Provider Manual

- Kaiser Permanente Medical Care Program
- Key Contacts
It is our pleasure to welcome you as a contracted provider for Kaiser Permanente. We are here to support you, your medical team and our Members.

This Provider Manual is intended to provide you and your staff with basic organizational information regarding Kaiser Permanente Colorado. It provides a quick and easy resource for key contact phone numbers, and information regarding Kaiser Permanente facilities.

Our Provider Representatives are committed to providing support to you and your staff. This includes responding to your operational inquiries and providing education on our products and plans. If at any time you have a question or concern about the information in this Provider Manual, you can reach our Provider Representative by calling 1-866-866-3951.

Welcome to Kaiser Permanente.
Introduction

This Provider Manual is referenced in your agreement ("Agreement") with a Kaiser Permanente entity. The information in this Provider Manual is proprietary and may not be used, circulated, reproduced, copied or disclosed in any manner whatsoever, except as permitted by your Agreement, or with prior written permission from Health Plan.

This Provider Manual is posted on Kaiser Permanente’s website at www.providers.kaiserpermanente.org/cod and www.kpcolorado.net

The Provider Manual is updated on an ongoing basis by our Provider Representatives in collaboration with Contract Managers, other Kaiser Permanente Departments and other local markets. Its intent is to provide our network providers/vendors with useful information as to how to best access the Kaiser Permanente system and to share Kaiser Permanente’s expectations of network providers. Network providers are sent a notification letter annually to reference any relevant changes.

If there is a conflict between this Provider Manual and your Agreement, the terms of your Agreement will control. Capitalized terms that are used in this Provider Manual, but not defined, will have the meanings given to them in your Agreement.
Table of Contents

SECTION 1: KAISER PERMANENTE MEDICAL CARE PROGRAM ....................... 5

1.1. HISTORY .................................................................................................................. 5

1.2. ORGANIZATIONAL STRUCTURE ............................................................................ 5

1.2.1 Kaiser Foundation Health Plan of Colorado (“KFHP”) ............................................ 5

1.2.2 Kaiser Foundation Hospitals (“KFH”) ................................................................. 5

1.2.3 Colorado Permanente Medical Group (“CPMG”) ................................................. 6

1.3 KAISER PERMANENTE COLORADO REGION SERVICE AREA ......................... 6

1.3.1 Kaiser Permanente Medical Facilities .................................................................. 6

SECTION 2: KEY CONTACTS ....................................................................................... 11
Section 1: Kaiser Permanente Medical Care Program

1.1. History

Kaiser Permanente’s origins date to the late 1930’s and the prepaid health program developed by industrialist Henry J. Kaiser and a young physician, Dr. Sidney R. Garfield. Initially, the health care program was only available to construction, shipyard and steel mill workers employed by the Kaiser industrial companies during the late 1930’s and 1940’s. The program was opened for enrollment to the general public in 1945.

Today, Kaiser Permanente is America’s leading integrated health plan and is a not-for-profit, group practice program headquartered in Oakland, Calif. Kaiser Permanente serves more than 10 million members in eight states and the District of Columbia. Today it encompasses the not-for-profit Kaiser Foundation Health Plan, Inc., Kaiser Foundation Hospitals and their subsidiaries, and the for-profit Permanente Medical Groups. Nationwide, Kaiser Permanente includes more than 174,000 technical, administrative and clerical employees and caregivers, and more than 17,000 physicians representing all specialties.

1.2. Organizational Structure

Your Kaiser Permanente Region is comprised of three separate legal entities:

1.2.1 Kaiser Foundation Health Plan of Colorado (“KFHP”)

Health Plan is a tax-exempt organization that operates health care benefit plans and provides or arranges for the provision of medically necessary health care services for its Members primarily through Kaiser Foundation Hospitals (KFH) and Colorado Permanente Medical Group (CPMG). Kaiser Foundation Health Plan of Colorado is licensed as an HMO in Colorado with the Division of Insurance.

1.2.2 Kaiser Foundation Hospitals (“KFH”)

KFH is a tax-exempt organization that owns, operates, and contracts for hospital, skilled nursing, dialysis, home health and many other facility medical services. KFH also sponsors charitable, educational, and research activities. Health Plan contracts with KFH to provide or arrange for medically necessary hospital and facility services for Members. In turn, KFH contracts with community providers to provide facility services to Members, and improve geographic coverage and access to care.
1.2.3 **Colorado Permanente Medical Group ("CPMG")**

CPMG is a professional corporation of physicians. Health Plan contracts with CPMG to provide or arrange for medically necessary professional and outpatient services for Members. In turn, CPMG contracts with community or network providers to provide professional services to Members, and improve geographic coverage and access to care.

1.3 **Kaiser Permanente Colorado Region Service Area**

1.3.1 **Kaiser Permanente Medical Facilities**

**Arapahoe Medical Office**
- 5555 E. Arapahoe Road, Centennial, CO 80122
- Appointment Line: (303) 338-4545
- Fax: (303) 850-2056
- Facility Hours: Monday – Friday 8:00 a.m. – 6:00 p.m.

**Aurora CentrePoint Medical Office**
- 14701 E. Exposition Avenue, Aurora, CO 80012
- Appointment Line: (303) 338-4545
- Fax: (303) 614-7303
- Facility Hours: Monday – Friday 8:00 a.m. – 6:00 p.m.

**Baseline Medical Office**
- 580 Mohawk Drive, Boulder, CO 80302
- Appointment Line: (303) 338-4545
- Fax: (303) 554-5010
- Facility Hours: Monday – Friday 8:00 a.m. – 6:00 p.m.

**Briargate Health Center**
- 4105 Briargate Parkway, Ste. 125, Colorado Springs, CO 80920
- Appointment Line: 719-327-6540
- Fax (719) 282-2470
- Fax (719) 282-2441
- Facility Hours: Monday-Friday 8:30 a.m. – 5:30 p.m.

**Brighton Medical Office**
- 859 South 4th Avenue, Brighton, CO 80601
- Appointment Line: (303) 338-4545
- Fax: (303) 835-5870
- Facility Hours: Monday – Friday 8:30 a.m. – 5:30 p.m.
Castle Rock Medical Office
• 4318 Trail Boss Drive, Castle Rock, CO 80104
• Appointment Line: (303) 338-4545
• Fax: (303) 814-4160
• Facility Hours: Monday – Friday 8:30 a.m. – 5:00 p.m.

East Denver Medical Office
• 10400 E. Alameda Avenue, Denver, CO 80247
• Appointment Line: (303) 338-4545
• Fax: (303) 360-1287
• Facility Hours: Monday – Friday 8:00 a.m. – 6:00 p.m.
• Urgent Care Hours: Sat. 8 a.m. – 4 p.m., Sun. 9 a.m. – 4 p.m.

Edwards Medical Office
• 56 Edwards Village Blvd, Suite 206, Edwards, CO 81632
• Appointment Line: (970) 207-7171
• Facility Hours: M, T, Th, F from 8:30 am – 5:30 pm, W from 10:00 am – 7:00 pm and the 3rd Sat of every month from 8:00 am – 12:00 pm

Englewood Medical Office
• 2955 S. Broadway, Englewood, CO 80113
• Appointment Line: (303) 338-4545
• Fax: (303) 788-1011
• Facility Hours: Monday – Friday 8:00 a.m. – 6:00 p.m.

Evergreen Medical Office
• 2942 Evergreen Parkway, Evergreen, CO 80439
• Appointment Line: (303) 338-4545
• Facility Hours: Monday – Friday 8:30 a.m. – 5:30 p.m.

Fort Collins Medical Office
• 2950 E. Harmony Road Ste. 190, Fort Collins, CO 80528
• Appointment Line: (970) 207-7171
• Fax: (970) 207-7130
• Facility Hours: Monday – Friday 8:30 a.m. – 7:30 p.m.

Franklin Medical Office
• 2045 Franklin Street, Denver, CO 80205
• Appointment Line: (303) 338-4545
• Fax: (303) 861-3604
• Facility Hours: Monday – Friday 8:00 a.m. – 6:00 p.m.

Frisco Medical Office
• 226 Lusher Court, Suite 104, Frisco, CO 80443
- Appointment Line: (970)207-7171
- Facility Hours: M, T, Th, F from 8:30 am – 5:30 pm, W from 10:00 am – 7:00 pm and the 2nd Sat of every month from 8:00 am – 12:00 pm

**Greeley Medical Office**
- 2429 35th Avenue, Greeley, CO 80634
- Appointment Line: (970)207-7171
- Facility Hours: Monday – Friday 8:30 a.m. – 7:30 p.m

**Hidden Lake Medical Office**
- 7701 Sheridan Blvd., Westminster, CO 80003
- Appointment Line: (303)471-7700
- Fax: (303) 657-6709
- Monday – Friday 8:00 a.m. – 6:00 p.m.

**Highlands Ranch Medical Office**
- 9285 Hepburn Street, Highlands Ranch, CO 80129
- Appointment Line: (303) 338-4545
- Fax: (720) 348-4605
- Facility Hours: Monday – Friday 8:00 a.m. – 6:00 p.m.

**Highline Behavioral Health Center**
- 10350 E Dakota Ave, Denver, CO 80247
- Appointment Line: (303)471-7700
- Facility Hours: Monday – Friday 8:00 am – 5:00 pm

**Ken Caryl Medical Office**
- 7600 Shaffer Parkway, Littleton, CO 80127
- Appointment Line: (303) 338-4545
- Fax: (720) 922-5055
- Monday – Friday 8:00 a.m. – 6:00 p.m.

**Lakewood Medical Office**
- 8383 W. Alameda Avenue, Lakewood, CO 80226
- Appointment Line: (303) 338-4545
- Fax: (303) 239-7405
- Facility Hours: Monday – Friday 8:00 a.m. – 6:00 p.m.
- Urgent Care Hours: Monday – Friday noon – 8:00 pm, Sat. 8 a.m. – 6 p.m., Sun. 8 a.m. – 6 p.m.
Lone Tree Medical Office
• 10240 Park Meadows Drive, Lone Tree, CO 80124
• Appointment Line: (303) 338-4545
• Facility Hours: Monday – Friday 8:00 am – 5:00 pm
• Urgent Care Hours: Monday – Friday noon – 8:00 pm, Sat. 8 a.m. – 6 p.m., Sun. 8 a.m. – 6 p.m.

Longmont Medical Office
• 2345 Bent Way, Longmont, CO 80503
• Appointment Line: (303) 338-4545
• Fax: (303) 678-3302
• Facility Hours: Monday – Friday 8:00 a.m. – 6:00 p.m.

Loveland Medical Offices
• 4901 Thompson Parkway Loveland, CO 80534-6426
• Appointment Line: (970)271-7171
• Fax: (970) 613-2340
• Monday – Friday 8:30 a.m. – 5:30 p.m.

Parker Medical Office
• 10168 Parkglenn Way, Parker, CO 80138
• Appointment Line: (303) 338-4545
• Facility Hours: Monday – Friday 8:30 a.m. – 5:30 p.m.

Parkside Medical Office
• 215 Parkside Drive, Colorado Springs, CO 80910
• Appointment Line: (719) 327-6540
• Facility Hours: Monday – Friday 8:30 a.m. – 5:30 p.m.

Pueblo North Medical Office
• 3670 Parker Blvd., Suite 200, Pueblo, CO 81008
• Appointment Line: (719) 595-5755
• Fax: (719) 595-5707
• Facility Hours: Monday – Friday 8:30 a.m. - 5:30 p.m.

Ridgeline Behavioral Health Center
• 9139 S Ridgeline Blvd, Highlands Ranch, CO 80129
• Appointment Line: (303)471-7700
• Facility Hours: Monday – Friday 8:00 am – 4:30 pm

Rock Creek Medical Office
• 280 Exempla Circle, Lafayette, CO 80026
• Appointment Line: (303) 338-4545
• Fax: (720) 536-7855
• Facility Hours: Monday – Friday 8:00 a.m. – 6:00 p.m.

Skyline Medical Office
• 1375 E. 20th Ave., Denver, CO 80205
• Appointment Line: (303) 338-4545
• Fax: (303) 764-4662
• Facility Hours: Monday – Friday 8:00 a.m. – 6:00 p.m.

Smoky Hill Medical Office
• 16290 E. Quincy Avenue, Aurora, CO 80015
• Appointment Line: (303) 338-4545
• Fax: (303) 699-3840
• Facility Hours: Monday – Friday 8:00 a.m. – 6:00 p.m.

Southwest Medical Office
• 5257 S. Wadsworth Blvd., Littleton, CO 80123
• Appointment Line: (303) 338-4545
• Fax: (303) 972-5013
• Facility Hours: Monday – Friday 8:00 a.m. – 6:00 p.m.

Spring Creek Medical Office
• 1136 E Stuart St., Fort Collins, CO 80525.
• 1-800-218-1059
• Facility Hours: Monday – Friday 8:00 a.m. – 6:00 p.m.

Westminster Medical Office
• 11245 Huron Street, Westminster, CO 80234
• Appointment Line: (303) 338-4545
• Fax: (303) 457-6416
• Facility Hours: Monday – Friday 8:00 a.m. – 6:00 p.m.
• Urgent Care Hours: Monday – Friday noon – 8pm, Sat. and Sun 8 a.m. – 6 p.m., Sun. 9 a.m. – 4 p.m.

Wheat Ridge Medical Office
• 4803 Ward Road, Wheat Ridge, CO 80033
• (Appointment Line: (303) 338-4545
• Fax: (303) 421-5066
• Facility Hours: Monday – Friday 8:00 a.m. – 6:00 p.m.
## Section 2: Key Contacts

<table>
<thead>
<tr>
<th>Department</th>
<th>Contact information</th>
<th>Quick Reference to Administrative Operations</th>
</tr>
</thead>
</table>
| **Provider Contracting and Provider Relations** | 8:00am-5:00pm MST Monday - Friday                                                    | • Provider education and training  
• Contract questions  
• General Operations Questions |
|                                                 | Toll-free 1-866-866-3951                                                            |                                                                                      |
| **Provider Demographics**                       | For providers and/or groups contracted with Colorado Medical Permanente Group (CPMG), please email **KPCO-PDM@kp.org**  
For providers/groups/facilities contracted with Kaiser Foundation Health Plan (KFHP) and/or Kaiser Foundation Hospital (KFH), please email **Kaiser-Provider-Notification@kp.org**  
For providers who are not sure which legal entity you are contracted with, please contact the Provider Relations phone number above. | • Provider demographic updates such as tax ID change, address change, addition of providers, termination of providers |
| **Member Services Department**                  | 8:00am-5:00pm MST Monday – Friday                                                   | • General enrollment questions  
• Eligibility and benefit verification  
• Co-pay, deductible and coinsurance information  
• Documents, Reports and facilitates member complaints  
• Interactive Voice Response System  
• Billing Inquiries  
• Claims related issues  
• Interpretive Services |
|                                                 | 2500 South Havana  
Aurora, CO 80014  
Denver/Boulder 303-338-3800 or 1-800-632-9700  
Toll-free from the Northern Colorado area 1-844-837-6884  
Toll-free from the Southern Colorado area 1-888-681-7878  
TTY for the deaf, hard of hearing or speech impaired 1-800-521-4874 |                                                                                      |
| **Claims Department**                           | 8:00am-5:00pm MST Monday – Friday                                                   | • General Billing procedures  
• Claims submissions  
• Claims status  
• Statements of Remittance  
• Provider Adjustments  
• Reconsiderations and Appeals |
|                                                 | 303- 338-3600  
Toll-free from outside the Denver metro area 1-800-632-9700. |                                                                                      |
<table>
<thead>
<tr>
<th>Department</th>
<th>Contact information</th>
<th>Quick Reference to Administrative Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Toll-free from the Southern Colorado area 1-888-681-7878</td>
<td>• Interpretive Services</td>
</tr>
<tr>
<td></td>
<td>TTY for the deaf, hard of hearing or speech impaired 1-800-521-4874</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Claims Submittal:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Denver /Boulder/Northern Colorado/Mountain Colorado PO Box 373150 (For POS/Added Choice members – use PO Box 370897) Denver, CO 80237</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Southern Colorado PO Box 372910 (For POS/Added Choice members – use PO Box 370897) Denver, CO 80237</td>
<td></td>
</tr>
</tbody>
</table>
| Referrals  | 8:00am-5:00pm MST Monday – Friday Colorado Region Toll-free 1-877-895-2705 | • Concurrent Review  
• Transition Care  
• Case Management  
• Referral Management/Prior Authorization  
• Post Service Review |
| Department | | |
| AffiliateLink | Online at: [http://www.providers.kaiserpermanente.org/cod/index.html](http://www.providers.kaiserpermanente.org/cod/index.html) or Contact your Provider Representative at (866) 866-3951 | • Patient Demographics, Eligibility and Benefit Verification  
• Real-Time Referral/Authorization Inquiry  
• Online References for your KP Business Needs |