Provider Manual

- Compliance
This Manual was created to help guide you and your staff in understanding Kaiser Permanente’s compliance policies and procedures.

If, at any time, you have a question or concern about the information outlined in this Manual, you can reach our Provider Relations Department by calling 503-813-3376.
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Section 9: Compliance

Kaiser Permanente (KP) strives to demonstrate high ethical standards in its business practices. Because contracting Providers are an integral part of KP’s business, it is important that we communicate and obtain your support for these standards. The Agreement details specific laws and contractual provisions with which you are expected to comply. This Section 9 of the Provider Manual highlights some provisions in the Agreement and provides some additional information about compliance.

9.1 Compliance with Law

Providers are expected to conduct their business activities in full compliance with applicable laws, including, but not limited to, the Healthcare Anti-Kickback Statute, False Claims Act, Stark Law, and the Health Insurance Portability and Accountability Act of 1996 and its implementing privacy and security regulations (“HIPAA”) and any laws applicable to entities receiving federal funds.

9.2 Kaiser Permanente Principles of Responsibility and Compliance Hotline

The Kaiser Permanente Principles of Responsibility (“POR”) is the code of conduct for Kaiser Permanente physicians, employees and contractors working in KP facilities (“KP Personnel”) in their daily work environment. You should report to Kaiser Permanente any suspected wrongdoing or compliance violations by KP Personnel under the POR. The Kaiser Permanente Compliance Hotline is a convenient and anonymous way to report a suspected wrongdoing without fear of retaliation. It is available 24 hours per day, 365 days per year. The toll free Compliance Hotline number is 1-888-774-9100.

9.3 Gifts and Business Courtesies

You are expected to comply with all applicable state and federal laws governing remuneration for health care services, including anti-kickback and physician self-referral laws. Even if certain types of remuneration are permitted by law, Kaiser Permanente discourages Providers from providing gifts, meals, entertainment or other business courtesies to KP Personnel. KP Staff have been advised that they cannot accept the following types of remunerations, and may be requested to return or reimburse the value of such gratuities, if inadvertently received.

- Gifts or entertainment that exceed $25.00 in value
- Gifts or entertainment that are given on a regular basis
- Cash or cash-equivalents, such as checks, gift certificates/cards, stocks, or coupons
- Gifts from government representatives
- Gifts or entertainment that reasonably could be perceived as a bribe, payoff, deal or any other attempt to gain advantage
- Gifts or entertainment given to KP Personnel involved in Kaiser Permanente purchasing and contracting decisions.
9.4 Conflicts of Interest
Conflicts of interest between a Provider and KP Personnel, or the appearance of it, should be avoided. There may be some circumstances in which members of the same family or household may work for Kaiser Permanente and for a Provider. However, if this creates an actual or potential conflict of interest, you must disclose the conflict at the earliest opportunity, in writing, to a person in authority at Kaiser Permanente (other than the person who has the relationship with the Provider). You may call the toll free Compliance Hotline number at 1-888-774-9100 for further guidance on potential conflicts of interest.

9.5 Fraud, Waste and Abuse
Kaiser Permanente will investigate allegations of Provider fraud, waste or abuse, related to services provided to Members, and where appropriate, will take corrective action, including but not limited to civil or criminal action. The Federal False Claims Act and similar state laws are designed to reduce fraud, waste and abuse by allowing citizens to bring suit on behalf of the government to recover fraudulently obtained funds (i.e., “whistleblower” or “qui tam” actions). KP Personnel may not be threatened, harassed or in any manner discriminated against in retaliation for exercising their rights under the False Claims Act or similar state laws.

9.6 Providers Ineligible for Participation in Government Health Care Programs
Under Kaiser Permanente policy, we will not do business with a Provider if it or any of its officers, directors or employees involved in Kaiser Permanente business is, or becomes excluded by, debarred from, or ineligible to participate in any federal health care program or is convicted of a criminal offense related to the provision of health care. Kaiser Permanente expects you to (a) disclose whether any of its officers, directors or employees becomes sanctioned by, excluded from, debarred from, or ineligible to participate in any federal program or is convicted of a criminal offense related to the provision of healthcare and (b) assume responsibility for taking all necessary steps to assure that your employees and agents directly or indirectly involved in Kaiser Permanente business have not or are not currently excluded from participation in any federal program.

9.7 Visitation Policy
When visiting Kaiser Permanente facilities (if applicable), you are expected to comply with the applicable visitation policy, which is available at Kaiser Permanente facilities upon request. “Visitor” badges provided by the visited Kaiser Permanente facility must be worn at all times during the visit.

9.8 Compliance Training
Kaiser Permanente requires certain Providers, including those who provide services in a Kaiser Permanente facility, to complete Kaiser Permanente’s Compliance Training, as required by your Agreement, applicable law or regulatory action. Where applicable, you must ensure that your employees and agents involved in Kaiser Permanente
business complete the relevant Kaiser Permanente Compliance Training. Please refer to your Kaiser Permanente contract manager for more guidance regarding these requirements.

9.9 Provider Resources:

- Kaiser Permanente’s National Compliance Office 510-271-4699
- Kaiser Permanente’s Compliance Hotline 888-774-9100
- Regional Compliance Office 503-813-4051
- Provider Contracting Department 503-813-3376