



July 24, 2017

206-630-1565

800-833-6388 TTY WA Relay

206-630-1859 Fax

Attn: [REDACTED]/Compliance Analyst

Office of the Insurance Commissioner

PO Box 40256

Olympia, WA 98504-0256

[REDACTED]

[REDACTED]

We are writing in response to your July 7, 2017 inquiry on behalf of [REDACTED] in regards to her daughter [REDACTED] received by Kaiser Permanente. [REDACTED] is enrolled on an Access PPO Individual & Family Gold plan. This plan was not purchased through the Washington Health Benefit Exchange (WAHBE).

We understand that [REDACTED] submitted a complaint regarding the processing of [REDACTED] claims for hospitalization on August 15, 2016 in Moab, UT. She also states she contacted Kaiser Permanente's Member Services Department and the representatives were not helpful.

Our investigation found that our Claims department received an invoice from Moab Valley Healthcare on November 4, 2016, which was submitted with an invalid procedure code. The claim was denied back to the provider, requesting code correction and resubmission.

The corrected claim was received on January 31, 2017. It was verified by First Health as a non-preferred provider; therefore, the claim was processed at the out of network rate and applied to [REDACTED] \$2000.00 out of network deductible.

[REDACTED] contacted our Member Services Department to notify them that Moab Valley Healthcare was a First Health provider and the services should be covered in full as she believed [REDACTED] had met her \$2000.00 out of pocket limit (OOP) for the calendar year. Our claims department manually verified Moab Valley Healthcare as a First Health provider and reprocessed the claim at the in-network rate. However, a system error caused other claims to be processed at a higher cost share which resulted in reduction of the amount assigned to [REDACTED] OOP expenses. As a result, the Moab Valley Healthcare claim correctly assigned a \$50.00 patient responsibility and satisfied her OOP for the calendar year.

We do understand [REDACTED]'s frustration regarding these issues and we apologize for the difficulties she experienced. Her situation was shared with our Claims Processing and Member Services Departments for process and communication improvement opportunities.

Thank you for contacting Kaiser Permanente on behalf of [REDACTED]. Should you have any further questions, please feel free to contact me at 206-630-1565.

Sincerely,

[REDACTED]

Health Plan Administration