

# Sentara Health Plans and Kaiser Permanente Collaboration



The partnership with Kaiser Permanente (Kaiser) enables Sentara Health Plans to provide affordable health care to approximately 47,000 Medicaid members, including Long Term Services and Supports (LTSS). Except for a few administrative functions and marketing support, all services will be performed by our Kaiser counterparts in Northern Virginia. It is a beneficial arrangement for both parties and is supported by the Department of Medical Assistance Services (DMAS).

## Kaiser Delegated Service Area

The Kaiser delegated service area includes the counties of Loudoun, Prince William, Fairfax, Arlington, Fauquier, King George, and Stafford, as well as the cities of Alexandria, Manassas Park, Manassas, Fairfax, and Falls Church.

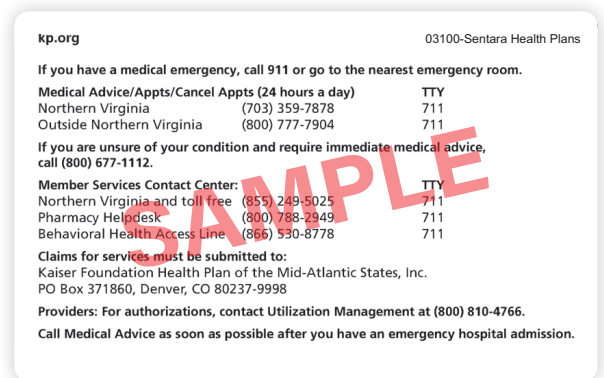
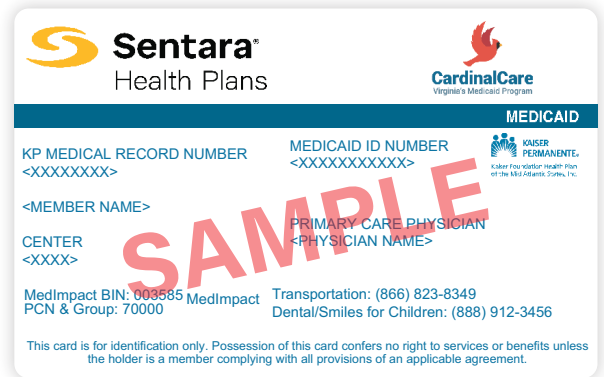


## Onboarding and Educating Providers

- Kaiser's provider services team will be responsible for onboarding their new providers. If the provider is participating as both a Sentara Health Plans and a Kaiser provider, the provider should complete the appropriate training with Sentara Health Plans as well.
- Participating Sentara Health Plans providers are not required to be in the Kaiser network. There is no impact to current participating Sentara Health Plans providers. Kaiser members will go to Kaiser participating providers. In the event a member presents for an appointment, the provider will need to make the request for a referral.
- Providers interested in joining the Kaiser network should visit [providers.kp.org/mas](https://providers.kp.org/mas) and complete the appropriate application according to specialty.
- Additional education on Kaiser's processes can be reviewed in Kaiser Permanente's provider manual and policies by visiting [providers.kp.org/mas](https://providers.kp.org/mas).

## Member Management

- Members are fully delegated to Kaiser and may only use the Kaiser integrated network of providers.
- A Sentara Health Plans Medicaid member can request to be changed to Kaiser and be under the Kaiser arrangement, as well as Kaiser members can request to be changed to Sentara Health Plans.
- While the basic benefits are the same, some enhanced benefits may differ. Kaiser members and providers may obtain a list of covered benefits by visiting Kaiser's website or by calling Kaiser's member services at **1-855-249-5025**. Please Note: Vendor partnerships such as VSP, Evolent, Optum, etc., are not covered services for Kaiser members.
- Kaiser Permanente member eligibility information will not be available on Availity or on the Sentara Health Plans portal. Providers should contact Kaiser's member services at **1-855-249-5025** or go to Kaiser Permanente's portal at [providers.kp.org/mas](https://providers.kp.org/mas) to verify eligibility and benefits, and view referrals, authorizations, claims status, and medical records.
- Kaiser Permanente member ID cards will show both Sentara Health Plans and Kaiser's logo.
- Providers must submit claims for Kaiser members to Kaiser's claims department. Claims to Kaiser can be submitted by paper or electronically. Participating Kaiser providers shall submit claims to Kaiser by using the medical record number on the member's ID card.



## Submit electronically:

Clearinghouse	Kaiser Permanente Payor ID
SSI	52095
Office Ally	52095
Availity	52494
Relay Health Alternate IDs	RH010 NG008

## Submit by mail:

Mid-Atlantic Claims Administration  
Kaiser Permanente  
PO Box 371860  
Denver, CO 80237-9998

## Contact Information:

**Member Services:** 1-855-249-5025

**Kaiser Permanente website:** [providers.kp.org/mas](https://providers.kp.org/mas)