

HMO PLUS AND DHMO PLUS MEMBERS:

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

KAISER PERMANENTE HMO PLUS AND DHMO PLUS PLANS: INFORMATION FOR PROVIDERS

Providers:

Kaiser Permanente's HMO Plus and DHMO Plus plans offer Kaiser Permanente members the opportunity to access care from any licensed out-of-network provider, regardless of whether the provider is contracted with Kaiser Permanente. For these plans, providers who are not affiliated with the Signature network are considered out-of-network, including providers in the Select network. Members do not need a referral to use their limited out-of-network benefits.

OUT-OF-NETWORK COVERAGE

Medical claims

Mail all medical claims to:

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.

P.O. Box 371860

Denver, CO 80237-9998

To check on a claim, please call **888-225-7202** and say "claims" at the prompt.

Contact the Customer Service Center with questions or to verify eligibility. Call **888-225-7202** (TTY **711**) and follow the prompts. Representatives are available Monday through Friday, 7:30 a.m. to 9 p.m. (except holidays).

Medical visits

This plan covers up to 10 out-of-network medical visits for certain physician, laboratory, radiology services, per member, per contract year.

Prescriptions

For HMO Plus and DHMO Plus members, medications you are prescribed can be filled through either of two options:

- **For a lower cost to the member:** Prescriptions can be filled through a Kaiser Permanente pharmacy, a contracted network pharmacy, or our Mail Order Pharmacy.
- **For a higher cost to the member:** Prescriptions can be filled at a non-contracted pharmacy of the member's choice. The number of prescriptions covered out of network is limited to 5 per member, per year.

For questions about out-of-network pharmacy benefits and claims, call **800-788-2949**.

Our Mail Order Pharmacy can be reached at **703-466-4900** or toll-free **800-733-6345**. Members may also refill prescriptions online at **kp.org** or by calling **800-700-1479** (TTY **711**).

To determine if a medication is on the Kaiser Permanente formulary, or to speak to a pharmacist, call **800-700-1479** (TTY **711**), 24 hours a day, 7 days a week. You can also visit **kp.org/formulary** and select the HMO formulary link.



Fulfilling laboratory and imaging orders

For HMO Plus and DHMO 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 visit limit. Instructions for bringing orders from an out-of-network provider to a Kaiser Permanente facility are below.
- **For a higher cost:** Scripts can be filled at any licensed out-of-network provider. These orders will count towards the member's 10 out-of-network medical visit limit.

Laboratory

To order blood tests at a Kaiser Permanente medical office, please fill out a prescription with the information below along with your signature and provide this to the member.

- Provider's name
- Address
- Phone and fax numbers
- National Provider Identifier (NPI) number
- Member name
- Date of birth
- ICD-10 diagnosis code
- Test name

Members may go to any Kaiser Permanente laboratory for blood or urine specimen collection. Other clinically collected specimens, rapid strep, wound culture, throat culture, or Pap smear require an appointment at a Kaiser Permanente facility. Please have the member schedule these collections with the Kaiser Permanente appointment line at **800-777-7904 (TTY 711)**, 24 hours a day, 7 days a week.

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

Radiology

All Kaiser Permanente medical centers offer general radiology.

To order a radiology exam, please fax a script to the Kaiser Permanente Radiology Call Center at **855-416-2858**.

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

Orders for certain advanced studies—including MRIs, CTs, ultrasound, mammography, fluoroscopy, nuclear medicine procedures, and PET scans—require an appointment at a Kaiser Permanente facility and are only covered under a member's in-network Kaiser Permanente benefit. External scripts must be faxed to the Kaiser Permanente Radiology Call Center at **855-416-2858**.

Please have the member call the Kaiser Permanente Radiology Call Center at **301-548-5900**, Monday through Friday 7 a.m. to 7 p.m., 24 hours after the script has been faxed to schedule an appointment. The scheduler will transfer the member to the appropriate appointment site.

You can obtain a report or a CD with images by calling the Health Information Management Service (HIMS) department.

If you need help contacting a specific facility, please call **800-777-7904 (TTY 711)**, 24 hours a day, 7 days a week.

Members can also obtain their report results through **kp.org**.

