

For New Users

Activating Your KP Online Affiliate Account

Although signing up for your affiliate account involves only five steps (in three phases), **activating it may take time as approvals and communications happen behind the scene.**

You are an important part of extending excellence in patient care to our members. We appreciate your patience in this process.

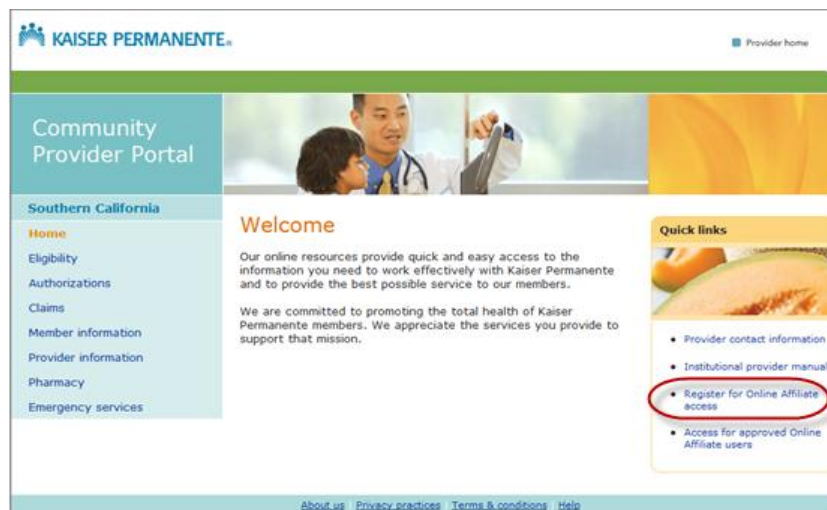
What to expect: There are three phases for activating your account:

- **Phase 1:** Registration (Step 1)
- **Phase 2:**
 - Security questions set up & Confirmation (Step 2)
 - Identity verification (Step 3)
 - Provider associations (Step 4)
- **Phase 3:** Request for access (Step 5)

Phase 1

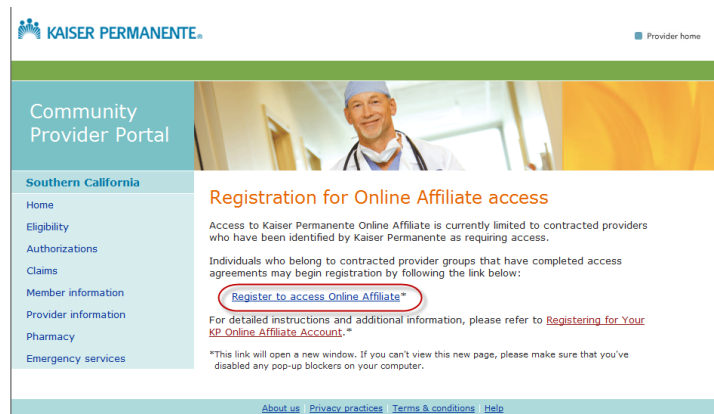
1. Launch **Internet browser**
2. Type **providers.kp.org/scal** into the address line (or click the link if viewing online) to go to the **Community Provider Portal (CPP)**
3. Press **ENTER**

The **CPP** home page appears:



4. Click **Register for Online Affiliate access**

The **Registration for Online Affiliate access** page appears:



5. Click the [Register to access Online Affiliate](#) link.

Registration:

The “Step 1 of 5” screen appears:

6. Complete the following sections:
 - a. **Personal information**
 - b. **Work information**
 - c. **Group Administrator information** (this section cannot be left blank)
 - d. **Sign on information**
 - e. **Security check**

Rules for creating passwords:

- Password must not match or contain first name.**
- Password must not match or contain last name.**
- Password must be at least 8 character(s) long.**
- Password must not be longer than 50 character(s).**
- Password must contain at least 1 alphabetic character(s).**
- Password must contain at least 1 numeric character(s).**
- Password must not be one of 4 previous passwords.**
- Password must not match or contain user ID.**

7. Read and click the checkbox for **Terms and Conditions**

Terms and Conditions

You must accept [Kaiser Permanente's End User Agreement](#) to use this Web site.
 * I have read the Terms and Conditions and agree to the terms stated.

8. Click **Register account** (below Terms and Conditions) Please click only once.

Terms and Conditions

You must accept [Kaiser Permanente's End User Agreement](#) to use this Web site.
 * I have read the Terms and Conditions and agree to the terms stated.

[Register account](#)

This is the end of Phase 1. Once you click "**Register account**", your registration will begin to be processed. When your registration has been processed, you will receive an email from the KP Identity Manager containing your Online Affiliate **User ID**. **Please do not take any further action until you receive this email.**

Phase 2

After your registration is processed, you will receive an email from the KP Identity Manager with your **Online Affiliate User ID** and a **link** to the **Kaiser Permanente Online Affiliate users'** page.

1. In the email, click the **link** to **Kaiser Permanente Online Affiliate users** page

The **Sign On** screen appears.

2. Type the **User ID** you received in the email (**note: first character is a LETTER, not a number**)
3. Press **TAB**
4. Type the **password** you created during registration
5. Click the **Sign on** button

Sign on

Kaiser Permanente providers, affiliates, and medical office staff: Please sign on to gain access to secure features.



The screenshot shows a sign-on form with two input fields: "User ID" containing "W007007" and "Password" containing "*****". A "Sign on" button is located below the password field. The entire form is enclosed in a blue rectangular border.

Security Questions & Confirmation:

The "**Step 2 of 5**" Online verification screen appears.

6. **Choose** and **answer five (5)** security questions that will be easy to remember.
7. Click the **Submit** button

My account

- Profile
- Security

Step 2 of 5 Next: Verify identity

Security questions

If you ever forget your password, your answers to secret questions will allow us to retrieve it. Please select 5 questions from the list below and type your answers in the fields provided.

In what city were you born (do not include state or country)?

In what city was your father born (do not include state or country)?

In what city was your mother born (do not include state or country)?

What is your father's middle name?

What is your mother's middle name?

What is your first child's middle name?

What is your first girlfriend/boyfriend's last name?

What is the name of your first pet?

What is the name of your first school?

What is the last name of your favorite school teacher?

A confirmation screen should appear:

My account

- Online verification
- Profile
- Security

Confirmation

You have successfully set your security questions.

Verification:

Now it's time to verify your identity.

- Click the [online verification](#) link

My account

- Online verification
- Profile
- Security

Confirmation

You have successfully set your security questions.

You have successfully set your security questions. Please click this link to complete your [Online Verification](#)

The "Step 3 of 5" screen displays to begin the verification process.

- Click the [Begin Verification](#) button

Step 3 of 5 Next-->Associate Providers

Verify identity

We need to ask you a few questions about yourself to continue setting up your secure access.

The questions use information from public records. Your answers will be verified by an independent company and your identity will remain secure. We don't review the questions or answers or get copies of this information.

If you do not want to use this process, then please call KP Provider Relations, or the regional equivalent, to verify your identity.

Do you want to begin verification?

Once you start you will have 60 seconds to answer each question.

The Online verification form appears.

- Complete the [home phone](#), [address](#), [city](#), [state](#), and [zip code](#) fields

11. Click the **Continue** button

My account

- Online verification
- Profile
- Security

Online verification

Thank you for choosing online verification.

To get started, please fill in the fields below with your home information. You do not need to provide your work information again.

All fields are required except phone.

Phone
(808) 555 1212

Note: Providing a phone number is optional, but it will speed up this process.

Address line 1
7 Bridges Road

Address line 2

City State ZIP Code
Auhea HI 96819

Continue

You will see a series of questions asking you to verify information. You have **90 seconds** to answer each verification question.

12. Click the **radio button** by each response

13. Click the **Submit** button once for each question

My account

- Online verification
- Profile
- Security

Online verification

- You have 90 seconds to answer this question

Which of the following vehicles have you recently owned, leased or co-signed??

- 1997 Ford F150
- 2003 Ford Explorer
- 2003 Toyota Camry
- 1936 Auburn Speedster
- 2004 Dodge Dakota
- I have never been associated with any of these vehicles

Submit

After successfully completing the verification questions, you will see a screen similar to this:

My account

- Profile
- Security
- Provider associations

Online verification

You have been successfully verified.

[Add Providers](#) using this link. Thank you for participating in online verification.

14. Click the **Add Providers** link

My account

- Profile
- Security
- Provider associations

Online verification

You have been successfully verified.

[Add Providers](#) using this link. Thank you for participating in online verification.

Once your verification is complete, you may add your provider associations.

Add Provider Associations:

The “**Step 4 of 5**” **Provider Association** screen appears.

Provider associations are doctors and hospitals for which you work to provide services to KP members.

15. Click the [Help with provider associations?](#) link

My account

- Profile
- Security
- Provider associations

Step 4 of 5 Next: Request access

Provider associations

Here are the providers with whom you are associated. You can add an association beneath the table on this page.

[Help with provider associations?](#)

An instructions section expands in the middle of the page.

16. Read these instructions carefully before adding your association(s).

The instructions for setting up a provider association can vary depending on your role within the organization.

- If you are representing an **individual provider** or **small group of providers**, then add an association for each provider's NPI or Tax ID number. The NPI should be for the provider who rendered the service. The Tax ID number should be the one under which claim payment is issued.
- If you are representing an **organization's billing office**, then add an association for the Tax ID number(s) for the billing organization.
- If you are representing a **department within an organization**, then add an association for the Tax ID number for the department within the organization. Or, you could add an association for each provider in the department by using each provider's NPI. The NPI should be for the provider(s) who rendered the service. The Tax ID number should be the one under which claim payment is issued.
- If you are **NPI exempt**, then associate yourself with the Tax ID number under which claim payment is issued.

17. Complete the **fields** in the **Add association** section

18. Click the **Submit** button

Add association

If you are an individual provider, please use your most recent NPI. For administrators and other employees who require access to more than one provider's claims information for performance of their work, please use the Tax ID number associated with your employer or organization.

After you submit, your request will be reviewed. Once your association is approved you will see it in the table above. You may add as many provider associations as necessary.

Type of provider

Provider name

NPI

Tax ID

This is the end of Phase 2. Your provider associations are now being reviewed by Kaiser Permanente. When your association has been approved, you will receive an email from the KP Identity Manager. **Please do not take any further action until you have received this email**

Phase 3

Once your provider associations have been approved, you will receive an email from the KP Identity Manager containing a **link** that will allow you to complete your request for access to the Online Affiliate website.

Request Access:

What having access means:

As an online affiliate provider, you are acknowledging agreement to access only those patient records for which you have a professional business or clinical need to access. This ensures compliance with Kaiser Permanente's policy on "minimum necessary." The policy establishes a process to limit uses, disclosures, and requests for PHI to what is necessary for the intended purpose(s) of the use, disclosure or request. Kaiser Permanente will periodically monitor and/or audit patient records that are accessed by online affiliate providers.

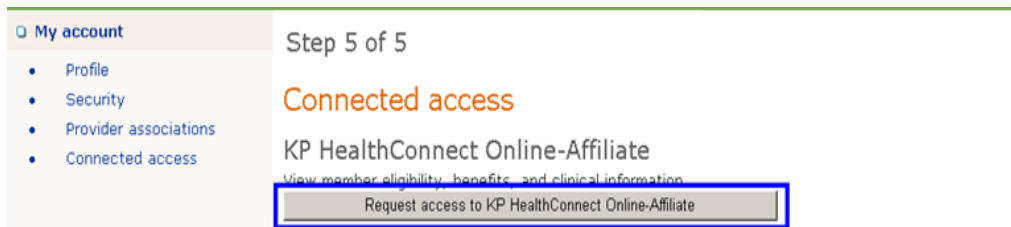
1. When you receive this email, click the [link](#).

The **Sign On** screen appears.

2. Type your **User ID**
3. Press **TAB**
4. Type your **password**
5. Click the [Sign on](#) link

The "**Step 5 of 5**" **Connected access** screen appears.

6. Click the [Request access to KP HealthConnect Online-Affiliate](#) button



The **Request access to KP HealthConnect Online-Affiliate (OLA)** screen appears.

The screenshot shows the Kaiser Permanente website interface. At the top left is the Kaiser Permanente logo and the text 'Welcome, F447716 | Sign off'. At the top right is a link for 'Provider home'. Below this is a green header bar. On the left is a 'My account' sidebar with a list of links: Profile, Security, Provider associations, and Connected access. The main content area is titled 'Step 5 of 5' and contains the following text and form elements: 'Request access to KP HealthConnect Online-Affiliate (OLA)', 'Please answer the following to gain access to member eligibility, benefits, and clinical information if applicable. Your job title and role will help to determine the appropriate level of access.', 'Job title (i.e., billing clerk, radiologist)' with an input field, 'License or Certification' with a dropdown menu 'Select a value', 'Which term best describes your job role? [Clinical (includes administrative), Administrative only (non-clinical), Clinical - BH (Behavioral Health)]' with a dropdown menu, 'Select the provider or provider group for whom you will be accessing KP HealthConnect Online-Affiliate.' with a dropdown menu showing 'SCAL Test Medical Center' and 'Bob's Test Medical Group', and a 'Submit' button. At the bottom of the page are links for 'Terms & conditions' and 'Privacy'.

7. Complete the **fields**

8. Click the **Submit** button once

You will receive an email from KP-SCAL-OnlineAffiliate@KP.org when your access and your set-up are complete. This can take up to two weeks. Once you receive this last email you should be able to log into Online Affiliate using your NUID and password.

If you have a question about the status of your access request you may contact us at KP-SCAL-OnlineAffiliate@KP.org


Once you have received your email from KP-SCAL-OnlineAffiliate@KP.org approving your access, you may go to the Community Provider Portal (**providers.kp.org/scal**) and click on the link for approved existing and returning Online Affiliate users.

KAISER PERMANENTE. Provider home

Community Provider Portal

Southern California

- Home
- Eligibility
- Authorizations
- Claims
- Member information
- Provider information
- Pharmacy
- Emergency services




Welcome

Our online resources provide quick and easy access to the information you need to work effectively with Kaiser Permanente and to provide the best possible service to our members.

We are committed to promoting the total health of Kaiser Permanente members. We appreciate the services you provide to support that mission.

Quick links



- [Provider contact information](#)
- [Institutional provider manuals](#)
- [Register for Online Affiliate access](#)
- [Access for existing and returning Online Affiliate users](#)


Next, Click on the link for KP Online Affiliate. This will open a new window

KAISER PERMANENTE. Provider home

Community Provider Portal

Southern California

- Home
- Eligibility
- Authorizations
- Claims
- Member information
- Provider information
- Pharmacy
- Emergency services



Access for approved Kaiser Permanente Online Affiliate users

Access to Kaiser Permanente Online Affiliate is currently limited to contracted providers who have been identified by Kaiser Permanente as requiring access.

Returning or existing users: Sign on

Contracted providers with current [Kaiser Permanente Online Affiliate](#) accounts may sign on. Please bookmark this link for future reference.

[About us](#) | [Privacy practices](#) | [Terms & conditions](#) | [Help](#)

Click on Continue to Online Affiliate

KAISER PERMANENTE.

Online provider tools

Welcome to our secure features for Kaiser Permanente providers and medical office staff.

[Continue to KP Online-Affiliate](#)
[Manage your account](#)

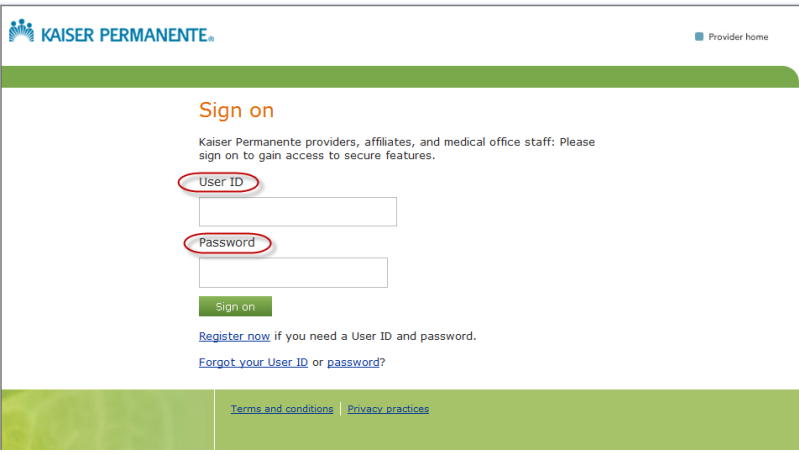
Why sign on?

You'll have access to features tailored to your role: Here are some examples:

- reviewing member demographics
- verifying insurance coverage
- viewing benefit information
- viewing a member's clinical information

Contact Kaiser Permanente:

- if you have questions about signing on



REMEMBER – Please log on to the system at least once in every 90-day period to avoid your account being automatically deactivated.

If you need assistance please contact us at KP-SCAL-OnlineAffiliate@KP.org