



Preparing for your appointment with Kaiser Permanente Added Choice providers

For members

As a Kaiser Permanente Added Choice, Point-of-Service (POS) Plan member, you have many ways to get care when you need it.¹

Get care from Kaiser Permanente providers (Tier 1)

To make appointments with a Kaiser Permanente provider, call **1-833-833-3333** (TTY **711**) or log into **kp.org** to search for providers in HI, CA, CO, GA, MD, OR, VA, WA, and D.C. When using Kaiser Permanente providers, there are no claim forms and you are not responsible for obtaining precertification when it is required.

Get care from contracted or non-contracted providers (Tiers 2 and 3)

Additionally, you can get care from contracted providers in the Added Choice Network or any licensed provider you choose within Hawaii or nationwide based on the location you need services.^{2,3}

- **In Kaiser Permanente states (HI, CA, CO, GA, MD, OR, VA, WA, and D.C.):**
You have access to Kaiser Permanente and the PHCS Network of contracted providers.²
- **Outside of Kaiser Permanente states:**
You have access to contracted providers in the Cigna HealthcareSM PPO Network.⁴

Help your appointment go smoothly

Before receiving services, please check that your provider is contracted. To check if your doctor and medical facility participate in the Added Choice Network before getting care, go to **kp.org/addedchoice-hawaii**. Or call Added Choice Customer Service at **1-800-238-5742**, (TTY **711**) Monday through Friday, 8 a.m. to 5 p.m., Saturday, 8 a.m. to 12 p.m. HST.

You can also see any licensed non-contracted providers for care; however, you may be required to pay the full amount when you receive care. If so, you will need to submit a claim form with an itemized bill for reimbursement of covered expenses. The form is available at **kp.org/addedchoice-hawaii**.^{5,6}

If you need emergency care, call 911 or go to the nearest emergency room. For all members, please call toll-free **1-800-227-0584** (TTY **711**) within 24 hours of any emergency admission. If you are hospitalized outside of Hawaii, please call within 48 hours of admission.

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For members (continued)

Bring a copy of this form to your appointment and keep a copy for your records. Remember to let your provider know you have Kaiser Permanente's Added Choice (POS) Plan.

Filling prescriptions

Kaiser Permanente pharmacies (Tier 1)

If your prescription is currently at a non-Kaiser Permanente pharmacy, you can request to transfer it to Kaiser Permanente by calling our pharmacy center at **808-643-7979** or logging in to your **kp.org** account and selecting **Transfer a prescription** on the Pharmacy page. To fill a new prescription, you can bring your prescription to your preferred Kaiser Permanente pharmacy location or your doctor can submit it electronically or call it in by contacting our pharmacy center.

MedImpact pharmacies (Tier 2)

To fill a prescription at a non-Kaiser Permanente pharmacy, first visit **kp.org/addedchoice-hawaii** to view the Added Choice provider directory and confirm the pharmacy is part of the MedImpact network. If it is, ask your provider to send the prescription to your preferred pharmacy location.

Recertification

If using the PHCS network of contracted providers within Kaiser Permanente states, you are responsible for obtaining precertification. You must call **1-888-529-1553 (TTY 711)**, Monday through Friday, 6 a.m. to 4:30 p.m. HST for precertification.

If using the Cigna Healthcare PPO Network for care in non-Kaiser Permanente states, the Cigna Healthcare PPO providers are responsible for obtaining precertification on your behalf when it is required.

Remember your ID card

Your ID card has important information, including the name of your health plan and medical record number. This will help you check in for your appointment.



Sample image for illustrative purposes only.

Your card(s), deductible and out-of-pocket maximum amounts may vary. See your Benefits Summary or Group Medical and Hospital Service Agreement and KPIC Certificate of Insurance for more information about your coverage.

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For providers

This member has Kaiser Permanente's Added Choice Point-of-Service (POS) Plan, which lets them get care in Hawaii and nationwide from contracted providers in the Added Choice Network or any licensed provider they choose. Please do not send them to Kaiser Permanente Hawaii facilities to get care.

If the Hawaii-resident-member has traveled out-of-state (outside of Hawaii), we have contracted additional networks for nationwide coverage for our members.

- **In Kaiser Permanente states (HI, CA, CO, GA, MD, OR, VA, WA, and D.C.):** PHCS Network is available.²
- **Outside of Kaiser Permanente states:** Cigna Healthcare PPO Network is available.⁴

To help member during their visit

Check their Kaiser Permanente Medical ID card, and to make sure member is eligible, call Added Choice Customer Service: **1-800-238-5742** (TTY **711**), Monday through Friday, 8 a.m. to 5 p.m., Saturday, 8 a.m. to 12 p.m. HST.

To submit claims for this member, mail claims to:

Kaiser Foundation Health Plan, Inc.
Hawaii Claims Administration
P.O. Box 378021
Denver, CO 80237
EDI Payer ID: 94123

For Cigna providers, mail claims to:

Cigna
P.O. Box 188061
Chattanooga, TN 37422-8061
EDI Payer ID: 62308

If a member requires specialty care, refer them to a contracted Added Choice Network provider or they may contact Authorization and Referral Management at **1-808-432-5687** if they wish to access their Kaiser Permanente in-network HMO coverage.

Collect only payments the member is responsible for, including copays, coinsurance, deductible payments, and noncovered expenses.

Sending prescriptions

Kaiser Permanente pharmacies (Tier 1)

To send a prescription to a Kaiser Permanente pharmacy, submit the order electronically or call the Kaiser Permanente pharmacy center at **808-643-7979**.

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For providers *(continued)*

MedImpact pharmacies (Tier 2)

To send a prescription to a non-Kaiser Permanente pharmacy, first visit kp.org/addedchoice-hawaii to view the Added Choice provider directory and confirm the pharmacy is part of the MedImpact network. If it is, submit the order electronically or call the pharmacy directly.

Precertification

Keep in mind that **all hospitalizations and certain medical services require precertification**. To see if a procedure requires precertification, refer to the **Precertification Code Check** at kp.org/addedchoice-hawaii or call the number listed on the member's ID card.

For precertification, be sure to have the member's full name, date of birth, and medical record number and call:

- **PHCS Network or out-of-network providers: 1-888-529-1553 (TTY 711)**, Monday through Friday, 6 a.m. to 4:30 p.m. HST, 3 days before any scheduled admissions or services that require precertification.
- **Cigna Healthcare PPO Network providers: 1-888-831-0761.**
- **MedImpact pharmacies: 1-800-788-2949 (TTY 711)**, 24 hours a day, 7 days a week.⁶

If Added Choice members need emergency care, they should call 911 or go to the nearest emergency room. For all members, please call toll-free **1-800-227-0584 (TTY 711)** within 24 hours of any emergency admission. If the member is hospitalized outside of Hawaii, then please call within 48 hours of admission.

Please put this form in the member's medical record or billing files for reference.



Questions? Call Added Choice Customer Service: 1-800-238-5742 (TTY 711), Monday through Friday, 8 a.m. to 5 p.m., Saturday, 8 a.m. to 12 p.m. HST

¹ Kaiser Foundation Health Plan, Inc. (KFHP) underwrites the Kaiser Permanente provider option. The contracted and non-contracted provider options of this plan are underwritten by Kaiser Permanente Insurance Company (KPIC), a subsidiary of KFHP. ² For the Contracted Provider Network, Kaiser Permanente Insurance Company (KPIC) has contracted with PHCS, Inc a subsidiary of MultiPlan, Inc. The list of participating PHCS Network providers is subject to change without notice. ³Contracted providers include other Hawaii providers directly contracted by Kaiser Permanente of Hawaii who are not affiliated with Kaiser Foundation Health Plan. ⁴The Cigna Healthcare PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration.

Cigna Healthcare is an independent company and not affiliated with Kaiser Foundation Health Plan, Inc., and its subsidiary health plans. Access to the Cigna Healthcare PPO Network is available through Cigna Healthcare's contractual relationship with the Kaiser Permanente health plans. The Cigna Healthcare PPO Network is provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health and Life Insurance Company. The Cigna Healthcare name, logo, and other marks are owned by Cigna Intellectual Property, Inc. ⁵If what your provider tells you conflicts with the information you got online or by phone, call Added Choice Customer Service: 1-800-238-5742 (TTY 711). ⁶Not all plans have coverage for outpatient prescription drugs. Please consult your Benefits Summary or Group Medical and Hospital Service Agreement and KPIC Certificate of Insurance for more information about your coverage.