

Preauthorization and claims

A guide for providers contracted with Aetna Signature Administrators PPO network

Plan service areas for Kaiser Foundation Health Plan of Washington Options, Inc., are located in Washington state, but our members come from hundreds of employers across the United States. To serve all our members better, we have agreements with Aetna Signature Administrators for our preferred provider organization (PPO) and point-of-service (POS) members.

PPO PLANS: Access PPO, Summit PPO, Elect PPO, Options Federal

- Members are covered at the in-network benefit level for care received from network providers outside of Washington and outside of Kootenai and Latah counties in Idaho.
- All services may be subject to medical necessity review unless preauthorization has been obtained.

POS PLAN: Options

- For most plans, members are covered at the in-network benefit level if services are preauthorized at the in-network benefit level and located out of our service area*. Members may have terms in their contracts that prohibit their claims from being processed at the in-network level.
- Members are covered at the out-of-network benefit level if services are medically necessary (urgent or emergent), not a plan exclusion, and received without preauthorization.

Health care providers should call our preauthorization line to determine if services need preauthorization and to begin any preauthorization process. Providers may use Kaiser Permanente Washington's online tools to help you quickly check patient eligibility, referral and claims status, member coverage and benefits, and more. Members can check their *Evidence of Coverage* or call Kaiser Permanente Member Services to determine which services are covered or require preauthorization.

Members with questions or concerns can contact Kaiser Permanente Member Services at **1-888-901-4636 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m.

* Kaiser Permanente Washington's service area includes the state of Washington and Kootenai and Latah counties in Idaho.



**Aetna Signature Administrators®
PPO**

For providers

You can submit claims electronically through your clearinghouse or by mail. Please use the following information to file any claims:

Electronic payer ID

91051

Provider Assistance Unit

1-888-767-4670 (toll-free)

Claims address

P.O. Box 30766

Salt Lake City, UT 84130-0766

Preauthorization line

1-800-289-1363 (toll-free)

Hospital notification line

1-888-457-9516 (toll-free)