

# Preparing for your appointment with a participating provider

## For POS and PPO members

If you have a point-of-service (POS) or preferred provider organization (PPO) plan with Kaiser Permanente Insurance Company (KPIC), you can get care from participating providers or any licensed provider you choose.<sup>1,2</sup>

### Find participating providers

You can visit any licensed provider you'd like for care. But to help limit cost, we recommend choosing one in the PHCS Network for KPIC in Kaiser Permanente states (California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, and the District of Columbia) or the Cigna PPO Network in non-Kaiser Permanente states.<sup>3,4</sup>

To find participating providers, visit [kp.org/kpic/ca](http://kp.org/kpic/ca).

### Help make your appointment easier

1. Before getting care, make sure your doctor or medical facility is accepting new patients.
2. Remember to let them know your KPIC POS or PPO plan can access the PHCS Network or Cigna PPO Network.
3. Bring a copy of this flyer to your appointment and present it at check-in. Also, keep a copy for your records.

### Don't forget your ID card

Your most recent ID card has important information to help you check in for your appointment, like the name of your health plan and your medical record number.

**PPO Plan** Customer Service 1-800-788-0710 (TTY 711)

**Name of Insured:**  
**Medical Record Number/ID:**

	Participating Provider Tier	Non-Participating Provider Tier
Deductible	\$	\$
Out-of-Pocket Max	\$	\$

**Rx Processor Control # (PCN): 70000** **RxBIN #003585**

kp.org/kpic/ppo  
Customer Service:  
Pharmacy eligibility, claims, authorizations..... 1-800-788-2949  
Prescriptions, nurse advice line..... 1-888-251-7052  
You're required to get pre-certification for PHCS and out-of-network hospital admissions and outpatient surgeries. Failure to get pre-certification may result in benefit reduction.  
For Cigna PPO Network providers:  
Eligibility, benefits, pre-certifications..... 1-888-831-0761

For PHCS and out-of-network providers, mail claims to:  
KFHP - Claims Department  
PO Box 7004  
Downey, CA 90242-7004  
EDI Payer ID: 94134  
For Cigna PPO network providers, mail claims to:  
Cigna  
P.O. Box 188061  
Chattanooga, TN 37422-8061  
EDI Payer ID: 62308

This card is for identification only; possession of this card confers no right to services or other benefits unless the holder is an insured complying with all provisions of the applicable coverage agreement. The PPO plan is underwritten by Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan, Inc.

**IMPORTANT NETWORK INFORMATION:** The PHCS Network for the PPO plan provides access to care in the Kaiser Permanente states of CA, CO, GA, HI, MD, OR, VA, WA, and DC. The Cigna PPO Network only provides access to care in non-Kaiser Permanente states and refers to providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO Network for Shared Administration.

PHCS Cigna PPO Impact PHARMACY NETWORK 03135-KH009 (09/18)

Sample images. Your card may look different.

1. The HMO Tier of the Point-of-Service (POS) plan is underwritten by Kaiser Foundation Health Plan, Inc. (KFHP) while the Participating Provider and Non-Participating Provider Tiers of the POS plan are underwritten by Kaiser Permanente Insurance Company (KPIC). KPIC is a subsidiary of KFHP. 2. The Kaiser Permanente PPO Plan is underwritten by Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan, Inc. 3. KPIC has contracted with the PHCS Network to provide access to hospitals and physicians with a commitment to keeping out-of-pocket costs low through contracted rates. An online directory of Participating Providers can be found by visiting [www.multiplan.com/kaiser](http://www.multiplan.com/kaiser). 4. The Cigna PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration.

# Helping Kaiser Permanente members during their visit

## For PHCS Network for KPIC providers

This Kaiser Permanente member has a POS or PPO plan, which lets them get care from any licensed provider they choose<sup>1,2</sup> – including PHCS Network for KPIC providers in California, Colorado, Georgia, Hawaii, Oregon, Maryland, Virginia, Washington, and the District of Columbia.<sup>3</sup>

### Managing a visit

Check their Kaiser Permanente ID card and call **1-800-788-0710** to verify eligibility and benefits.

**Precertification** – Call **1-888-251-7052**, Monday through Friday, 6 a.m. to 6 p.m. Pacific time, 3 days before any scheduled services that require precertification. For a list of these services, call **1-800-788-0710** or find the Certificate of Insurance at [kp.org/kpic/ca](http://kp.org/kpic/ca).

**Emergency care** – Call within 24 hours of any emergency visit.

- **For POS plans:** Call the number on the back of their ID card.
- **For PPO plans:** Call **1-888-251-7052**, Monday through Friday, 6 a.m. to 6 p.m. PT.

**Specialty care** – Only collect payments the member is responsible for, like copays, coinsurance, or deductibles.

For labs, scans, and referrals, please send orders to providers with lower out-of-pocket costs for the member. Visit [kp.org/kpic/ca](http://kp.org/kpic/ca) to find participating providers.

**Please put this flyer in the member's medical record or billing files for reference.**

**Questions? Call 1-800-788-0710.**

### Submit claims –

- **For Northern California members:**  
KFHP Claims Department  
P.O. Box 12923, Oakland, CA 94604-2923  
Payer ID 62308
- **For Southern California members:**  
KFHP Claims Department  
P.O. Box 7004, Downey, CA 90242-7004  
Payer ID 94135

**Explanation of Payment (EOP)** – You'll receive an EOP for billed services with processing information for the visit.

**Pharmacy** – Call MedImpact at **1-800-788-2949**, 24 hours a day, 7 days a week. Be sure to have the member's full name, date of birth, and medical record number ready.

1. The HMO Tier of the Point-of-Service (POS) plan is underwritten by Kaiser Foundation Health Plan, Inc. (KFHP) while the Participating Provider and Non-Participating Provider Tiers of the POS plan are underwritten by Kaiser Permanente Insurance Company (KPIC). KPIC is a subsidiary of KFHP. 2. The Kaiser Permanente PPO Plan is underwritten by Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan, Inc. 3. KPIC has contracted with the PHCS Network to provide access to hospitals and physicians with a commitment to keeping out-of-pocket costs low through contracted rates. An online directory of Participating Providers can be found by visiting [www.multiplan.com/kaiser](http://www.multiplan.com/kaiser).

# Helping Kaiser Permanente members during their visit

## For Cigna PPO Network providers

This Kaiser Permanente member has a POS or PPO plan, which lets them get care from any licensed provider they choose<sup>1,2</sup> – including Cigna PPO Network providers outside California, Colorado, Georgia, Hawaii, Oregon, Maryland, Virginia, Washington, and the District of Columbia.<sup>3</sup>

### Managing a visit

Check their Kaiser Permanente ID card and call **1-888-831-0761** to verify eligibility and benefits.

**Precertification** – Call **1-888-831-0761** for precertification requests. Cigna PPO Network providers are responsible for getting any necessary precertification.

**Claims** – Submit claims to:

Cigna Medical Claims  
P.O. Box 188061, Chattanooga, TN 37422-8061  
Payer ID 62308

**Explanation of Payment (EOP)** – You'll receive an EOP for billed services with processing information for the visit.

**Pharmacy** – Call MedImpact at **1-800-788-2949**, 24 hours a day, 7 days a week. Be sure to have the member's full name, date of birth, and medical record number ready.

**Please put this flyer in the member's medical record or billing files for reference.**

**Questions?** Call **1-888-831-0761**, Monday through Friday, 5 a.m. to 8 p.m. PT.

**1.** The HMO Tier of the Point-of-Service (POS) plan is underwritten by Kaiser Foundation Health Plan, Inc. (KFHP) while the Participating Provider and Non-Participating Provider Tiers of the POS plan are underwritten by Kaiser Permanente Insurance Company (KPIC). KPIC is a subsidiary of KFHP. **2.** The Kaiser Permanente PPO Plan is underwritten by Kaiser Permanente Insurance Company (KPIC), a subsidiary of Kaiser Foundation Health Plan, Inc. **3.** The Cigna PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration.

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