

Kaiser Permanente Plus™

Information for out-of-network providers

The KP Plus plan gives Kaiser Permanente members a way to access care from any licensed out-of-network provider.* The provider doesn't need to be contracted with Kaiser Permanente. Members don't need a referral to use these benefits.

For questions on coverage, eligibility, claim status, or other KP Plus information, call the Customer Service Center at **1-800-788-0710 (TTY 711)**. Representatives are available Monday through Friday, 7 a.m. to 7 p.m. Pacific time (except holidays).

Out-of-network coverage

Medical visits

KP Plus covers a total of 10 out-of-network medical services per year. Only certain physician, laboratory, and radiology services are covered.

Medical claims

Mail all medical claims to:

Northern California Region

Kaiser Permanente Claims Administration
P.O. Box 8002
Pleasanton, CA 94588

Southern California Region

Kaiser Permanente Claims Administration
P.O. Box 7004
Downey, CA 90242-7004



Filling prescriptions

KP Plus members have 2 ways to fill prescriptions:

- **For a lower cost:** Members can visit a Kaiser Permanente pharmacy or use our mail-order service. Prescriptions can be sent electronically to any Kaiser Permanente pharmacy. Members may also refill prescriptions online at kp.org.
- **For a higher cost:** Members can fill their prescriptions at any licensed pharmacy. Out-of-network prescriptions fills are limited to 5 per plan year (with a 30-day supply for each fill). Specialty pharmacy drugs are not covered out of network.

Pharmacy services

Members can contact the Kaiser Permanente mail-order pharmacy at:

1-888-218-6245 (TTY 711) in **Northern California**

1-866-206-2983 (TTY 711) in **Southern California**

For questions about out-of-network pharmacy benefits and claims, call our Customer Service Center at **1-800-788-0710 (TTY 711)**.

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Kaiser Permanente formulary

To check if a medication is on the Kaiser Permanente formulary, go to kp.org/formulary, choose the Northern or Southern California region, open either Small or Large Employer Group Plans, and select the California Commercial HMO Formulary link. Or call our Customer Service Center at **1-800-788-0710** (TTY **711**).



Fulfilling laboratory and image orders

KP Plus members have 2 ways to fill orders for lab and imaging services:

- **For a lower cost:** Orders from an out-of-network provider can be filled at a Kaiser Permanente facility. Instructions are below. Orders filled this way will not count toward a member's 10 out-of-network medical services.
- **For a higher cost:** Orders can be filled by any licensed out-of-network provider. These orders will count toward the member's 10 out-of-network medical services.

Kaiser Permanente lab and imaging services

To get lab or imaging services done at a Kaiser Permanente facility, the provider should fill out a request that includes the information below along with their signature and give the completed order to the member:

Provider information:

- Full name
- National provider identifier (NPI)
- Address
- Phone and fax numbers

Member information:

- Full name
- Medical record number (MRN)
- Date of birth

Order details:

- Test type
- ICD-10 diagnosis code

How members can fill an order at Kaiser Permanente

- **Submit the order:** Members may upload a photo or digital copy of the out-of-network lab or imaging order (as a JPEG, JPG, PNG, or PDF file) after signing in to kp.org. A Kaiser Permanente care team member will review the order and reach out if more information is needed.
- **Get confirmation:** Within 1 to 2 business days, the member will get a secure message through kp.org confirming their order, along with instructions.
- **Get care:** The member can then visit a Kaiser Permanente facility for the necessary care.
- **Get results:** Test results will be available to the member through kp.org. Results will also be sent directly to the ordering provider's office.

Note: Certain advanced lab and radiology services are only covered in network. Some services may require review before they can be scheduled or performed. Providers with questions can call the Customer Service Center at **1-800-788-0710** (TTY **711**).

*Kaiser Permanente Plus is a limited Point-of-Service (POS) plan with coverage for certain outpatient services and prescriptions from out-of-network providers as described in the *Evidence of Coverage*.

Plan offered and underwritten by Kaiser Foundation Health Plan, Inc.