entity. The information in this Provider Manual is proprietary and may not be used, circulated, reproduced, copied or disclosed in any manner whatsoever, except as permitted by your Agreement, or with prior written permission from Health Plan.

This Provider Manual is posted on Kaiser Permanente’s website at [Provider Information | Community Provider Portal | Kaiser Permanente](#)

The KPCO PPO Provider Manual is updated on an ongoing basis. Its intent is to provide our network providers with useful information as to how to best access the Kaiser Permanente system and to share Kaiser Permanente’s expectations of network providers. Network providers are sent a notification letter annually to reference any relevant changes.

If there is a conflict between this KPCO PPO Provider Manual and your Agreement, the terms of your Agreement will control. Capitalized terms that are used in this KPCO PPO Provider Manual, but not defined, will have the meanings given to them in your Agreement.

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SECTION 1: KAISER PERMANENTE MEDICAL CARE PROGRAM

1.1 HISTORY

Kaiser Permanente's origins date to the late 1930's and the prepaid health program developed by industrialist Henry J. Kaiser and a young physician, Dr. Sidney R. Garfield. Initially, the health care program was only available to construction, shipyard and steel mill workers employed by the Kaiser industrial companies during the late 1930's and 1940's. The program was opened for enrollment to the general public in 1945.

Today, Kaiser Permanente is America's leading integrated health plan and is a not-for-profit, group practice program headquartered in Oakland, Calif. Kaiser Permanente serves more than 12 million members in eight states and the District of Columbia. Today it encompasses the not-for-profit Kaiser Foundation Health Plan, Inc., Kaiser Foundation Hospitals and their subsidiaries, and the for-profit Permanente Medical Groups. Nationwide, Kaiser Permanente includes more than 174,000 technical, administrative, and clerical employees and caregivers, and more than 17,000 physicians representing all specialties.

1.2 ORGANIZATIONAL STRUCTURE

Your Kaiser Permanente Region is comprised of three separate legal entities:

1.2.1 Kaiser Foundation Health Plan of Colorado ("KFHP")

Health Plan is a tax-exempt organization that operates health care benefit plans and provides or arranges for the provision of medically necessary health care services for its members primarily through Kaiser Foundation Hospitals (KFH) and Colorado Permanente Medical Group (CPMG). Kaiser Foundation Health Plan of Colorado is licensed as an HMO in Colorado with the Division of Insurance.

1.2.2 Kaiser Foundation Hospitals ("KFH")

KFH is a tax-exempt organization that owns, operates, and contracts for hospitals, and many other facility medical services. KFH also sponsors charitable, educational, and research activities. Health Plan contracts with KFH to provide or arrange for medically necessary hospital and facility services for Members. In turn, KFH contracts with community providers to provide facility services to members and improve geographic coverage and access to care.

1.2.3 Colorado Permanente Medical Group ("CPMG")

CPMG is a professional corporation of physicians. Health Plan contracts with CPMG to provide or arrange for medically necessary professional and outpatient services for

Members. In turn, CPMG contracts with community or network providers to provide professional services to Members and improve geographic coverage and access to care.

1.3 KAISER PERMANENTE COLORADO REGION SERVICE AREA

1.3.1 Kaiser Permanente Medical Office Locations

Acero Medical Offices

- 2625 W. Pueblo Blvd., Pueblo, CO 81004
- Appointment Line: 1-800-218-1059

Arapahoe Medical Offices

- 5555 E. Arapahoe Road, Centennial, CO 80122
- Appointment Line: 303-338-4545
- Fax: 303-850-2056

Aurora Centrepont Medical Offices

- 14701 E. Exposition Avenue, Aurora, CO 80012
- Appointment Line: 303-338-4545
- Fax: 303-614-7303

Baseline Medical Offices

- 580 Mohawk Drive, Boulder, CO 80303
- Appointment Line: 303-338-4545
- Fax: 303-554-5010

Briargate Medical Offices

- 4105 Briargate Parkway, Suite 125, Colorado Springs, CO 80920
- Appointment Line: 1-800-218-1059
- Fax: 719-282-2470
- Fax: 719-282-2441

Brighton Medical Offices

- 859 South 4th Avenue, Brighton, CO 80601
- Appointment Line: 303-338-4545
- Fax: 303-835-5870

Castle Rock Medical Offices

- 4318 Trail Boss Drive, Castle Rock, CO 80104
- Appointment Line: 303-338-4545
- Fax: 303-814-4160

East Denver Medical Offices

- 10400 E. Alameda Avenue, Denver, CO 80247
- Appointment Line: 303-338-4545
- Fax: 303-360-1287

Englewood Medical Offices

- 2955 S. Broadway, Englewood, CO 80113
- Appointment Line: 303-338-4545
- Fax: 303-788-1011

Fort Collins Medical Offices

- 2950 E. Harmony Road Suite 190, Fort Collins, CO 80528
- Appointment Line: 1-800-218-1059
- Fax: 970-207-7130

Franklin Medical Offices

- 2045 Franklin Street, Denver, CO 80205
- Appointment Line: 303-338-4545
- Fax: 303-861-3604

Greeley Medical Offices

- 2429 35th Avenue, Greeley, CO 80634
- Appointment Line: 1-800-218-1059

Hidden Lake Medical Offices

- 7701 Sheridan Blvd., Westminster, CO 80003
- Appointment Line: 303-338-4545
- Fax: 303-657-6709

Highlands Ranch Medical Offices

- 9285 Hepburn Street, Highlands Ranch, CO 80129
- Appointment Line: 303-338-4545
- Fax: 720-348-4605

Ken Caryl Medical Offices

- 7600 Shaffer Parkway, Littleton, CO 80127
- Appointment Line: 303-338-4545
- Fax: 720-922-5055

Lakewood Medical Offices

- 8383 W. Alameda Avenue, Lakewood, CO 80226
- Appointment Line: 303-338-4545
- Fax: 303-239-7405

Lone Tree Medical Offices

- 10240 Park Meadows Drive, Lone Tree, CO 80124
- Appointment Line: 303-338-4545

Longmont Medical Offices

- 2345 Bent Way, Longmont, CO 80503
- Appointment Line: 303-338-4545
- Fax: 303-678-3302

Loveland Medical Offices

- 4901 Thompson Parkway Loveland, CO 80534-6426
- Appointment Line: 1-800-218-1059
- Fax: 970-613-2340

Parker Medical Offices

- 10168 Parkglenn Way, Parker, CO 80138
- Appointment Line: 303-338-4545

Parkside Medical Offices

- 215 Parkside Drive, Colorado Springs, CO 80910
- Appointment Line: 1-800-218-1059

Pueblo North Medical Offices

- 3670 Parker Blvd., Suite 200, Pueblo, CO 81008
- Appointment Line: 1-800-218-1059
- Fax: 719-595-5707

Premier Medical Offices

- 3920 N Union Blvd, Colorado Springs, CO 80907
- Appointment Line: 1-800-218-1059

Rock Creek Medical Offices

- 280 Exempla Circle, Lafayette, CO 80026
- Appointment Line: 303-338-4545
- Fax: 720-536-7855

Skyline Medical Offices

- 1375 E. 20th Ave., Denver, CO 80205
- Appointment Line: 303-338-4545
- Fax: 303-764-4662

Smoky Hill Medical Offices

- 16290 E. Quincy Avenue, Aurora, CO 80015
- Appointment Line: 303-338-4545
- Fax: 303-699-3840

Southwest Medical Offices

- 5257 S. Wadsworth Blvd., Littleton, CO 80123
- Appointment Line: 303-338-4545
- Fax: 303-972-5013

Spring Creek Medical Offices

- 1136 E Stuart St., FORT COLLINS, CO 80525
- Appointment Line: 1-800-218-1059

Westminster Medical Offices

- 11245 Huron Street, Westminster, CO 80234
- Appointment Line: 303-338-4545
- Fax: 303-457-6416

Wheat Ridge Medical Offices

- 4803 Ward Road, Wheat Ridge, CO 80033
- Appointment Line: 303-338-4545
- Fax: 303-421-5066

1.3.2 Kaiser Permanente Behavioral Health Locations**Baseline Behavioral Health**

- 580 Mohawk Drive, Boulder, CO 80303
- Appointment Line: 303-471-7700

Highline Behavioral Health Center

- 10350 E Dakota Ave, Denver, CO 80247
- Appointment Line: 303-471-7700

Hidden Lake Behavioral Health

- 7701 Sheridan Blvd., Westminster, CO 80003
- Appointment Line: 303-471-7700

Longmont Medical Offices

- 2345 Bent Way, Longmont, CO 80503
- Appointment Line: 303-471-7700

Ridgeline Behavioral Health Center

- 9139 S Ridgeline Blvd, Highlands Ranch, CO 80129
- Appointment Line: 303-471-7700

Skyline Medical Offices

- 1375 E. 20th Ave., Denver, CO 80205
- Appointment Line: 303-471-7700

SECTION 2: KEY CONTACTS

Department	Contact information	Quick Reference to Administrative Operations
Provider Contracting and Provider Relations	<ul style="list-style-type: none">• 8 a.m.-5 p.m., MST• Monday – Friday• Toll-free 1-866-866-3951	<ul style="list-style-type: none">• Provider education and training• Contract questions• General Operational questions
Provider Demographics	KPCO-PDM@kp.org	<ul style="list-style-type: none">• Demographic updates such as:• Practitioner updates including adding, terming, licensing, panels• Location updates including address, phone, fax and practitioner linking• Billing updates including address (with W9), TIN, NPI
Member Services Contact Center	<ul style="list-style-type: none">• 8 a.m.-5 p.m., MST for information on Non-Medicare members• Monday – Friday• 8 a.m.-8 p.m., MST for information on Medicare members• 7 days a week• 2500 South Havana, Aurora, CO 80014• Non-Medicare 303-338-3800 or toll-free 1-800-632-9700	<ul style="list-style-type: none">• General enrollment questions• Eligibility and benefit verification• Copay, deductible and coinsurance information• Documents, Reports and facilitates member complaints• Billing inquiries• Claims related issues• Interpreter Services

Department	Contact information	Quick Reference to Administrative Operations
	<ul style="list-style-type: none"> • Medicare Toll-free 1-800-476-2167 • 711 TTY for the deaf, hard of hearing or speech impaired 	
Claims Department	<ul style="list-style-type: none"> • 8 a.m.-5 p.m., MST • Monday-Friday • 303-338-3600 or 1-800-382-4661 • TTY for the deaf, hard of hearing or speech impaired 711 <p>Claims Submittal:</p> <ul style="list-style-type: none"> • <u>Claims Administration</u> PO Box 373150, Denver, CO 80237 <p>KPIC – Self-funded Claims</p> <ul style="list-style-type: none"> • <u>Administration</u> PO Box 30547, Salt Lake City, UT 84130-0547 <p>EDI Payor ID #94320</p> <ul style="list-style-type: none"> • 1-866-213-3062 • 8 a.m.-5 p.m., MST - Monday – Friday 	<ul style="list-style-type: none"> • General billing procedures • Claims submissions • Claims status • Statements of Remittance • Provider Adjustments • Reconsiderations and Appeals • Interpreter Services
Referrals/ Utilization Management Department	<p>Colorado Region</p> <ul style="list-style-type: none"> • 1-877-895-2705 	<ul style="list-style-type: none"> • Pre-Service Authorization Requests • Hospital Concurrent Authorization Requests
AffiliateLink	<p>Online at: Kaiser Permanente Sign On (kp.org)</p> <p>or</p> <p>Contact your Provider Representative at (866) 866-3951</p>	<ul style="list-style-type: none"> • Patient Demographics • Member Eligibility and Benefits Verification • Claims Data • Clinical Data • EMR • Real-Time Referral /Authorization Inquiry
Self-funded Provider Portal	<p>http://kpclaimservices.com</p>	<ul style="list-style-type: none"> • Patient Demographics • Member Eligibility and Benefits Verification • Claims Data

2.1 AFFILIATE LINK

2.1.1 Contracted Providers Registration for Affiliate Link Access

As a contracted provider with Kaiser Permanente, you are to register for access to Affiliate Link which is our EPIC-based secure online tool for providers to confirm member eligibility, view member benefits, create and view referrals/authorization requests, view members' clinical data, and view claim status.

****Accounts are assigned to individuals, for the protection of our members' privacy, please do not share log-ins.**

Due to HIPAA regulations, you must also keep your user information for access to KP Online-Affiliate current. User IDs and passwords are unique. New staff members must obtain their own individual user IDs and passwords, and we must be informed when changes in staff occur so that user IDs and passwords can be appropriately terminated. Please notify your Provider Experience Consultant via email NDPC-PEC-Cases@kp.org or call 1-866-866-3951.

2.1.2 Contracted Providers Viewing of Claim Status

You may also use View Claims Status as a guest user.

https://epiclink-guest-co.kp.org/claims_co/tapestry/claims/

Providers can view their claim status as a guest user without registering. You will be asked to provide key information about the claim in question. In return, you will be able to view claim status information, including the current processing status, and, if paid, the vender and specific payment information. If your claim is not found in the Guest User system, call the phone number listed on the member's ID card.

This is typically used by 3rd party billing companies or department team members that only need to view claims information.

2.2 SELF-FUNDED

As a contracted provider with Kaiser Permanente, you may register for access to the KPIC Self-funded Provider Portal. This portal allows providers to confirm member eligibility, view member benefits, and view claim status.

**Accounts are assigned to individuals, for the protection of our members' privacy, please do not share log-ins.

Due to HIPAA regulations, you must also keep your user information for access to KPIC Self-funded Provider Portal current. User IDs and passwords are unique. New staff members must obtain their own individual user IDs and passwords, and we must be informed when changes in staff occur so that user IDs and passwords can be appropriately terminated. Please notify KPIC Self-funded Customer Service by calling 1-866-213-3062.

To obtain access to the Self-funded Provider Portal, go to <http://kpclaimservices.com> and use the *Provider Registration* link near the top of the website. Complete the form to create your User ID.