

# Network Adequacy Frequently Asked Questions (FAQ)

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### What is the Network Adequacy Policy?

The Network Adequacy policy allows members to obtain covered services from a participating provider or contracted provider despite the Maximum Distance, Wait Time Limits, or Geographical Maximum Distance (miles) per Provider Type Standards. The covered services will be processed at the member's participating/in network benefit when approved by the plan.

### What if I am unable to find an in-network provider?

If you are unable to obtain covered services from a participating provider or contracted provider due to the Maximum Distance, Wait Time Limits, or Geographical Maximum Distance (miles) per Provider Type Standards, the covered services will be processed at your participating in network benefit.

### How can I book an appointment with a participating provider?

If you are seeking services in the **California, Georgia, or Hawaii** region, you can go to the participating provider link: [www.multiplan.com/Kaiser](http://www.multiplan.com/Kaiser) to locate a provider near you for any service, including specialty services.

If you are seeking services in the **Mid-Atlantic States**, you can go to the participating provider link: [www.multiplan.com/KPMAS](http://www.multiplan.com/KPMAS) to locate a provider near you for any service, including specialty services.

If you are seeking services in the **Colorado Region**, you can go to the participating provider link: [providerlocator.firsthealth.com/Kaiser](http://providerlocator.firsthealth.com/Kaiser) to locate a provider near you for any service, including specialty services.

### What if I am unable to find an appointment with a participating provider?

If you are unable to find an appointment with a participating provider including specialty(s) service(s), the Network Adequacy policy may be applicable in this situation. Please email: [NetworkAdequacy-KPIC@kp.org](mailto:NetworkAdequacy-KPIC@kp.org) or call the appropriate regional customer service office for assistance:

- **Mid-Atlantic States:** Call **1-888-225-7202** (TTY 711), Monday through Friday, 8 a.m. to 8 p.m. Central Time
- **California:** Call **1-800-788-0710** (TTY 711), Monday through Friday, 7 a.m. to 7 p.m., Pacific time
- **Colorado:** Call **1-855-364-3184** (TTY 711), Monday through Friday, 8 a.m. to 6 p.m., Mountain time.
- **Georgia:** Call **1-855-364-3185** (TTY 711), Monday through Friday, 8 a.m. to 6 p.m., Eastern time.
- **Hawaii:** Call **1-800-238-5742** (TTY 711), Monday through Friday, 8 a.m. to 5 p.m., Saturday, 8 a.m. to 12 p.m. HST

When making an appointment, please let your provider know that your plan allows you to see any licensed provider for care. Pre-certification may be required for certain services.

### How can I learn about the precertification requirements for the plan?

The precertification requirements of your plan will still apply if the Network Adequacy policy is approved. When visiting a non-participating provider for services, pre-certification may be required. For the precertification requirements refer to your Certificate of Insurance Document or you can visit [kp.org/permanenteadvantage](http://kp.org/permanenteadvantage).

Your provider should call the pre-certification team at 1-888-567-6847 (TTY 711), Monday through Friday, 8:30 a.m. to 6 p.m., Eastern time, for precertification requests.

### What can I do if my doctor requires me to pay for services in full at the time of my visit?

Because non-participating providers are not contracted with Kaiser Permanente, they have the option to either bill you directly or submit a claim to KP on your behalf. If your doctor requires you to pay the full cost of the visit, you should submit a member reimbursement claim form, itemized bill(s) and a copy of your proof of payment, in order to receive the in-network reimbursement minus the applicable cost share (such as copayment, coinsurance and deductible). Your doctor may also submit the claim to the appropriate KP office based upon the region in which your plan is based.

<b>COLORADO MEMBERS</b> <b>Claim Address</b> P.O. Box 373150 Denver, CO 80237-9998  <b>MEMBER SERVICES</b> <b>1-855-364-3184</b>	<b>GEORGIA MEMBERS</b> <b>Claim Address</b> P.O. Box 370010 Denver, CO 80237-9998  <b>MEMBER SERVICES</b> <b>1-855-364-3185</b>	<b>HAWAII MEMBERS</b> <b>Claim Address</b> P.O. Box 378021 Denver, CO 80237-9998  <b>MEMBER SERVICES</b> <b>1-800-238-5742</b>
<b>MD, DC OR VA MEMBERS WITH AON ADDED CHOICE AND OUT-OF-AREA PPO</b> <b>Claim Address</b> P.O. Box 261130 Plano, TX 75026  <b>MEMBER SERVICES</b> <b>1-800-392-8649</b>	<b>MD, DC OR VA MEMBERS WITH FLEXIBLE CHOICE</b> <b>Claim Address</b> P.O. Box 371860 Denver, CO 80237-9998  <b>MEMBER SERVICES</b> <b>1-888-225-7202</b>	<b>NORTHERN CA MEMBERS WITH POINT-OF-SERVICE PLAN</b> <b>Claim Address</b> P.O. Box 12923 Oakland, CA 94604-2923  <b>MEMBER SERVICES</b> <b>1-800-778-0710</b>
<b>NORTHERN CA MEMBERS WITH PPO AND OUT-OF-AREA INDEMNITY PLAN</b> <b>Claim Address</b> P.O. Box 261155 Plano, TX 75026  <b>MEMBER SERVICES</b> <b>1-800-392-8649</b>	<b>SOUTHERN CA MEMBERS WITH POINT-OF-SERVICE PLAN</b> <b>Claim Address</b> P.O. Box 7004 Downey, CA 90242-7004  <b>MEMBER SERVICES</b> <b>1-800-778-0710</b>	<b>SOUTHERN CA MEMBERS WITH PPO AND OUT-OF-AREA INDEMNITY PLAN</b> <b>Claim Address</b> P.O. Box 261155 Plano, TX 75026  <b>MEMBER SERVICES</b> <b>1-800-392-8649</b>

### What additional tips would be helpful for me?

For additional information, you can visit your regional Kaiser Permanente Insurance Company Microsite to learn more about your plan:

- California: [kp.org/kpic-california](http://kp.org/kpic-california)
- Colorado: [kp.org/kpic-colorado](http://kp.org/kpic-colorado)
- Georgia: [kp.org/kpic-georgia](http://kp.org/kpic-georgia)
- Hawaii: [kp.org/kpic-hawaii](http://kp.org/kpic-hawaii)
- Mid-Atlantic States: [kp.org/choiceproducts/mas](http://kp.org/choiceproducts/mas)