

FLEXIBLE CHOICE MEMBERS:

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

KAISER PERMANENTE FLEXIBLE CHOICE PLANS: INFORMATION FOR PROVIDERS

Provider networks:

Kaiser Permanente's Flexible Choice plan offers members the opportunity to choose how they access care from three options: Kaiser Permanente providers, participating PHCS/MultiPlan providers, or any licensed out-of-network provider.*

COVERAGE OUTSIDE OF KAISER PERMANENTE

Medical claims

Mail all medical claims to:
Kaiser Permanente KPIC Claims
P.O. Box 371860
Denver, CO 80237-9998

To check on a claim, please call **888-225-7202** (TTY **711**) 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).

Referrals and precertification

No referral is needed for office visits to specialists.

Precertification is required for all inpatient and specified outpatient services. Members are responsible for obtaining precertification and can call Permanente Advantage at **(888) 567-6847** for assistance.

PRESCRIPTION COVERAGE

For Flexible Choice members, prescribed medications can be filled through either of two options:

- **For a generally lower cost to the member:** Prescriptions can be filled through a Kaiser Permanente pharmacy, a contracted network pharmacy, or Kaiser Permanente Mail Order Pharmacy.
- **For a generally higher cost to the member:** Prescriptions can be filled at any licensed out-of-network pharmacy of the member's choice.

For questions about pharmacy benefits and claims, call **800-788-2949** (TTY **711**).

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 Flexible Choice and Out-of-Area PPO formulary link.



Fulfilling laboratory and imaging orders

For Flexible Choice members, orders for laboratory and imaging can be fulfilled through these options:

- **For a generally lower cost:** Orders can be filled at a Kaiser Permanente facility. Instructions for bringing orders from a non-Kaiser Permanente provider to a Kaiser Permanente facility are below.
- **For a generally higher cost:** Scripts can be filled at a PHCS/MultiPlan provider or any licensed out-of-network provider.

Laboratory

To order blood tests at a Kaiser Permanente medical office, please provide the member with a prescription completed with the information below, along with your signature:

- 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, such as 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 at a Kaiser Permanente medical office, 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.

An appointment may be required if members want to fulfill orders at a Kaiser Permanente facility for certain advanced studies—including CTs, ultrasound, mammography, fluoroscopy, medicine procedures, and PET scans. 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**.

*Kaiser Permanente Insurance Company (KPIC) has contracted with PHCSTTM/MultiPlanTM, a national preferred provider organization network that contracts with physicians, hospitals, and other health care providers, to provide access to the PHCS/MultiPlan network for KPIC. Not all PHCS and MultiPlan network providers are included. An online directory of participating PHCS/MultiPlan network providers can be found at kp.org/flexiblechoice/mas.

Kaiser Foundation Health Plan of the Mid-Atlantic States underwrites the In-Network HMO Tier (Option 1) of the Flexible Choice Plan, and Kaiser Permanente Insurance Company, a subsidiary of Kaiser Foundation Health Plan, Inc., underwrites the In-Network PPO Tier (Option 2) and Out-of-Network Tier (Option 3) of the Flexible Choice Plan.

