



Kaiser Permanente Northwest Member Added Choice Resources:

Added Choice Contact Center

Phone: 1-866-616-0047*

- How to get started with Added Choice
- Benefit Questions
- Preferred Provider look up assistance
- Direction to tools and member resources
- Verifying eligibility and coverage for outside providers

Added Choice Website

www.kp.org/addedchoice/nw

- How to get started with Added Choice
- Preferred provider (PPO) look up
- Pharmacy and Pre-Authorization Information
- Direction to tools and member resources

Added Choice Pre-Authorization

Phone: 1-855-281-1840 or 503-813-1031*

- For required pre-authorizations (surgery, inpatient care, etc)
- If hospitalized outside of the service area call: 1-877-813-5993

Added Choice Claims Contact Information

Phone: 1-866-616-0047*

- Mail claims to: Kaiser Permanente National Claims Ad
PO Box 370050, Denver, CO 80237-9998

MedImpact Rx Customer Service

Phone: 1-800-788-2949*

- Added Choice MedImpact Pharmacy Inquiries & Cost
- Locate MedImpact pharmacies online
- Select the **General Pharmacy Locator** link via
<https://mp.medimpact.com/pharmacylocator>

Added Choice-Caremark Rx Mail Order

Phone: 1-800-841-5550*

- Added Choice members wishing to set up mail order services under CVS Care Mark may do so by visiting: caremark.com/micro/kpnw

Kaiser New Member Welcome Desk

Phone: 1 - 888-491-1124*

Hours: 7 a.m. – 8 p.m., M-F; Sat 8 a.m-4:30 p.m.

- Dedicated to answering the questions of new KP members
- Assist in selecting & scheduling appt with KP providers
- Online: kp.org/newmember

Member benefit and billing questions

Phone: 503-813-2000 or toll free 1-800-813-2000*

Hours: 8 a.m. – 6 p.m., Monday - Friday

Advice Nurse services available 24/7

- Billing and claim inquiries
- 24/7 Advice Nurse
- Coordination of benefits
- How to file an appeal or request a new ID card.

New Member Pharmacy Services

Phone: 1-888-572-7231 or 503-261-7900*

- Prescription Drug Inquiries – Kaiser Pharmacy
- Assist with transitioning medications to KP pharmacies
- Formulary inquiries & cost. Online: www.kp.org/formulary

Kaiser Permanente Mail Order Pharmacy (OR/WA)

Phone: 1-800-548-9809, option 4*

- Receive medications through the mail. Free shipping.
- Get 3 months of maintenance medication for 2 copays
- Online: www.kp.org/refill

Durable Medical Equipment Needs:

- Please contact our DME department at 503-813-4550 for your DME needs.

CHP Group

Phone: 800-449-9479

- Alternative Care Providers
- www.chpgroup.com

Contact Online Services:

*Limited to general inquiries prior to your effective date unless otherwise specified.

New Members: kp.org/newmember
For alternative care: chpgroup.com

Added Choice First Choice/First Health provider look-up: kp.org/addedchoice/nw
For member online tools: kp.org

Kaiser Permanente Northwest Member Added Choice FAQs and Resources

How do I check to see if my provider is in network?

- Online: Visit www.kp.org/addedchoice/nw
- Select First Choice Health Network under Tier 2 plan-PPO Providers for OR and WA
- Enter providers Name and City/State or Specialty then hit update search
- Please note that spelling counts. Be sure to double check your provider's name.
- If at first your provider's name does not show, double check to see if he/she is affiliated under a practice/clinic name.
- All else fails, contact the Added Choice Contact Center or you may call your provider's office directly and ask if provider is contracted with the FIRST CHOICE Network. Do NOT say Kaiser as these providers are not Kaiser physicians.

How do I transfer my prescriptions?

- Added Choice members have the choice of filling their prescriptions at Kaiser Pharmacies or any network pharmacy under MedImpact. The member cost share will vary between the two networks.
- MedImpact pharmacies include all national chains such as Walgreens, Rite Aid, CVS, Costco and local pharmacies such as Fred Meyer to name a few.
- If you prefer to use Kaiser Pharmacies, you may do so and we have a great mail order service that includes: (3 months for 2 copays/90 Supply).
- Not all medications are covered at Kaiser so it is important to **double check the formulary** that is located online at kp.org/formulary or call our new member **pharmacy team at 503-261-7900**.
- You do not need to see a Kaiser provider if you are transferring prescriptions that have no restrictions and are covered under our formulary. We are happy to help you in this effort.
- We have members who use Kaiser for certain medications and use their MedImpact benefit for medications that are not on the Kaiser formulary.
- When in doubt, always call our pharmacy FAST team and they will assist you. You may mention that you do have MedImpact as a benefit under your Added Choice plan.
- At a MedImpact Pharmacy, if the retail price or contracted price of a covered drug or supply is less than your Coinsurance or Copayment, you pay the lesser amount.
- If a generic equivalent is available and you or your prescribing provider choose a Brand-Name Drug or supply, please contact our pharmacy team at 503-261-7900 for assistance and pricing.

If I have Added Choice, do I have to choose only one Tier of coverage? May I use Kaiser services as well as see my current provider?

- Absolutely. You may seek services under your PPO Network, Out of Network and at Kaiser.
- You may utilize Kaiser for all services including primary care, specialty care, certain procedures and ****prescriptions**, lab work, and imaging services even when ordered by your non-Kaiser provider.
- Keep in mind that some services (when ordered by a non-Kaiser provider), may require a referral and or pre-authorization such as a MRI, CT or PET scans.
- If you are not sure if a service requires a pre-authorization or wish to receive assistance with using a Kaiser lab, and imaging services please contact our **Patient Care Navigators at 503-813-3981**.

I just found out I need to have a surgery. What do I do?

- Please contact the Patient Care Navigator line at 503-813-3981. They will assist you with providing direction, required pre-authorizations, and outreach to your providers to help with coordination of care.

How do I ensure that the facilities that I am being referred to for surgery, lab work or imaging are in network?

- It is true of any PPO network that the member is responsible to ensure that the services they are receiving are in network.
- Common pitfalls include such services as outpatient lab, radiology, and even inpatient anesthesiology when you are having a surgery/procedure.
- Nothing is worse than to receive a surprise invoice for a service that you thought was covered. Please speak with your provider or contact our patient care navigators for assistance if you are not able to get the answers you need through normal channels.
- You may print a directory of contracted providers, facilities, laboratories, imaging services, etc at the PPO network search page. Refer to www.kp.org/addedchoice/nw

*****Prescriptions at Kaiser Permanente Pharmacies are restricted to formulary medications unless otherwise approved by a Kaiser Permanente Physician. Please double check the Kaiser formulary online or by calling the Kaiser Pharmacy Team if you have questions.***

******If you are having trouble getting the answers that you need after trying through member channels Don't wait. Contact our KP Concierge Team NW (Bonnie Pasko and Clydie King-Johnson) at 503-813-1299 or via email at kpconcierge-nw@kp.org. When contacting the Concierge team, please include your name, health record number, employer group, and preferred method of outreach when calling or emailing.***