

Commercial Carrier Process to Request a Referral to a Specialist or NonPhysician Specialist
(Accurate as of August 1, 2022. Please check the MIA website for up-to-date information.)

COMPANY: Kaiser Permanente
Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.

Consumer Contact Information

Website	www.kp.org
Phone Number	(800) 777-7902

Requesting a Referral

Steps to request a non-panel (non-participating) provider specialist	<p>1. To request a referral, please contact your provider.</p> <p>2. If your Provider decides that you need covered services from a Specialist, your Provider will request a referral for you. If you did not receive a referral during your visit and you would like to request one, please call Member Services at (800) 777-7902 to start the process. You will receive a decision on your requested referral whether the referral is approved or denied.</p> <p>3. Your Provider or attending specialist may refer you to a non-plan provider. We will approve services from non-plan providers only if we do not have a plan provider with the professional training and expertise to treat or provide health care services for your condition or disease or if we cannot provide reasonable access to a plan provider with the professional training and expertise to treat or provide health care services for your condition or disease without unreasonable delay or travel. You must have an approved referral to the non-plan provider for us to cover the services and/or supplies. If we approve the referral to the non-plan provider, you pay only what you would have paid if a plan provider provided the services/supplies.</p>
Review full referral request procedures	https://healthy.kaiserpermanente.org/maryland-virginia-washington-dc/doctors-locations/how-to-request-referrals

Carrier's timeline to grant or deny request

Referral decisions will be made within the following timeframes:
 Urgent requests: Decisions will be made and communicated to the requesting provider within 24 hours of the request. If the referral is not approved a letter will be sent to you within 24 hours of the decision.
 Non-urgent requests: Decisions will be made within two (2) working days after we receive all the needed information. The decision will be communicated to the requesting provider within one (1) working day. If the referral is not approved, a letter will be sent to you within five (5) working days of the decision.

Grievance process to appeal denial of a request

How to file a grievance	<p>Requesting Review of Our Decision</p> <p>You, the Member, Member's Representative or a health care provider acting on behalf of the Member, have the right to appeal our decision by sending your request for review in writing to: Kaiser Permanente Member Services Appeals & Correspondence 2101 East Jefferson Street Rockville, MD 20852 Fax: (301) 816-6192</p> <p>In your request, please include</p> <ol style="list-style-type: none"> 1) your name, medical record number, claim number; 2) your medical condition or symptom; 3) the specific treatment, service or supply that you are requesting; and, 4) the specific reason(s) for your request that we review our initial decision <p>We must receive your request within 180 days of your receipt of the EOB.</p>
Number of days for final grievance decisions	We must make our decision about your appeal within 60 days of receipt of your request for review.
Number of days/hours for emergency grievance decisions	Decisions on urgent appeals will be communicated to you or your authorized representative by telephone within 24 hours. An authorized representative is an individual authorized by you to act on your behalf or who may, under or under state or other applicable law, act on your behalf. We will also send you a letter within one calendar day of our decision.

Review full grievance process	<p>How to file an urgent appeal</p> <p>Urgent appeals are available for medically urgent situations. In these cases, call Member Services. Monday through Friday, 7:30 a.m. to 9 p.m.</p> <p>Within the Washington, DC metro area, call 301-468-6000 (TTY 711)</p> <p>Outside the Washington, DC, metro area, call 800-777-7902 (TTY 711) (toll free)</p> <p>After working hours, call an advice nurse:</p> <p>Within the Washington, DC metro area, 703-359-7878 (TTY 711)</p> <p>Outside the Washington, DC, metro area, toll free at 800-777-7904 (TTY 711)</p> <p>Within 24 hours of our receipt of your appeal, we will contact you if we need additional information to make a decision. If we request additional information, you will have only 48 hours to submit the requested information.</p> <p>https://healthy.kaiserpermanente.org/maryland-virginia-washington-dc/doctors-locations/how-to-request-referrals</p>
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