Kaiser Permanente initiates HCI Fraud Finder Alerts

On August 2, 2010, Kaiser Permanente initiated HCI Fraud Finder Alerts as part of its ongoing effort to prevent and detect fraud, waste and abuse. These alerts will allow Kaiser Permanente the opportunity to identify aberrant billing patterns across both our contracted and non-contracted provider networks. Unlike the HCI Physician Claims Insight edits, which afford us a prospective means of mining claims data for billing accuracy, the HCI Fraud Finder Alerts will allow us to retrospectively review claims for billing accuracy. As patterns are identified, the Fraud Finder Alerts will trigger notifications of any potential aberrant behavior.

Examples of billing practices that will be identified are improper or excessive use of modifier’s -25 and -59; billing for deceased providers or members; or billing patterns that substantially exceed that of your peers for a similar patient base. You will be notified if your claims are identified for recovery. You have the right to appeal any decision made by Kaiser Permanente regarding denials for reimbursement of services rendered. Please refer to your Kaiser Permanente Provider Manual for information on the appeals process.

Kaiser Permanente applies industry standard coding and billing rules and guidelines as defined by the Centers for Medicare and Medicaid Services (CMS) and published in various AMA publications. Therefore, providers may not balance bill patients for reduced or withheld payments, as Kaiser Permanente’s findings are based upon these CPT coding and reimbursement protocols and guidelines.

Kaiser Permanente has a responsibility to control health care costs for its members. These improvements to our claims adjudication processes enable us to more effectively and universally implement fair and compliant reimbursement rules and guidelines.

Kaiser Permanente of Georgia receives “Excellent” Accreditation

Kaiser Permanente of Georgia is pleased to announce its most recent achievement of maintaining an “Excellent” Accreditation status as awarded by The National Committee for Quality Assurance (NCQA). The NCQA Health Plan Accreditation is regarded as the industry’s gold standard. NCQA awards its highest status of “Excellent” in recognition of health plans that demonstrate a high level of commitment towards quality and accountability as well as providing extraordinary benefits in today’s market.

For further information regarding the NCQA Accreditation Standards and guidelines, contact Susan Pickren, Accreditation & Regulation Manager, at 404-364-7050.
The Centers for Medicare and Medicaid Services (CMS) recently released the third quarter update for drugs and biologicals. Kaiser Permanente’s policy is to implement the quarterly updates for drugs and biologicals within 45 business days of the release, making this quarterly update effective September 1, 2010.

CMS has not released the fourth quarter update for drugs and biologicals. The effective date will be within 45 business days of the release from CMS. Check the provider website for an updated effective date.

CMS released a 2.2% increase in base rates effective for the period of June 1, 2010 – November 30, 2010. Kaiser Permanente only updates the base fee schedule once per year, and therefore will not implement this increase for this time period. Our 2010 base fee schedule for professional services will remain the version released effective May 1, 2010 (with the exception of the quarterly update to drugs and biologicals, as mentioned above).

Kaiser Permanente’s Access & Availability Council establishes access standards, listed below. In addition, guidelines have been established for Primary Care Physicians as described in Kaiser Permanente of Georgia’s Provider Manual, Section 6.1 “Primary Care Physicians Responsibilities.” For further information regarding these standards and providing provisions for appropriate covering physician care, refer to the Provider Manual available on our website. Please review the guidelines so you and your staff are familiar with them.

**Access Standards**

- Regular and routine care: 90% of visits should be scheduled within 14 days of the members’ request.
- Urgent care: 90% of visits should be scheduled within 24 hours of the members’ request.
- After hours care: If a patient is in need of non-emergent care after your facility is closed, please direct them to a non-hospital based outpatient facility that has been designated as an after-hour care center. (Applicable to Senior Advantage members only). Please contact our Senior Advantage Member Services department for more information on which facilities are designated as after-hours care centers.

**Behavioral Health Access Standards:**

- Non-life threatening emergency: 100% should be scheduled within 6 hours.
- Urgent care: 100% should be scheduled within 48 hours.
- Routine Care: 90% should be scheduled with 10 business days.

For further information regarding the Kaiser Permanente of Georgia Access & Availability Standards please contact Susan Pickren at 404-364-7050.
Kaiser Permanente is continuing to add specialty services to our medical offices. Our physicians with The Southeast Permanente Medical Group (TSPMG) are available in increasing numbers and facilities. Below is a partial listing of specialties.

Members should call 404-365-0966 to schedule an appointment with a TSPMG specialist. Referrals can be generated via KP Online-Affiliate, but are not required.

The following specialties are currently offered:

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<tbody>
<tr>
<td>Audiology</td>
<td>Infectious Disease</td>
<td>Podiatry</td>
</tr>
<tr>
<td>Breast Care*</td>
<td>Nephrology</td>
<td>Pulmonology</td>
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<tr>
<td>Cardiology**</td>
<td>Neurology**</td>
<td>Radiology</td>
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<tr>
<td>Cosmetic Dermatology</td>
<td>Ob/Gyn</td>
<td>Rheumatology</td>
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<td>Dermatology</td>
<td>Oncology</td>
<td>Urology</td>
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<tr>
<td>Endocrinology</td>
<td>Otolaryngology (ENT)</td>
<td>Urology</td>
</tr>
<tr>
<td>Gastroenterology</td>
<td>Pain Management***</td>
<td>Wound Care</td>
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<tr>
<td>General Surgery</td>
<td>Perinatolgy</td>
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Please contact us for locations of specialty services.

Appointments with obstetricians/gynecologists, dermatologists, psychiatrists, behavioral health specialists and vision care specialists do not require a referral from a member’s personal physician. For a listing of self-referral and referral specialists available, members can contact Member Services at 404-261-2590.

* Breast care services include: Consultation with a breast surgeon, ultrasound guided breast biopsy, stereotactic breast biopsy, breast care coordination with RN, educational materials, behavioral health services support, pathology results within 72 hours.

** Recently expanded - please contact us for details and referral information

*** New to Kaiser Permanente of Georgia

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**Ordering Laboratory Services – Important Note!**

All laboratory services must be sent to Quest Diagnostics, Kaiser Permanente’s contracted laboratory vendor. You may be liable for charges incurred by members if laboratory services are sent to a non-participating vendor. This is also a breach of your contract with Kaiser Permanente and can result in termination.

If you have questions, please contact Provider Contracting and Network Management at 404-364-4934.

**Kaiser Permanente Provider Manual Updates**

Updates to the Kaiser Permanente Provider Manual will be posted in October 2010. Updates will include additional information regarding HeathCare Insight as well as policies regarding yearly fee schedule updates. Please refer to the Provider website for these documents (http://providers.kp.org/ga).
Kaiser Permanente Announces Contract with Gwinnett Medical Center

Kaiser Permanente is pleased to announce that the hospital agreement between Kaiser Permanente of Georgia and Gwinnett Medical Center became effective April 1, 2010. The contract includes the following facilities: Gwinnett Medical Center - Lawrenceville, Gwinnett Medical Center – Duluth and the Joan Glancy Rehabilitation Center in Duluth.

Fresenius Contract with Kaiser Permanente

While Kaiser Permanente continues to negotiate the Fresenius Medical Care agreement in hopes to retain the contractual relationship, the contract for dialysis services is scheduled to terminate effective October 1, 2010. Should the contract terminate, members under the care of a Fresenius dialysis facility will be contacted by Kaiser Permanente clinical staff to assist in transitioning their care to another facility with no interruption in care. If the contract remains in place, members will be able to continue their care at Fresenius dialysis facilities.

Health Care Reform and Kaiser Permanente Members

Health Care Reform will impact many benefits for Kaiser Permanente members. It is increasingly important that you check benefits and eligibility of members via KP Online-Affiliate.

Recent changes include:

- Dependent care for child dependents up to 26 years of age, as well as grandchildren living in the same household.
- Pre-existing conditions of children under 19 years of age, regardless of any gap in coverage.
- Lifetime limits for essential health benefits, including (but not limited to) services such as hospitalization, maternity and laboratory. Annual limits on certain plans may also be affected.
- Preventive care. Certain plans will have a $0 copay for preventive services, effective September 23, 2010.

Many of these changes go into effect September 23, 2010. Please verify benefits during each visit, as benefits may have changed.
On August 16, Kaiser Permanente’s audiology department began a pilot program offering hearing aid fittings and sales in the Southwood Specialty office. Members will be able to get their hearing test as well as hearing aids in one convenient location.

By purchasing their hearing aids from Kaiser Permanente, members will receive better service, a wide selection of devices, and competitive pricing thanks to our national purchasing agreements. Devices come with a 3-year warranty, rather than a 1 or 2 year warranty offered with other providers. Device costs will be covered, up to their benefit amount, for members with a hearing aid rider on their policy, while others will find our pricing competitive with other providers. Members may also continue to choose an outside provider for their hearing aid devices.

For members, the first step is to contact Audiology schedulers at 770-677-6301 to schedule a hearing test. Members may ask their primary care physician for a referral, but it is not required.

Hearing testing is currently available at Glenlake & Southwood Specialty medical offices. After testing, the member will be scheduled for a consultation or they may bring a current hearing test (within the past 6 months) from any contracted provider for their consultation. Hearing aids will be ordered after the consultation and the patient will receive the devices 1-2 weeks later at the hearing aid fitting.

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Hearing Aid Services Now Available at Southwood Specialty Medical Office

The Centers for Medicare and Medicaid Services (CMS) requires Medicare Advantage organizations (which include Kaiser Permanente of Georgia) to amend all affected provider contracts to address a limitation on a provider’s collection of cost-sharing for Medicare Advantage members who are also enrolled in a Medicaid program (commonly called “dual eligibles”). Specifically, Medicare Advantage (MA) organizations with dual-eligibles must include in all provider contracts that:

- Dual-eligible enrollees shall not be held liable for Medicare Part A (institutional) and B (professional) cost sharing when a state Medicaid program is responsible for such amounts.
- Providers shall either accept the MA organization’s payment as payment in full, or bill the appropriate state Medicaid program.

If your contract with Kaiser Permanente of Georgia includes the Senior Advantage line of business, you will receive a notification on or about September 15, 2010 with the required contract language update that will be incorporated into your agreement. The notification will contain additional instructions.

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Upcoming Required Modification Amendment Coming Soon
Kaiser Permanente is increasing the number of medical offices in metro Atlanta. By increasing access to our offices and The Southeast Permanente Medical Group (TSPMG) clinicians, we can provide members with higher quality care and more value. Below is a list of our new facilities.

**East Cobb Medical Office**  
*NEW - Opened November 2009  
1205 Johnson Ferry Road, Suite 107  
Marietta, GA 30068

**Downtown Decatur Medical Office**  
*NEW - Opened December 2009  
201 West Ponce de Leon Ave.  
Decatur 30030

**Lawrenceville Medical Office**  
*NEW - Opened May 2010  
455 Philip Boulevard  
Lawrenceville, GA 30092

**Holly Springs Medical Office**  
*NEW - Opened June 2010  
684 Sixes Road, Suite 275  
Holly Springs, GA 30115

**Douglasville Medical Office**  
*COMING in September 2010  
6875 Douglas Blvd, Suite A  
Douglasville, GA 30135

**West Marietta Medical Office**  
*COMING in September 2010  
2505 Dallas Highway  
Marietta, GA 30064

**Snellville Medical Office**  
*COMING in September 2010  
2270 Fountain Drive  
Snellville, GA 30078

The medical offices listed above join our existing offices, bringing the total number to 22. In addition, Kaiser Permanente has added many new specialty services. (See article on page 3)

All of these medical facilities and specialty additions will improve access and convenience for Kaiser Permanente members. We will provide updates as future locations are determined and new offices open.
For those times when members need care quickly, they now have access to over 30 locations for urgent care - along with our four Kaiser Permanente after-hours care centers, with a fifth coming soon. Members can call our Health Line: 404-365-0966 or 1-800-611-1811, 24 hours a day, seven days a week. They can get advice and help to determine the best location to get needed care quickly and conveniently. (If there is a life-threatening emergency, call 911 or go to the nearest emergency room.)

Kaiser Permanente after-hours care centers are open seven days a week, with weekday and evening hours. The help line can assist in finding the best location or even scheduling a call-ahead appointment to help cut down on wait time.

We now contract with approximately 30 urgent care centers throughout metro Atlanta, including Concentra Urgent Care, Physicians Immediate Med, and Children’s Immediate Care locations. For a full listing of locations, please visit kp.org/facilities or call the Health Line at 404-365-0966.

- **Glenlake Medical Center**
  20 Glenlake Pkwy., Atlanta, GA 30328

- **Medical Center at Gwinnett**
  3650 Steve Reynolds Blvd., Duluth, GA 30096

- **Southwood Medical Center**
  2400 Mt. Zion Pkwy., Jonesboro, GA 30236

- **West Marietta Medical Center**
  (*Opening September, 2010)*
  2505 Dallas Hwy., Marietta, GA 30064

- **Panola Medical Center**
  (*Urgent Care hours Begin November, 2010)*
  5440 Hillandale Drive, Lithonia, GA 30058
Kaiser Permanente's Complex Case Management Offers Ways to Better Serve Members

Kaiser Permanente’s Complex Case Management and Disease-Specific Case Management departments offer ways to better serve our members. This specialized service is provided by Case Managers - registered nurses who are certified in case management - or qualified social workers. To request complex case management services for a member, call 770-603-3932, Monday through Friday from 8:30 a.m. to 5 p.m.

Complex case management also assists with emergency room care coordination. The ER nurse care coordinator will follow up with members who make frequent ER visits to ensure they have adequate primary care services, as well as directing them to appropriate programs and resources within Kaiser Permanente to help them manage their conditions.

Case managers also coordinate care for members with HIV, Sickle Cell and transplant patients. Transitional case managers work with Northside, Piedmont and other hospitals to assist with discharge planning and care coordination for the most complex and resource intensive patients and those who are at risk for readmission.