

Working with Kaiser 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.

PRIMARY CONTACT:

Sophia Hansen, LPN

Sophia.A.Hansen@kp.org

Ph: (503) 735-7412

Fax: (866) 559-3561

PRIMARY CONTACT:

Linda Atencio, RN, COHN/CM

Linda.S.Atencio@kp.org

Ph: (503) 735-7413

Cell: (503) 329-9184

Fax: (866) 559-3561

Issues Escalation

James Washburn

Director of Occupational Health

Kaiser On-the Job® Administrator

James.E.Washburn@kp.org

Ph: (503) 735-7411

Cell: (503) 505-3857

Fax: (866) 558-5123

Other Contacts

General Mailing address:

Kaiser On-the-Job® MCO
MCO Administrative Office
7201 N Interstate Ave. Ste. 195
Portland, OR 97217

KPOJ Service Center:

Phone: 503-571-3366
Toll Free: 1-888-414-3531
Fax: 503-571-2608
Email: KOJnw@kp.org

KPOJ Billing Team:

Phone: 503-735-7402
Fax: 1-866-558-5124
Email: ohbilling@kp.org

KPOJ Claims Team:

Phone: 503-735-7401
Fax: 1-866-558-5123
Email: ohclaims@kp.org

FAQs

Q: Where do I obtain a provider directory?

A: <http://kp.org/occupationalhealth/nw>

Q: Where do I send Enrollment Letters?

A: Please mail all MCO enrollment letters to the Kaiser On-the-Job® general mailing address, or fax to the KPOJ Claims Team (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 five to seven 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 Billing Team (503-735-7402) to obtain copies of medical records for care provided under a current workers' compensation claim. All other medical records must be obtained through Kaiser Permanente's regional release of information department (503-571-5815).

Clinic Fax Numbers

■ **Beaverton** (503) 495-6742

■ **Mt. Talbert** (503) 571-2666

■ **South Interstate** (503) 249-3375

■ **Longview** (360) 575-4820

■ **North Lancaster** (503) 375-5738

■ **Gateway** (971) 229-6766

■ **Mill Plain One** (360) 449-7005

** For Job Analysis (JA)/Job Descriptions (JD) ONLY; please send all other correspondences to the KPOJ Claims Team**