

# ADDED CHOICE POINT OF SERVICE (POS) MEMBERS:

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

## KAISER PERMANENTE ADDED CHOICE PLANS: INFORMATION FOR PROVIDERS

### Provider networks:

Kaiser Permanente's Added Choice Point of Service (POS) plans offer members the opportunity to choose whether to access care from Kaiser Permanente HMO network providers or from any licensed out-of-network provider.

#### Added Choice Signature

- Features the Mid-Atlantic Permanente Medical Group, P.C.
- Providers who are not affiliated with the Signature network are considered out-of-network, including providers in Select and PHCS/Multiplan networks

#### Added Choice Select

- Combines Mid-Atlantic Permanente Medical Group, P.C., and certain contracted community physicians in private practice
- Providers who are not affiliated with the Select network are considered out-of-network, including providers in the PHCS/Multiplan network

## 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).

### Referrals and preauthorization

No referral is needed for office visits to specialists.

Prior authorization is required for all inpatient admissions and specified outpatient services. Members are responsible for obtaining preauthorization and can call Customer Service at **888-225-7202** (TTY **711**) for assistance.

## PRESCRIPTION COVERAGE

For Added Choice 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, a contracted network pharmacy, or the Kaiser Permanente Mail Order Pharmacy.
- **For a higher cost to the member:** Depending on the member's plan, prescriptions may be covered at out-of-network pharmacies.

For questions about out-of-network pharmacy coverage, benefits, or 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 Added Choice members, orders for laboratory and imaging can be fulfilled through these options:

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

### Laboratory

To order blood tests at a Kaiser Permanente medical office, please provide the member with a prescription filled out 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, 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. 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**.

