

Kaiser Permanente HMO and DHMO Plus Plans: Information for Physicians

HMO AND DHMO PLUS ENROLLEES/MEMBERS:

Present this to your caregiver's office when receiving care from a non-Kaiser Permanente physician.

Kaiser Permanente's HMO and DHMO Plus Plans now offer Kaiser Permanente members the opportunity to access care from any licensed provider, whether or not the provider is contracted with Kaiser Permanente.

PRESCRIPTIONS

For members whose Plus benefit does NOT include additional pharmacy coverage, 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 system's 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.

For members whose Plus benefit DOES include additional pharmacy coverage, medications you prescribe can be filled at either of these options:

- **For a lower cost to member:** Prescription can be filled at a Kaiser Permanente medical office, contracted network pharmacy or through our mail order pharmacy.
- **For a higher cost to member:** Prescription can be filled at a non-contracted pharmacy of member's choice. The number of prescriptions that are covered out of network are limited by the Plus benefit (up to 15 prescriptions, depending upon the member's plan).

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).

LABORATORY

To order blood tests at a Kaiser Permanente medical office, complete the *Community Provider Laboratory Order Form* (found online at **http://providers.kaiserpermanente.org/com**) 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 may 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 <http://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**, 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 medical facilities 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.

CLAIMS

Mail all claims to:

Kaiser Permanente 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**.

Contact Member Services with questions, or to verify eligibility. Representatives are available from 8 a.m. to 5 p.m., MT, weekdays:

- Denver/ Boulder: **303-338-3800**
- Mountain Colorado: **1-844-837-6884**
- Northern Colorado: **1-844-201-5824**
- Southern Colorado: **1-888-681-7878 (TTY: 711)**

Kaiser Foundation Health Plan of Colorado (Kaiser Health Plan) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan 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 Kaiser Health Plan 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 Kaiser 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 Kaiser Civil Rights Coordinator is available 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)

አማርኛ (Amharic): ያለምንም ክፍያ በራስዎ ቋንቋ እገዛ የማግኘት መብት አለዎት። ስለ ማመልከቻዎ ወይም ከኬሲር ፐርማኒንቴ Kaiser Permanente ስለሚያገኙት ሽፋን ማንኛውም ጥያቄዎች ካሉዎት፣ ወይም ይህ ማሳወቂያ በግልፅ በተጠቀሰ ቀን ማድረግ ያለብዎ ነገር እንዳለ የሚያስገድድዎ ከሆነ፣ በተጠቀሰው የሰልክ ቁጥር ለስቴትዎ ወይም ለክልልዎ ደውሎ ከአስተርጓሚ ጋር ይነጋገሩ።
Colorado 1-800-632-9700 (TTY 711)

العربية (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)

Bàsòò Wùdù (Bassa): M bédé dyí-bèdèin-dèò bé m ké gbo-kpá-kpá dyé dé m bídí-wùdùün bó pídyi. O jù ké m dyi dyi-dieñ-dè bé bédé bá ni dè-mó-dìfèdèò dyí, mwo bá ni kùün kpõ jè dyi dyiin dé Kaiser Permanente mú, mwo o jù ké bõi-po-po nià ke dyi níin m me nyùin dè dò wé jéé dò kòe ni, níí, dá nòbà bé wa tòà bó ni gbèè vèné mwo ni gbèè dyùò jèe bé m ké wuqu-zìin-nyò dò gbo wùdù.
Colorado 1-800-632-9700 (TTY 711)

中文 (Chinese): 您有權免費以您的語言獲得幫助。如果您對您的Kaiser Permanente申請或承保有任何疑問，或者本通知要求您在具體日期之前採取措施，請致電您所在的州或地區的電話，與口譯員進行溝通。
Colorado 1-800-632-9700 (TTY 711)

Français (French): Une assistance gratuite dans votre langue est à votre disposition. Si vous avez des questions à propos de votre demande d'inscription ou de la couverture par Kaiser Permanente, ou si cet avis vous demande de prendre des mesures à une date précise, appelez le numéro indiqué pour votre Etat ou votre région pour parler à un interprète.
Colorado 1-800-632-9700 (TTY 711)

Deutsch (German): Sie haben das Recht, kostenlose Hilfe in Ihrer Sprache zu erhalten. Falls Sie Fragen bezüglich Ihres Antrags oder Ihres Krankenversicherungsschutzes durch Kaiser Permanente haben oder falls Sie aufgrund dieser Benachrichtigung bis zu bestimmten Stichtagen handeln müssen, rufen Sie die für Ihren Bundesstaat oder Ihre Region aufgeführte Nummer an, um mit einem Dolmetscher zu sprechen.
Colorado 1-800-632-9700 (TTY 711)

Igbo (Igbo): ! nwere ikike inweta enyemaka n'asụsụ gi na akwụghị ugwo ọ bụla. Ọ bụrụ na ị nwere ajụjụ gbasara akwụkwọ anamachọihe gi ma ọ bụ mkpuchi si na Kaiser Permanente, ma ọ bụ na ọkwa a chọrọ ka ị mee ihe tupu otu ubochi, kpọọ nomba enyere maka steeti ma ọ bụ mpaghara gi iji kwukọrịta okwu n'etiti onye ọkọwa okwu.
Colorado 1-800-632-9700 (TTY 711)

日本語 (Japanese): あなたは、費用負担なしでご使用の言語で支援を受ける権利を保持しています。お申し込みまたはKaiser Permanenteの担保範囲に関してご質問があるか、または本通知により、あなたが特定の日付までに行動を起こすよう依頼されている場合、お住まいの州または地域に対して提供された電話番号に電話して、通訳と、お話しください。
Colorado 1-800-632-9700 (TTY 711)

한국어 (Korean): 귀하에게는 한국어 통역서비스를 무료로 받으실 수 있는 권리가 있습니다. Kaiser Permanente를 통한 귀하의 보험 신청서나 보험 보장 범위에 관해 질문이 있을 경우 또는 이 통지서의 요구대로 일정 날짜까지 조취를 취해야 하는 경우, 귀하의 주 및 지역의 제공된 전화번호로 연락해 통역사와 통화하십시오.
Colorado 1-800-632-9700 (TTY 711)

Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305, 404-364-7000 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 2101 E. Jefferson St., Rockville, MD 20852 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232

Naabeehó (Navajo): T'áá ni nizaad bee níká i' doolwoł doo bik'é asíníłáágóó éí bee náhaz'á. Kaiser Permanente áká aná'álwo' ná bik'é azláadoo yíníkeedgo naaltsoos hadinilaa, éí bína'idíłkid doogo, éí doodago díí naaltsoos haa'ída yoolkáalgo hait'áoda í' dííłíł níłníigo éí nitsaa hahoodzojí éí doodago t'áá aadi nahós'a'di ata' dahalne'ígíí bich'í' hólne'go bee bił ahíł hodíílnih.

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

नेपाली (Nepali): तपाईंसंग कुनै शुल्क नदिइ आफ्नो भाषामा सहायता पाउने अधिकार छ । तपाईंसंग आफ्नो आवेदन बारे वा Kaiser Permanente मार्फत कवरेज बारेमा कुनै प्रश्नहरू भए, वा यो नोटिस अनुसार तपाईंले कुनै निर्धारित मितिमा कुनै कार्यवाही गर्नुपरेमा, दोभाषेसंग कुराकानी गर्न तपाईंको राज्य वा क्षेत्रका लागि दिइएको नम्बरमा कल गर्नुहोस् ।

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

Afaan Oromoo (Oromo): Baasii malee afaan keetiin gargaarsa argachuudhaaf mirga qabda. Waa'ee iyyata keetii yookaan tajaajila Kaiser Permanente hammatu ilaalchisee gaaffii yoo qabaatte, yookaan beeksisi Kun guyyaa murtaa'e irratti tarkaanfii akka ati fudhattu kan gaafatu yoo ta'e, lakkoofsa bilbilaa naannoo yookaan goodina keetiif kenname bibiluudhaan turjumaana haasofisiisi.

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

فارسی (Persian): شما حق دارید که بدون هیچ هزینه ای به زبان خود کمک دریافت کنید. اگر درباره درخواست یا پوشش خود در Kaiser Permanente سوالی داشته یا بر اساس این اعلامیه باید تا تاریخ مشخصی اقدامی بعمل آورید، برای صحبت با یک مترجم شفاهی با شماره تلفن ارائه شده برای ایالت یا منطقه خود تماس بگیرید.

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

Русский (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)

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 kumuha ng tulong sa iyong wika nang walang bayad. Kung mayroon kang mga katanungan tungkol sa iyong aplikasyon o coverage sa pamamagitan ng Kaiser Permanente, o ang abisong ito ay nangangailangan ng iyong aksyon sa tiyak 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 phiên dịch viên.

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

Yorùbá (Yoruba): O ní ètò láti rí irànlọwọ gbà nípa èdè rẹ láìsan owó. Bí o bá ní ìbèèrè nípa ìṣàfilọlẹ tàbí ìṣedéédé nípaṣẹ Kaiser Permanente, tàbí ifitọnilétí yìí fẹ kí gbé ìgbésẹ kan ní ojú kan patọ, pé nọmbà tí a pèsè fún ìpínlẹ tàbí agbègbè rẹ láti bá òhngbifọ kan sọrọ.

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