

Provider Bulletin

Control Number:	02012022
Date:	February 22, 2022
Subject:	New Product from Kaiser Permanente: Dual Choice Pro
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Effective Date:	July 1, 2021

Effective July 1, 2021 Kaiser Permanente introduced a new product called Dual Choice PPO. Kaiser Permanente’s Dual Choice PPO product allows its members to visit First Choice Health (FCH) network providers on an in-network basis. This new product will allow members the choice to be seen by Permanente Medical Group providers, Kaiser Permanente direct contracted providers, or by providers in the First Choice Health Network. All products that use the FCH network have the FCH logo on the member ID card. When in doubt, look for the FCH logo on the ID card. We have provided a sample Dual Choice PPO ID card.

Dual Choice PPO members may seek certain types of specialty care without a referral and see the PCP of their choice. Members may select from in-network and out-of-network providers. As with all PPO’s, remaining inside the network means smaller copays, and seeking care out of network means members will have higher out of pocket costs.

There are now two Kaiser Permanente NW (Oregon and Southwest Washington) products that use the FCH network of providers: Added Choice and Dual Choice PPO. Kaiser Permanente of Washington offers a product called Options PPO that also uses the First Choice Health network. All of these products will have the FCH logo on the member’s ID card.

For more information about the Dual Choice PPO network, please access the Provider Directory at <https://kpnw.sapphirecaresselect.com> or visit Kaiser’s website <https://healthy.kaiserpermanente.org/georgia/shop-plans/dual-choice-ppo>. Dual Choice PPO Pre-Authorization Instructions and Form can be found at http://info.kaiserpermanente.org/info_assets/cpp_knw/Auth_Request.pdf.

