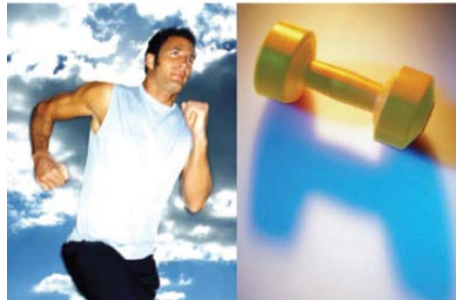


# Health Engagement Platform Appeals Process

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## **Executive Summary**

Kaiser Permanente's Health Engagement Platform is a web site that supports Kaiser Permanente members who are engaged in a wellness program. The web site captures the members' Wellness Program Authorization (HIPAA authorization) and then displays completion status for each activity that is part of the wellness program. The data for each member is automatically drawn from Kaiser Permanente data base sources. The wellness program web site is used as a feedback loop to display the completion status of each diagnostic test and screening, as well as full program completion.

The appeals process for the wellness program is triggered and managed in a manner consistent with other member interaction with Kaiser Permanente. This provides a single point of contact for the wellness program, whether support, questions and concerns, or appeals. Appeals may be launched during an ongoing wellness program, or after the wellness program has ended. To launch an appeal the member contacts the same Kaiser Permanente touch points for member support: via email to [RewardsCustomerService@kp.org](mailto:RewardsCustomerService@kp.org) , or via telephone to 1-866-300-9867.

## **Member Activity Appeals – Level One**

At any point in time a member may appeal or question the lack of an activity appearing in their account on the Health Engagement Platform. The appeal is made through the Kaiser Permanente Member Support contact methods: via email to [RewardsCustomerService@kp.org](mailto:RewardsCustomerService@kp.org) , or via telephone to 1-866-300-9867.

Kaiser Permanente Member Support will respond to the request within two business days.

Kaiser Permanente Member Support have access to underlying raw data files of activity completion, in addition to other electronic sources of member information. Where the member's information can't be found, the member's wellness program record will be updated with the missing activity.

Updates to the Health Engagement Platform are performed overnight, whereupon they become visible to the member.

## **Member Activity Waiver Request – Level One**

At any point in time a member may request the waiver of an activity that is part of their wellness program. Waivers are normally granted for activities that are medically difficult or inadvisable for the member, such as cervical cancer screening for a member who has had a hysterectomy. The waiver request is made through the Kaiser Permanente Member Support contact methods: via email to [RewardsCustomerService@kp.org](mailto:RewardsCustomerService@kp.org) , or via telephone to 1-866-300-9867.

Kaiser Permanente Member Support will respond to the request within two business days.

Kaiser Permanente Member Support updates the Health Engagement Platform to waive the activity for the current program.

Updates to the Health Engagement Platform are performed overnight, whereupon they become visible to the member.

In the case where the waiver is denied, such as when it is not considered appropriate, or it has been requested for an activity that is not normally waived, such as completing the Total Health Assessment, the member or the Member Support agent may appeal to level two.

### **Member Activity Waiver Request – Level Two**

Members may request a waiver appeal when the level one appeal has been denied. The Member Support agent may also request an appeal to level two when they are unsure if an appeal should be allowed or denied. Waivers are normally granted for activities that are medically difficult or inadvisable for the member, such as cervical cancer screening for a member who has had a hysterectomy. Special member circumstances or unusual waiver requests will be considered at level two. The waiver request is made through the Kaiser Permanente Member Support contact methods: via email to [RewardsCustomerService@kp.org](mailto:RewardsCustomerService@kp.org) , or via telephone to 1-866-300-9867.

Kaiser Permanente Member Support will respond to the request within two business days.

Kaiser Permanente Member Support will phone the member to discuss the waiver request. Kaiser Permanente Member Support updates the Health Engagement Platform to waive the activity for the current program.

Updates to the Health Engagement Platform are performed overnight, whereupon they become visible to the member.

### **Appeals Duration**

Kaiser Permanente Member Support will accept appeals, requests and questions for a program up to one year from the close of the program.

### **Appeals When Activities or Waivers have been denied**

Appeals that are denied at level two are escalated to the Kaiser Permanente Appeals Board. This board meets as required to discuss denied appeals, and issues a final judgment.

## **End of Document**

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