



# Virginia Premier and Kaiser Permanente Medallion Collaboration

Effective September 1, 2019 our continued partnership with Kaiser Permanente will enable Virginia Premier to provide affordable healthcare to more eligible members. These members will be under the clinical and administrative care of the Kaiser Network, but will be considered part of the Virginia Premier Medallion population. The additional counties that will be covered under this existing collaboration includes: Fauquier, Stafford and King George.

## Important Contact Information for Kaiser Providers

<b>Kaiser Provider Services</b> 1-877-806-7470	<b>Member Services</b> 1-855-249-5025	<b>Claims</b> 1-855-249-5025
<b>Authorizations</b> 1-800-810-4766	<b>Chronic Care Management</b> 1-800-777-7904 or 703-359-7878	<b>Nurse Advice Line</b> 1-800-777-7904 or 703-359-7878

Providers seeing patients through this partnership should know the following:

## How to Obtain an Out-of-Network Referral

Non-participating Kaiser Providers may receive requests from Virginia Premier/Kaiser members to receive services. Non-Participating Kaiser Providers must obtain a referral prior to rendering services to a Virginia Premier/Kaiser member. To inquire about a referral, providers should contact Member Services.

## Submitting Claims to Kaiser Permanente

Providers can submit claims to Kaiser Permanente in the following ways:

- Submit electronically (52095)
- Submit paper claims to:  
Mid-Atlantic Claims Administration  
Kaiser Permanente  
P.O. Box 371860  
Denver, CO 80237-9998

## How to Join the Kaiser Permanente Network

Providers Interested in joining the network can follow these steps:



- Go to [www.providers.kp.org/mas](http://www.providers.kp.org/mas)
- Select Forms, and Select 'Interested in Joining the Kaiser Permanente Network of Physicians'
- Complete the appropriate application according to specialty
- All information will be assessed against Kaiser Permanente's network needs. Submission of an application does not constitute any obligation on the part of KFHP-MAD, MAPMH, or any other related Kaiser Permanente entities to enter into a contractual relationship with you.

## Verifying Eligibility

***In order to best identify plan assignment for patients in this partnership, please use the Kaiser Permanente provider portal as the best source for eligibility information.***

For additional information on Kaiser Permanente, please visit their website at [www.providers.kp.org/mas](http://www.providers.kp.org/mas)

### ID Card Example (Front):

 <b>VirginiaPremier™</b> <small>Powered by VCU Health</small>		<b>MEDICAID</b>	
<b>KP MEDICAL RECORD NUMBER</b> <XXXXXXXX> <Member Name>	<b>MEDICAID ID NUMBER</b> <XXXXXXXXXXXXXXXX>	 KAISER PERMANENTE <small>Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.</small>	
<b>CENTER</b> <Center Letter>	<b>PRIMARY CARE PHYSICIAN</b> <PCP NAME>		
MedImpact BIN: 003585 MedImpact PCN & Group: 70000	Transportation: (866) 823-8349 Dental/Smiles for Children: (888) 912-3456		

### ID Card Example (Back):

<b>kp.org</b>	3100 - VA PREMIER MEDALLION	
<b>If you have a medical emergency, call 911 or go to the nearest emergency room.</b>		
<b>Medical Advice/Appts/Cancel Appts (24 hours a day)</b>		<b>TTY</b>
Northern Virginia	(703) 359-7878	711
Outside Northern Virginia	(800) 777-7904	711
<b>If you are unsure of your condition and require immediate medical advice, call (800) 677-1112.</b>		
<b>Member Services Contact Center:</b>		<b>TTY</b>
Northern Virginia and toll free	(855) 249-5025	711
Pharmacy Helpdesk	(800) 788-2949	711
Behavioral Health Access Line	(866) 530-8778	711
<b>Claims for services must be submitted to:</b>		
Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. PO Box 371860, Denver, CO 80237-9998		
<b>Providers: For authorizations, contact Utilization Management at (800) 810-4766.</b>		
<b>Call Medical Advice as soon as possible after you have an emergency hospital admission.</b>		