

Working with Kaiser Permanente On-the-Job® MCO

A QUICK GUIDE

Nurse Case Managers

Nurse case managers address concerns regarding treatment, progress, follow-up, return-to-work issues and help with case conferencing.

Krissa Dover, RN

Any escalations, all surgery, mental health, exposures, and complex cases.

Krissa.K.Dover@kp.org

Phone: 503-571-2226

Fax: 866-559-3561

Katie Joy, LPN

Last names starting with A-J, WXYZ

Katie.S.Joy@kp.org

Phone: 503-571-0244

Fax: 866-559-3561

Sophia Santini, LPN

Last names starting with K-V

Sophia.A.Hansen@kp.org

Phone: 503-735-7412

Fax: 866-559-3561

Terri Rodriguez, RHIT

Case management technician

Terri.A.Rodriguez@kp.org

Phone: 503-735-7443

Fax: 866-559-3561

Christin Crider, RHIT

Case management technician

Christin.D.Crider@kp.org

Phone: 503-735-7442

Fax: 866-559-3561

Issues Escalation

James Washburn

Kaiser Permanente On-the-Job
Practice Director

James.E.Washburn@kp.org

Cell: 503-505-3857

Fax: 866-558-5123

Other Contacts

General mailing address:

Kaiser Permanente On-the-Job
MCO Administrative Office
500 NE Multnomah St. Suite #100
Portland, OR 97232

KPOJ Scheduling Team appointing:

Phone: 503-571-3366

Toll free: 888-414-3531, option 3

Fax: 503-571-2608

Email: KOJnw@kp.org

Transfers of Care:

Phone: 800-414-3531, option 3

KPOJ Billing Team:

Phone: 800-813-2000

Fax: 503-286-6879

Email: ohbilling@kp.org

KPOJ Claims Team:

Phone: 503-735-7401

Fax: 1-866-558-5123

Email: ohclaims@kp.org

*If you fax or mail a claim, we request a copy is also emailed to ohclaims@kp.org

FAQs

Q: Where do I obtain a provider directory?

A: Click here to access the provider directory [hyperlink: account.kp.org/business/shared/nw/resource-library/koj-medical-and-dental-providers-directory-nw-en.pdf]

Q: Where do I send enrollment letters?

A: Please email all MCO letters to the KP On-the-Job general inbox: OHclaims@kp.org or fax to the KPOJ Claims Team at 1-866-558-5123.

Q: What is the process to transfer care from an outside provider into Kaiser Permanente?

A: Transfer of care requests are handled through the KPOJ Service Center. Requests will be reviewed with a decision in 5 to 7 days.

Q: I am awaiting a response on a correspondence/narrative request. Who can I contact to find out the status?

A: Correspondences/narrative requests are centrally handled by the KPOJ Claims Team. Insurers can contact the KPOJ Claims Team (503-735-7401) to follow up and find out the status on correspondences.

Q: Who should I contact to obtain medical records pertaining to treatment under a current workers' compensation claim?

A: Insurers can contact the KPOJ Claims Team (503-735-7401 or via email ohclaims@kp.org). There needs to be a signed ROI from the patient before any records can be sent out. All other medical records must be obtained through Kaiser Permanente's regional release of information department (503-571-5815).

Q: Do you regularly utilize pre-authorizations?

A: KPOJ does not regularly utilize pre-authorizations due to the unique structure of our care delivery model.

Clinic Fax Numbers*

San Rafael 503-889-2037

North Lancaster 503-375-5738

Tanasbourne 503-430-2912

Vancouver 360-260-4747

*For job analysis (JA)/job descriptions (JD) only; please send all other correspondences to the KPOJ Claims Team.