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Kaiser Permanente

# PPO Plus<sup>®</sup>

preferred provider organization (PPO) plan



[kp.org/ppoplus/nw](http://kp.org/ppoplus/nw)



All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.  
500 NE Multnomah St., Suite 100, Portland, OR 97232.

# Available providers

PPO Plus® offers 2 levels of coverage. They determine which health care providers you see, which medical facilities you use, and how much you pay.



## PPO provider network

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- Our PPO provider network is served by First Choice Health (the largest independent PPO network in the Northwest), First Health Network,\* and Kaiser Permanente providers.
- We selected First Choice Health because we trust its more than 50,000 providers to help reduce health care costs and improve health care benefits, without sacrificing quality and convenience.
- Our Kaiser Permanente providers and facilities are also available to you.
- Under the PPO provider network, your copay, coinsurance, and deductible are at the same level, regardless of which PPO provider or PPO facility you choose.
- See if your neighborhood providers are in our network at [kp.org/ppoplus/nw](https://kp.org/ppoplus/nw).
- Members in Oregon and Washington can call for advice anytime at **1-800-813-2000**.
- If you need a procedure, ask your provider to request prior authorization at **1-855-281-1840**.

Refer to your *Evidence of Coverage (EOC)* for your plan details, including a description of covered benefits and your deductible, copay, or coinsurance.

Questions about PPO Plus? Please visit [kp.org/ppoplus/nw](https://kp.org/ppoplus/nw) or call Customer Service at **1-866-616-0047**.

## Nonparticipating providers

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- If you want to see a provider who's not in the PPO provider network, you can still choose to see that provider.
- While this option offers greater choice of providers, it also has a higher out-of-pocket cost with the potential of additional billing from your provider.
- If you need a procedure, ask your provider to request prior authorization at **1-855-281-1840**.

\*For members receiving care outside of Oregon, Washington, Idaho, Montana, Wyoming, North Dakota, South Dakota, and Alaska.

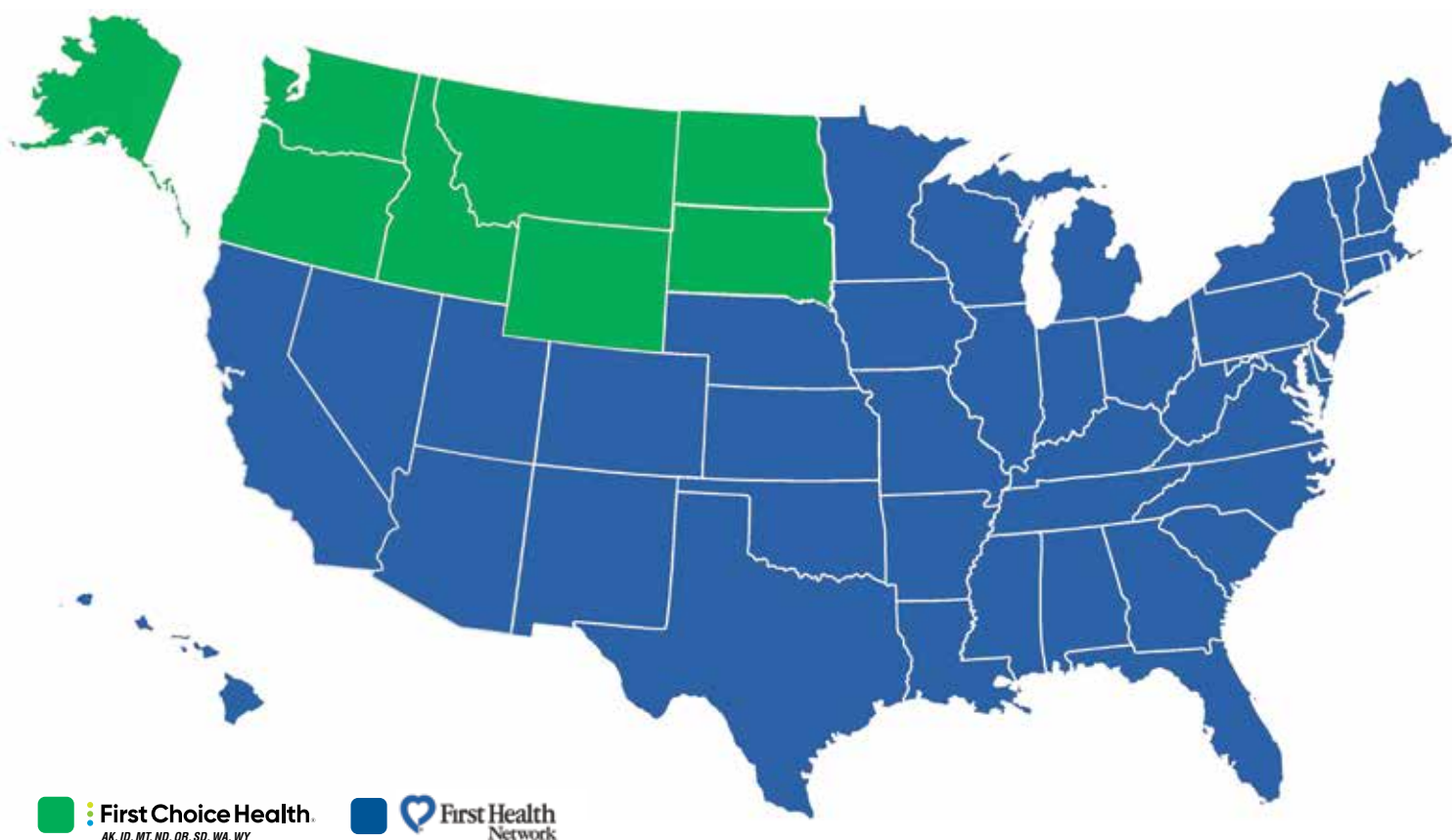
# Kaiser Permanente PPO Plus

More choice, greater flexibility

With the Kaiser Permanente PPO Plus plan, you'll have the freedom to choose any doctor or hospital you want, anywhere in the country. But you'll get more value when you select a preferred provider from our extensive local, regional, and national network of quality providers. The PPO network for PPO Plus includes access to Kaiser Permanente providers and facilities (excluding pharmacy).

## TRANSITION OF CARE

If you're managing chronic conditions or using specialty medications, our staff will connect you with doctors and specialists within our network or help manage pre-authorizations and billing for providers outside the Kaiser Permanente network. Contact us at **1-866-616-0047** to get help with ongoing conditions.



## LOCAL AND REGIONAL COVERAGE

Access to the regional First Choice Health network

## NATIONAL COVERAGE

Access to First Health Network

For a full list of PPO providers and facilities, visit [kp.org/ppoplus/nw](https://kp.org/ppoplus/nw).

# How to access covered care

Learn how to get care with each of the PPO providers.

## PREFERRED PROVIDER ORGANIZATION (PPO) NETWORK

Through the preferred provider organization (PPO) provider network, you can work directly with providers nationwide.

<b>FIRST CHOICE HEALTH</b> Receive care in OR, WA, ID, MT, WY, ND, SD, and AK.	You'll find up-to-date information about PPO providers here: <b>fchn.com/ProviderSearch/Kaiser</b> Or call <b>1-800-467-5281</b>
<b>FIRST HEALTH NETWORK</b> Receive care in all states EXCEPT OR, WA, ID, MT, WY, ND, SD, and AK.	You'll find up-to-date information about PPO providers here: <b>myfirstthealth.com</b> Or call <b>1-800-226-5116</b>
<b>KAISER PERMANENTE</b>	Choose a provider from Kaiser Permanente: <b>kp.org/locations</b> Call <b>1-866-616-0047</b> for facilities in Oregon and Washington (Clark and Cowlitz counties), or the Away from Home Travel Line at <b>951-268-3900*</b> for care in other service areas.

## NONPARTICIPATING PROVIDERS

Your nonparticipating provider benefits cover care you receive from any licensed provider (outside the PPO provider network).

- You can call the provider's office directly to make an appointment.
- Most providers do not require a referral for specialty care. However, this is determined by the specialty provider, so please inquire with them when scheduling your appointment. You will need prior authorization for some services and procedures. You must call **1-855-281-1840 (TTY 711)** for prior authorization.
- Your doctor may require you to pay the full cost of the visit. And you will need to submit claim forms and itemized bills for reimbursement.

When using a nonparticipating provider or facility, you will be responsible for the amount you are billed above the maximum allowable charge set out in your *EOC* – this is referred to as balance billing. These charges billed directly by your provider do not apply to your deductible or out-of-pocket maximum.

\*This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.



# Pharmacy coverage

With PPO Plus, you have in-network access to the Kaiser Permanente and the MedImpact pharmacy network, including most national pharmacy chains and many local pharmacies.\*

	MedImpact	Kaiser Permanente
<b>PHARMACY CLINIC</b>	Take the prescription to a retail pharmacy in the MedImpact network.  To find a MedImpact network pharmacy, visit <a href="https://mp.medimpact.com/pharmacylocator">mp.medimpact.com/pharmacylocator</a> (select "General Pharmacy Locator") or call <b>1-800-788-2949</b> .	Take the prescription to a Kaiser Permanente pharmacy.
	OR	OR
<b>MAIL ORDER</b>	Use the Caremark mail-order pharmacy to have your prescription mailed to your home – shipping is free.  Sign in to <a href="https://caremark.com/micro/kpnw">caremark.com/micro/kpnw</a> or call <b>1-800-841-5550</b> .	If you live in Oregon or Washington, use the Kaiser Permanente mail-order service to have your prescription mailed to your home – shipping is free.  Sign in to <a href="https://kp.org/refill">kp.org/refill</a> or call <b>1-800-548-9809</b> .
<b>OUT-OF-POCKET COSTS</b>	Your cost share will be the same whether you use a MedImpact or Kaiser Permanente pharmacy. You will pay the cost share shown on your benefit summary or Outpatient Prescription Drug Rider. If you have questions about your pharmacy benefit, call <b>1-866-616-0047</b> .	

## Using your PPO Plus ID card

Information to share with your PPO provider and pharmacy\*

Our PPO provider network is served by First Choice Health

Go to [kp.org/ppoplus/nw](https://kp.org/ppoplus/nw) for more information

**PPO Plus®**

First Choice Health  
AK, ID, MT, ND, OR, SD, WA, WY  
MedImpact

Medical record number:  
  
RxPCN: 70000 RxBIN: #003585 RxGroup: KP007  
This card is for identification only and is not transferable. To be entitled to coverage, the cardholder must be a member complying with all provisions of the service agreement.  
Underwritten by Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232.  
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Northwest Region

KAISER PERMANENTE®
First Health Network

**For questions about eligibility, benefits, or your network, call:** Customer Service, 1-866-616-0047; TTY, 711; language interpretation services, 1-800-324-8010. Or visit [kp.org/ppoplus/nw](https://kp.org/ppoplus/nw).

**For required preauthorization (e.g., surgery, inpatient care), call:** 1-855-281-1840. Failure to get preauthorization may result in greater cost to you.

To make an appointment with a Kaiser Permanente provider, call: 1-866-616-0047.

If you are hospitalized outside of our network, you must notify Kaiser Permanente no later than 24 hours after any admission, or as soon as reasonably possible, at 1-877-813-5993 (toll free).

**Mail claims to:** Kaiser Permanente National Claims Administration — Northwest, PO Box 370050, Denver, CO 80237-9998.

**In a medical emergency, please call 911. Members in states outside the First Choice Health coverage area can utilize providers in the First Health Network.**

Pharmacy information when transferring or filling prescriptions

Where your PPO provider and nonparticipating provider can mail claims

\*Not all plans have a network pharmacy benefit, nor do all plans have a select pharmacy rider. For Oregon and Washington residents, consult your benefit summary. For all other residents, consult your Outpatient Prescription Drug Rider. Your EOC provides a complete definition of select pharmacy.

# Prior authorization

**Prior authorization:** Prior authorization is required for some services. Prior authorization requires 48 hours' notice. For a summary of care that requires preauthorization and a prior authorization form, go to [kp.org/ppoplus/nw](https://kp.org/ppoplus/nw), click the "For Members" tab, and then click "Prior authorization approval."

To obtain prior authorization or for questions about medical necessity requirements, please call Kaiser Permanente's Resource Stewardship Department at **1-855-281-1840 (TTY 711)**.

**Kaiser Permanente specialist referral:** Outside medical providers can refer to a Kaiser Permanente specialist through the Regional Referral Department of Kaiser Permanente. Regional Referral will review the medical case and work with the non-Kaiser Permanente provider so the Kaiser Permanente specialist has what they need to deliver a positive member experience to the patient. The member and provider can call Resource Stewardship for more details at **1-855-281-1840 (TTY 711)**.

## Using First Choice Health and community providers

### IMPORTANT CONTACT INFORMATION

For members in OR, WA, ID, MT, WY, SD, ND & AK and nonparticipating physicians	<p><b>Prior authorization and utilization management:</b> Kaiser Permanente Resource Stewardship: 1-855-281-1840; TTY: 711</p> <p><b>PPO network:</b> First Choice Health, 1-800-467-5281</p> <p><b>Pharmacy services:</b> MedImpact customer service, 1-800-788-2949; MedImpact pharmacy locator: <a href="https://mp.medimpact.com/pharmacylocator">mp.medimpact.com/pharmacylocator</a></p>
For members in all other states, First Health PPO, and nonparticipating physicians	<p><b>Prior authorization and utilization management:</b> Kaiser Permanente Resource Stewardship: 1-855-281-1840; TTY: 711</p> <p><b>PPO network:</b> First Health Network, 1-800-226-5116</p> <p><b>Pharmacy services:</b> MedImpact customer service, 1-800-788-2949; MedImpact pharmacy locator: <a href="https://mp.medimpact.com/pharmacylocator">mp.medimpact.com/pharmacylocator</a></p>
For all members and physicians	<p><b>General information:</b> Customer Service, 1-866-616-0047; TTY: 711 <a href="https://kp.org/ppoplus">kp.org/ppoplus</a></p>
External claims	Kaiser Permanente National Claims Administration - Northwest, PO Box 370050, Denver, CO 80237-9998

# Information for your health care provider

Tear off this form and present it to front desk staff, representatives, and providers.

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## About PPO Plus®

**To: Community health care providers**

**From: Kaiser Foundation Health Plan of the Northwest**

**Subject: PPO Plus® plans**

The Kaiser Permanente PPO Plus plan offers our members a wide range of choices for their health care outside Kaiser Permanente facilities. Members can receive care from First Choice Health providers and facilities, care from First Health Network\* providers and facilities, or authorized care from nonparticipating community providers.

PPO Plus members who come to see you will have an identification card or an open enrollment form. Each includes the PPO Plus name and Kaiser Permanente logo. The card includes claims information and brief information about prior authorization of care.

You may bill Kaiser Foundation Health Plan of the Northwest directly for care using the standard CMS 1500 form. Mail the form to:

Kaiser Permanente National Claims Administration – Northwest  
PO Box 370050  
Denver, CO 80237-9998

If you have any questions about qualifying care, benefits, or billing for Kaiser Foundation Health Plan of the Northwest PPO Plus members, please contact Customer Service at **1-866-616-0047**.

Thank you for providing excellent care to our members.

\*For members receiving care outside Oregon, Washington, Idaho, Montana, Wyoming, North Dakota, South Dakota, and Alaska.

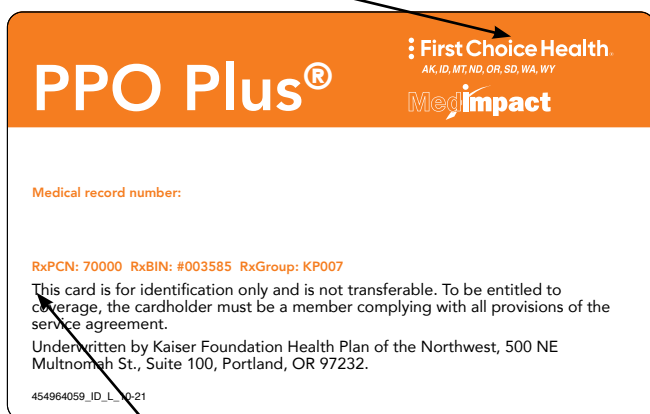
 **First Choice Health**  
AK, ID, MT, ND, OR, SD, WA, WY

 **First Health Network**

 **KAISER PERMANENTE**

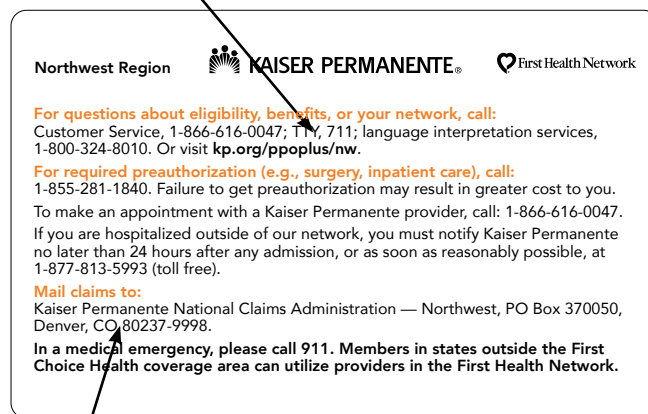
# PPO Plus ID card

Our PPO provider network is served by First Choice Health, First Health Network, and MedImpact



Pharmacy information

Go to [kp.org/ppoplus/nw](https://kp.org/ppoplus/nw) for more information



Mail claims here