

## Kaiser On-the-Job® managed care organization FAQ

### What is Kaiser On-the-Job?

Kaiser On-the-Job is a managed care organization (MCO) that was certified by the state of Oregon in 1991 for operation in the Portland metro and Salem areas.

If your company is in one of our service areas and the worker lives within a 100-mile radius, you may enroll the worker. Employers can choose when they wish to enroll injured workers. Workers can also be enrolled after claim closure.

### How do I contact Kaiser On-the-Job?

For appointments, messages, medical advice, and questions about work restrictions or job analysis, call our Occupational Health Service Center, 8 a.m.–5 p.m., Monday through Friday:

Portland: 503-571-3366

Other areas: 1-888-414-3531 (toll free)

### What happens if a claim is denied after enrollment in the MCO?

An injured worker may be enrolled prior to claim acceptance. If the claim is later denied, the enrollment ceases.

### Who can be an attending physician in Kaiser On-the-Job MCO?

Our panel has a high percentage of board-certified occupational medicine physicians. In most cases, these physicians will be the attending physician for your injured

worker. Other Kaiser On-the-Job panel providers are also eligible for attending status or have limited attending status.

- Naturopaths qualify for attending status a cumulative total of 30 days or 12 visits, whichever comes first, on initial claim, and can authorize temporary disability benefits for 30 days.
- Chiropractors and nurse practitioners (NPs) qualify for attending status for 180 days and can authorize temporary disability for 180 days.
- Certified physician assistants (PA-Cs) qualify for attending status for 60 days or 18 visits, whichever comes first, on the initial claim. They can authorize temporary disability benefits for 30 days.
- Podiatrists will not be granted attending status.

### I want to enroll an injured worker who is receiving treatment outside of the MCO from a provider who qualifies under the rules as a primary care provider. How do I arrange for a primary care provider agreement with the MCO?

Once you have determined that the primary care provider qualifies under OAR436-015-0700 (3), contact the MCO at 503-721-3943 or 503-721-3768. The MCO will contact the primary care provider to discuss an agreement. You will receive a copy of the agreement once it has been signed; it usually takes about 14 days.

### If an injured worker or insurer has a dispute with an MCO panel provider, whom should I call?

Most disputes can be resolved with improved communication.

If you think the concern may be simple and can be addressed without filing a dispute, please call 503-571-3804. We will work to help resolve the concern and provide information about the MCO's dispute resolution process.

Unresolved disputes can be directed to Kaiser On-the-Job. We require disputes to be written and mailed to:

Attn: Dispute Resolution  
Kaiser On-the-Job  
2701 NW Vaughn St., Suite 150  
Portland, OR 97210

### How do I access the Kaiser On-the-Job case managers?

Our case managers work with you, the injured workers, and our physician panel. You can reach them directly by calling 503-721-3768 or 503-721-3769.

For more information about Kaiser On-the-Job, visit [kp.org/occupationalhealth/nw](http://kp.org/occupationalhealth/nw).