

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). Effective July 1, 2025, Kaiser Permanente's Virginia Medicaid will expand to cover members with Long Term Services and Supports (LTSS) care needs. The collaboration will exclude Dual-eligible Special Needs Plan (D-SNP) members.

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.

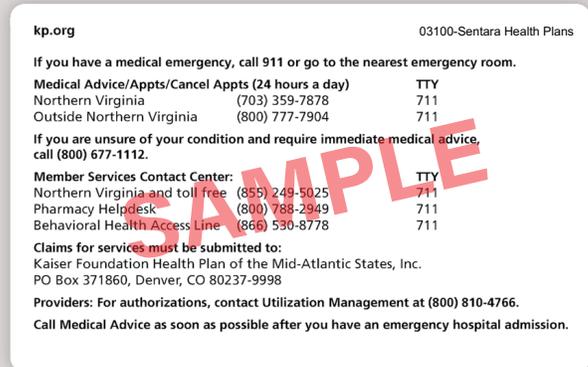
Onboarding and Educating Providers

- 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 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.



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.
- When searching Kaiser Permanente member eligibility in Availity or Sentara Health Plans Portal there will be a pop-up message pointing to the Kaiser Permanente portal. It is important to note that in the MES portal members will show as Sentara Health Plans. Providers should contact Kaiser's member services at 855-249-5025 or go to Kaiser Permanente's portal at www.providers.kp.org/mas to verify eligibility and benefits, view referrals and authorizations, view claims status and view 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.
- Providers that submit electronic or paper claims to Sentara Health Plans for Kaiser members will receive an 835-denial code 109: "Claim/service not covered by this payer/contractor. You must send the claim/service to the correct payer/contractor."
- Providers will have the following message on the paper remittance: "This member is part of the collaboration with Kaiser Permanente. Please resubmit the claim to Kaiser Permanente for processing."
- Claims to Kaiser can be submitted by paper or electronically. Participating Kaiser providers shall submit claims to Kaiser by using the medical record number (MRN) 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