KAISER PERMANENTE®

7. Billing and Payment

7.1 NATIONAL CLAIMS ADMINISTRATION

Following is a link to the Kaiser National Claims Administration site with helpful information:

http://providers.kaiserpermanente.org/info_assets/cpp_national/natl_providermanual_section10_claims.pdf

7.1.1 KAISER CLAIMS MAILING ADDRESS & PHONE NUMBERS

California Region
800-464-4000

(Northern California)
PO Box 12923
Oakland, CA 94604-2923

(Southern California)
PO Box 7004
Downey, CA 90242-7004

Colorado Region
303-338-3800
PO Box 373150
Denver, CO 80237-3150

Georgia Region
888-865-5813 or
404-261-2590
PO Box 370010

Denver, CO 80237-9998

Hawaii Region
877-875-3805
PO Box 378021
Denver, CO 80237-9998

Mid-Atlantic Region
301-468-6000

PO Box 371860
Denver, CO 80237-9998

Northwest Region
503-813-2000

PO Box 370050
Denver, CO 80237-9998

Washington state Region
(outside Vancouver/Longview area)
206-901-4636

PO Box 34585
Seattle, WA 98124-1585

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7.2 ONLINE AFFILIATE & EDI

Kaiser Permanente Online Affiliate and Claims Status Online

What is Online Affiliate?

Online Affiliate is Kaiser Permanente's Epic-Based portal, that allows providers access to several time saving self-service features. As an **external provider** you are eligible to access Online Affiliate, which will allow you to:

- View member eligibility and benefits
- View referrals/authorizations* (for contracted providers)
- View and print EOP's (Explanation of Payments)
- View patient medical records (for contracted licensed clinical staff)

In addition, Online Affiliate offers **Claim Status Online**, which is a functionality enabled within Online Affiliate for providers to view the following claim information:

- Claim Status
- Claim number
- Check number/received date
- Claim details (service date, deductible, co-pay, billed amount, allowed amount)

How do I signup?

If you would like more information on accessing Online Affiliate, please navigate to providers.kp.org and select your region from the drop down.

On the **home page** or under the **claims tab** follow the instructions to set up access to Online Affiliate.

You may also reach out to your regional Online Affiliate representative:

Region	Contact
Southern California	KP-SCAL-OnlineAffiliate@kp.org
Northern California	KP-NCAL-OnlineAffiliate@kp.org
Colorado	providers.kp.org/co
Mid-Atlantic	Patricia.X.Roberts@kp.org
Northwest	NW-Provider-Relations@kp.org
Hawaii	KP-HI-OnlineAffiliate@kp.org
Georgia	KP-GA-OnlineAffiliate@kp.org

Interested but don't have access yet?

You can still access the **Claims Status Guest Access tool.**

Navigate to providers.kp.org and select your region from the drop down.

On the **home page** or under the **claims tab** locate the link to **View claim status as a guest user**

*Functionality not available in all regions

Electronic Data Interchange
Get Connected! Submit Claims Electroni

KAISER PERMANENTE - NATIONAL CLAIMS ADMINISTRATION

For more information, please contact:

Correspondence Outputs and Online Initiatives team:

email: EDISuobort@koorq

Electronic Data Interchange (EDI)
The Benefits are ttl3Brem!

- Electronic claims are not subject to postal delays.

- Claims may be transmitted 24 hours a day, seven days a week.

- Electronic claims are faster and more accurate than paper claims_

- Reduce phone calls by obtaining electronic claim status_

- An electronic remittance advice is offered to all electronic submitters. This provides a cost savings and allows the provider to post payments automatically.

To sign up, please contact your clearinghouse and provide the appropriate payer ID from the table below.

EFT and ERA

Providers seeking to register or manage account changes for **EFT** and ERA will need to use the Council for Affordable and Quality Healthcare (CAQH) Enrollment Tool (snlirtionscaah oral, a secure electronic **ERAIEFT** registration platform.

This tool will eliminate the need for paper registration, reduce administrative time: cost and allow you to register with multiple payers at one time.

Regional Clearinghouse Payer IDs

Clearinghouse	Northern CA	Southern CA	Hawaii	Georgia	Northwest	Mid-Atlantic	Colorado
Chaim leAlthcftrA (Cic)	94135	94134	94123	21313	93079	52095	91617
QP_031110.111,sigilaacttalc.	WA'	NIA*	VA'	ING010	NIG009	NG008	COKSR
IllaYlcure	NIA'	NIA*	NM'	21313	N/A"	N/A'	NIA*
Office Ally	94135	94134	NVA*	NIA*	NW002	52095	NIA*
ayailily (formerly REACHED)	NM*	N/A.*	NfA*	NIA*	N/A*	54294	WA*
Relay Health (now ClIllagale.41.41)D1W	RHDD9	94134	RHDDI t	RHOOS	RH002	RH010	RH003
SSI	NKAISERCA	SKAISERCA	NIA*	21313	SS002	N/A"	99999027

*If your clearinghouse is not directly affiliated with your KP region, they may re-route claims to one of our direct trading partners!

version **14** *(last updated 09/302019)*:

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7.3 CLINICAL REVIEW PAYMENT DETERMINATION POLICY

Providers may receive letters that provide information on rules that govern National Payment Integrity (NPI) Clinical Review processes related to determining payment for claims under review. NPI Clinical Review is responsible for reviewing facility and professional claims to ensure that providers comply with billing and coding standards that services rendered are appropriate and medically necessary, and that payment is made in accordance with applicable contract, provider manual, and policy requirements. Please see attached Clinical Review Policy.
https://kpov.kaiserpermanente.org/content/dam/kporg/final/documents/community-providers/hi/ever/clinical-review-payment-determination-en.pdf