

## Kaiser Permanente (KP) Northwest Added Choice Member Resources

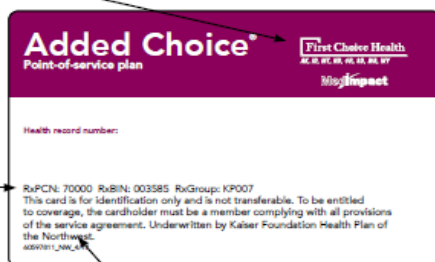
### Added Choice POS

Access to Kaiser Permanente Network and PPO Network (First Choice Health)

- **Added Choice POS Team: 503-813-1299; Email: [kpconciierge-nw@kp.org](mailto:kpconciierge-nw@kp.org)\***
  - How to get started with Added Choice
  - Benefit Questions
  - Transition of Care Assistance
  - Direction to tools and member resources
  - Verifying eligibility and coverage for outside providers
  - Scheduled procedures/pre-authorization/direction
  - Escalated concerns or issues
  
- **Added Choice Website: [www.kp.org/addedchoice/nw](http://www.kp.org/addedchoice/nw)**
  - How to get started with Added Choice
  - Preferred Provider (PPO) look up
  - Pharmacy and pre-authorization information
  - Direction to tools and member resources.
  
- **Added Choice Prescription Services\***
  - Kaiser Permanente Mail Order Services or 5 onsite contracted pharmacies.
  - MedImpact Pharmacies (Tiers 2/3) Customer Ph: 1-800-788-2949\*
  - General Pharmacy Locator: <https://mp.medimpact.com/pharmacylocator>
  - To verify cost share or to see how a medication is covered, contact Rx team at **503-261-7900**.
  
- **CHP Group (Complimentary Health Plans) – Alternative Care**
  - Provider look up – [www.chpgroup.com](http://www.chpgroup.com)
  - Ph: 1-800-449-9479
  
- **Deductible and Out of Pocket Credit**
  - Credit accumulated between January 2019-March 2019 will be carried over as of 4/1/19.
  - Credit will be applied to your KP account following enrollment.
  - Credit reports are usually received between 30-45 days post effective date
  - Time sensitive credit application – please provide a copy of your latest EOB.
  - Send your last EOB to the POS Concierge team. [kpconciierge-nw@kp.org](mailto:kpconciierge-nw@kp.org)

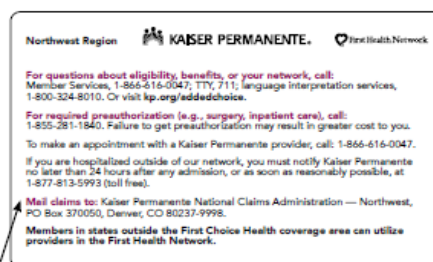
#### ADDED CHOICE ID CARD

First Choice Health is our PPO provider network.



Call Resource Stewardship for prior authorization for services with PPO providers and non-participating providers.

Pharmacy information when transferring or refilling prescriptions.



Where your PPO provider and non-participating provider can mail claims.

**\*Services limited to general inquiries prior to member enrollment.**

# Kaiser Permanente Northwest Member FAQs:

## How do I check to see if my provider is in network?

- Online: Visit [www.kp.org/addedchoice/nw](http://www.kp.org/addedchoice/nw)
- Select Member Information, followed by Finding Doctors and Facilities
- Select Tab 2 – Preferred Provider Organization (PPO) Tier
- Select First Choice Health Network under Tier 2 plan-PPO Providers for OR and WA
- Enter providers Name and City/State or Specialty then hit update search
- Please note that spelling counts. Be sure to double check your provider's name.
- If at first your provider's name does not show, double check to see if he/she is affiliated under a practice/clinic name.
- All else fails, contact the POS team or you may call your provider's office directly and ask if provider is contracted with the FIRST CHOICE Network. Do NOT say Kaiser as these providers are not Kaiser physicians.

## What if my provider is NOT in network? (Non Contracted Provider under Tier 3)

- Please contact the POS team to verify that provider is not in network.
- First Choice Health may reach out to provider to determine interest in becoming a contracted provider.
- Continuing to seek care with a non-contracted provider WILL significantly increase your cost share.
  - Services are typically subject to a higher deductible, co-insurance (%), and balance billing.
  - Balance billing is when a provider bills you for the difference between the provider's charge and the allowed amount.
  - Example: Provider's charge is \$100 and the allowed amount is \$70, the provider may bill you for remaining \$30.
  - A Preferred Provider is not allowed to balance bill for covered services.

## How do I transfer my prescriptions?

- Added Choice members have the choice of filling their prescriptions at one of 5 Lane County Contracted Pharmacies, using our Kaiser Mail Order service or through the MedImpact network of pharmacies. The member cost share will vary between the two networks.
- MedImpact pharmacies include all national chains such as Walgreens, Rite Aid, CVS, Costco and local pharmacies such as Fred Meyer and Bimart to name a few.
- If you prefer to use the Kaiser Mail Order service, you may do so and receive an enhanced benefit for medications that qualify: (3 months for 2 copays/90 Supply).
- Not all medications are covered at Kaiser so it is important to **double check the formulary** that is located online at [kp.org/formulary](http://kp.org/formulary) or call our new member **pharmacy team at 503-261-7900.**
- You do not need to see a Kaiser provider if you are transferring prescriptions that have no restrictions and are covered under our formulary. We are happy to help you in this effort.
- We have members who use Kaiser for certain medications and use their MedImpact benefit for medications that are not on the Kaiser formulary.
- When in doubt, always call our pharmacy FAST team and they will assist you. You may mention that you do have MedImpact as a benefit under your Added Choice plan.

## I just found out I need to have a surgery. What do I do?

- Please contact **the Added Choice POS Team at 503-813-1299.** They will assist you with providing direction on required pre-authorizations, and outreach to your providers to help with coordination of care.

## How do I ensure that the facilities that I am being referred to for surgery, lab work or imaging are in network?

- It is true of any PPO network that the member is responsible to ensure that the services they are receiving are in network.
- Common pitfalls include such services as outpatient lab, radiology, and even inpatient anesthesiology when you are having a surgery/procedure.
- Nothing is worse than to receive a surprise invoice for a service that you thought was covered. Please speak with your provider or contact our patient care navigators for assistance if you are not able to get the answers you need through normal channels.
- You may print a directory of contracted providers, facilities, laboratories, imaging services, etc at the PPO network search page. Refer to [www.kp.org/addedchoice/nw](http://www.kp.org/addedchoice/nw)

***\*\*Prescriptions at Kaiser Permanente Pharmacies are restricted to formulary medications unless otherwise approved by a Kaiser Permanente Physician. Please double check the Kaiser formulary online or by calling the Kaiser Pharmacy Team if you have questions.***

***\*\*\*If you are having trouble getting the answers that you need, need help with deciding BETWEEN plans, Don't wait.***

***\*\*\*Contact your POS Team\*\*\****

***\*Services limited to general inquiries prior to member enrollment.***