SECTION 1

HOW THIS MANUAL IS ORGANIZED

This Provider Manual has been developed to assist you with understanding the Provider processes related to accessing and providing comprehensive, effective and quality services to Kaiser Permanente members. Kaiser Permanente’s goal is to make this Provider Manual as helpful and easy to use as possible.

The contents of this Provider Manual have been organized according to similar topics and functions. A complete “Table of Contents” is located at the beginning of the Provider Manual and includes the subheadings of topics included within each section. The “Key Contacts” section includes names, departments, and telephone numbers that will assist you in obtaining answers to questions or rendering services under Kaiser Permanente procedures.

You may wish to make copies of specific pages or reference tables that are used frequently and place them in the front of this Provider Manual.

NOTE: The term “provider” is interchangeably referred to in this Manual or in your agreement as “supplier” or “contractor”.

1.1 YOUR RESPONSIBILITIES

This Provider Manual, including all updates, shall remain the property of Kaiser Permanente. While you have the Provider Manual, you are responsible for maintaining it and its updates and also for providing copies of the Manual to all subcontractors who provide services to Health Plan members.

1.2 KEEP US INFORMED

Please remember to send written or faxed notification to the National Provider Contracting and Network Management department when you have important changes to your current business including Tax ID, National Provider Identifier [NPI], changes in ownership or, information that may affect billing and payment. Promptly reporting your changes will help prevent payment delays.

National Buy to Pay, Sourcing
Attention: Contract Management
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