

Kaiser Permanente Plus™ (KP Plus) Plans: Information for Providers



KP Plus members: This information is designed to help you get more seamless care from out-of-network providers.

Providers:

KP Plus plans provide members with broad coverage within Kaiser Permanente's care system, **plus the opportunity to access care from any licensed out-of-network provider, regardless of whether the provider is contracted with Kaiser Permanente** (with certain exclusions). Members do not need a referral to use their limited out-of-network benefits.

OUT-OF-NETWORK COVERAGE

Medical services

This plan covers up to 10 out-of-network provider visits or outpatient medical services (including radiology and certain labs) per year—without a referral or prior authorization from Kaiser Permanente.

Medical claims

Mail all medical claims to:

**Kaiser Permanente National
Claims Administration - Georgia**
P.O. Box 370010
Denver, CO 80237-9998
EDI Payer ID: 21313

For questions or assistance, call Claims Services at **1-855-364-3185 (TTY 711)**, Monday through Friday from 8 a.m. to 6 p.m.

Prescriptions

For KP Plus members, prescribed medications can be filled through either of two options:

- **For a lower cost to the member:** Prescriptions can be filled through a Kaiser Permanente pharmacy or a contracted network pharmacy. If written by a Kaiser Permanente provider, prescriptions can also be filled through our Mail Order Pharmacy.
- **For a higher cost to the member:** Prescriptions can be filled at an out-of-network pharmacy of the member's choice. The number of prescriptions covered out of network is limited to 5 fills within any licensed out-of-network pharmacy each contract year, up to a 30-day supply per fill.

Members may refill prescriptions online at kp.org or by calling **1-800-700-1479 (TTY 711)**.

For questions about out-of-network pharmacy benefits and claims, call **1-855-364-3185 (TTY 711)**, Monday through Friday from 8 a.m. to 6 p.m.

To determine if a medication is on the Kaiser Permanente formulary, you can also visit kp.org/formulary and select the Five-Tier Formulary.



Fulfilling laboratory and imaging orders

For KP Plus members, orders for laboratory and imaging can be fulfilled through these options:

- **For a lower cost:** Orders can be filled at a Kaiser Permanente facility. These orders will not count towards the member's 10 out-of-network medical services limit. Instructions for bringing orders from an out-of-network provider to a Kaiser Permanente facility are below.
- **For a higher cost:** Orders for blood or urine specimen collection and for simple radiology can be filled at any licensed out-of-network provider. These orders will count towards the member's 10 out-of-network medical services limit and the member may have a higher cost share.

Laboratory

To order **blood tests** at a Kaiser Permanente facility, please fill out a lab test requisition with the information below along with your signature and provide this to the member.

- Provider's name, address, phone, and fax
- Member name and date of birth
- ICD-10 diagnosis code
- Test name

Members may go to any Kaiser Permanente facility for blood or urine specimen collection.

Other clinically collected specimens such as rapid strep, wound culture, throat culture, or Pap test will need to be ordered by a Kaiser Permanente provider in order to be processed at a Kaiser Permanente facility. Please have the member call **1-888-865-5813 (TTY 711)**, 24 hours a day, 7 days a week, to get the appropriate labs done.

When all testing is complete, the results will be faxed to your office.

Radiology

To order a radiology exam, please fax a script to Kaiser Permanente Radiology department at **1-877-206-2482**. The following information should be included with the order:

- Provider's name, address, phone and fax
- National Provider Identifier (NPI)
- Member name and date of birth
- Written clinical diagnosis
- Test name
- Electronic signature

For **routine/plain film exams**, members can walk in, without an appointment, to any Kaiser Permanente radiology facility and provide their script.

Orders for **advanced studies**—including MRIs, CTs, ultrasound, mammography, fluoroscopy, nuclear medicine procedures, and PET scans—require an appointment at a Kaiser Permanente facility. Please have the member call the Kaiser Permanente Radiology department to schedule an appointment at **770-677-5821**, Monday through Friday 8 a.m. to 8 p.m. or Saturday and Sunday 9 a.m. - 6 p.m., 24 hours after the script has been faxed. Note that advanced studies will not be covered unless performed at a Kaiser Permanente facility.

You can obtain a report or a CD with images directly from any Kaiser Permanente facility that has X-ray services. To choose the Kaiser Permanente facility where you'd like to pick up your report or CD with images, visit kp.org/facilities. If you need help contacting a specific facility, please call **1-888-865-5813 (TTY 711)**, 24 hours a day, 7 days a week. Members can also obtain their report results through kp.org.

