

# Provider Bulletin

**Control Number:** 080524

**Date:** August 5, 2024

**Subject:** Kaiser Permanente Products: Added Choice, PPO Plus and Dual Choice PPO

**Author:** Maja Hansen, Senior Account Executive, Network Development

**Effective Date:** Immediately

**Please review this Provider Bulletin sent on behalf of Kaiser Permanente as a reminder of the products offered by Kaiser Permanente that access the First Choice Health Network providers.**

**Added Choice** offers members access to all that Kaiser Permanente offers, First Choice Health (FCH) network providers on an in-network basis, plus the option to seek covered services from licensed providers across the country. They can choose to receive covered services from Select Providers, PPO Providers, or Non-Participating Providers.

WASHINGTON Employer ID Card:



**ADDED CHOICE® POS**  
Washington Employer  
[kp.org/choiceproducts/nw](http://kp.org/choiceproducts/nw) Customer Service  
1-866-616-0047 (TTY 711)

<MEMBER NAME HERE>

Health Record Number  
**0000000**

RxBIN 003585 RxPCN 70000

Emergency: Call 911 or go to the nearest emergency room  
119801744\_ID\_07-05-09133-0

**Kaiser Permanente providers**  
Appointments, medical advice,  
urgent care, after hours, and pharmacy...1-800-813-2000  
Language interpretation services.....1-800-324-8010

**For use by your provider**  
Medical prior authorization.....1-855-281-1840  
MedImpact pharmacy prior authorization...1-800-788-2949

**Medical Claims:**  
Kaiser Permanente  
Claims Administration  
PO Box 370050  
Denver, CO 80237-9998  
EDI Payer ID: 93079

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.  
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.

First Choice Health. First Health Network. MedImpact. KAISER PERMANENTE.  
Underwritten by Kaiser Foundation Health Plan of the Northwest, 300 NE Multnomah St., Suite 100, Portland, OR 97232.

*Continued on the next page.*

OREGON Employer ID Card:






<p><b>Added Choice® POS</b> Oregon Employer <a href="http://kp.org/choiceproducts/nw">kp.org/choiceproducts/nw</a></p> <p style="text-align: right;">Customer Service 1-866-616-0047 (TTY 711)</p>	<p><b>Kaiser Permanente providers</b> Appointments, medical advice, urgent care, after hours, and pharmacy.....1-800-813-2000 Language interpretation services.....1-800-324-8010</p> <p><b>Appointments with all other providers</b> Contact your provider directly. Some services may require prior authorization.</p> <p><b>For use by your provider</b> Cigna Healthcare PPO network providers eligibility, benefits, and precertification.....1-888-831-0761 All other providers medical prior authorization.....1-855-281-1840 MedImpact pharmacy prior authorization.....1-800-788-2949</p> <p>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.</p> <p><b>IMPORTANT NETWORK INFORMATION:</b> The First Choice Health Network for the PPO plan provides access to care in the Kaiser Permanente states of OR and WA, and the First Health Network in all other Kaiser Permanente States of CA, CO, GA, HI, MD, VA, and DC. The Cigna Healthcare 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 Healthcare PPO Network for Shared Administration. Benefits are not insured by Cigna Health Insurance of AF States. This card is for identification only. Possession of this card carries no right to services or benefits unless the holder is a member complying with all provisions of an applicable agreement.</p> <p>            </p> <p><small>Underwritten by Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232.</small></p>
<p style="color: #800040; font-size: 1.2em;">&lt;MEMBER NAME HERE&gt;</p> <p>Health Record Number/ID: <b>00000000</b></p> <p>RxBIN 003585      RxPCN 70000</p> <p>Emergency: Call 911 or go to the nearest emergency room <small>4548711OR_ID_07-03_00133-00</small></p>	<p><b>Medical Claims:</b> Kaiser Permanente Claims Administration PO Box 370050 Denver, CO 80237-9998 EDI Payer ID: 93079</p> <p><b>For Cigna Providers only:</b> Cigna Medical Claims P.O. Box 188061 Chattanooga, TN 37422-8061 EDI Payer ID: 62308</p>

**PPO Plus** provides members living outside the Kaiser Permanente NW service area with access to First Choice Health (FCH) network providers on an in-network basis and Non-participating Providers.

WASHINGTON Employer ID Card:

<p><b>PPO PLUS</b> Washington Employer <a href="http://kp.org/choiceproducts/nw">kp.org/choiceproducts/nw</a></p> <p style="text-align: right;">Customer Service 1-866-616-0047 (TTY 711)</p>	<p><b>Kaiser Permanente providers</b> Appointments, medical advice, urgent care, after hours, and pharmacy.....1-800-813-2000 Language interpretation services.....1-800-324-8010</p> <p><b>For use by your provider</b> Medical prior authorization.....1-855-281-1840 MedImpact pharmacy prior authorization...1-800-788-2949</p> <p>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.</p> <p><small>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.</small></p> <p>         </p> <p><small>Underwritten by Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232.</small></p>
<p style="color: #ff8c00; font-size: 1.2em;">&lt;MEMBER NAME HERE&gt;</p> <p>Health Record Number <b>00000000</b></p> <p>RxBIN 003585      RxPCN 70000</p> <p>Emergency: Call 911 or go to the nearest emergency room <small>11888417N_ID_07-00_00108-L</small></p>	<p><b>Medical Claims:</b> Kaiser Permanente Claims Administration PO Box 370050 Denver, CO 80237-9998 EDI Payer ID: 93079</p>

OREGON Employer ID Card:






<p><b>PPO PLUS</b> Oregon Employer <a href="http://kp.org/choiceproducts/nw">kp.org/choiceproducts/nw</a></p> <p style="text-align: right;">Customer Service 1-866-616-0047 (TTY 711)</p>	<p><b>Kaiser Permanente providers</b> Appointments, medical advice, urgent care, after hours, and pharmacy.....1-800-813-2000 Language interpretation services.....1-800-324-8010</p> <p><b>Appointments with all other providers</b> Contact your provider directly. Some services may require prior authorization.</p> <p><b>For use by your provider</b> Cigna Healthcare PPO network providers eligibility, benefits, and precertification.....1-888-831-0761 All other providers medical prior authorization.....1-855-281-1840 MedImpact pharmacy prior authorization.....1-800-788-2949</p> <p>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.</p> <p><b>IMPORTANT NETWORK INFORMATION:</b> The First Choice Health Network for the PPO plan provides access to care in the Kaiser Permanente states of OR and WA, and the First Health Network in all other Kaiser Permanente States of CA, CO, GA, HI, MD, VA, and DC. The Cigna Healthcare 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 Healthcare PPO Network for Shared Administration. Benefits are not insured by Cigna Health Insurance of AF States. This card is for identification only. Possession of this card carries no right to services or benefits unless the holder is a member complying with all provisions of an applicable agreement.</p> <p>            </p> <p><small>Underwritten by Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232.</small></p>
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**Dual Choice PPO** 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.

WASHINGTON Employer ID Card:

<p><b>Dual Choice PPO™</b> Oregon Employer <a href="http://kp.org/choiceproducts/nw">kp.org/choiceproducts/nw</a></p> <p style="text-align: right;">Customer Service 1-866-616-0047 (TTY 711)</p>	<p><b>Kaiser Permanente providers</b> Appointments, medical advice, urgent care, after hours, and pharmacy..... 1-800-813-2000 Language interpretation services..... 1-800-324-8010</p> <p><b>Appointments with all other providers</b> Contact your provider directly. Some services may require prior authorization.</p> <p><b>For use by your provider</b> Cigna Healthcare PPO Network providers eligibility, benefits, and precertification..... 1-888-831-0761 All other providers medical prior authorization..... 1-855-281-1840 MedImpact pharmacy prior authorization..... 1-800-788-2949</p> <p><b>Medical Claims:</b> Kaiser Permanente Claims Adm Instration PO Box 370050 Denver, CO 80237-9998 ID# Payer ID: 93079</p> <p><b>For Cigna Providers only:</b> Cigna Medical Claims P.O. Box 188061 Charanooga, TN 37422-8061 ID# Payer ID: 62388</p> <p><small>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.</small></p> <p><small><b>IMPORTANT NETWORK INFORMATION:</b> The First Choice Health Network for the PPO plan provides access to care in the Kaiser Permanente states of OR and WA, and the First Health Network in all other Kaiser Permanente States of CA, CO, GA, HI, MD, VA, and DC. The Cigna Healthcare 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 Healthcare PPO Network for Shared Administration. Benefits are not insured by Cigna Healthcare or Aflac. This card is for identification only. Possession of this card confers no right to services or benefits unless the holder is a member complying with all provisions of an applicable agreement.</small></p> <p style="text-align: center;">      </p> <p style="text-align: center;"><small>Underwritten by Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232.</small></p>
<p style="color: #0070C0; font-size: 1.2em; text-align: center;">&lt;MEMBER NAME HERE&gt;</p> <p><b>Health Record Number/ID:</b> <b>00000000</b></p> <p>RxBIN 003585      RxPCN 70000</p> <p><b>Emergency: Call 911 or go to the nearest emergency room</b> <small>48800137_ID_07-21_03103-Y</small></p>	

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