

Memo



To: Southern California Hospitals
From: Lesley A Wille
SVP, Operations (KFHP/H)

John Shohfi MD FACEP
Regional Asst Med. Director,
Outside Medical Services

Date: November 5, 2021

Re: Global Authorization Process During a Work Stoppage in Kaiser Permanente
Facilities

Since April, Kaiser Permanente has engaged in labor bargaining to reach a mutually beneficial national agreement with the Alliance of Health Care Workers. In Southern California the Alliance represents nearly 34,000 of our employees who work as nurses, pharmacists, and in a broad range of care technicians and support staff roles. We regret to inform you that Southern California member unions of the Alliance have presented Kaiser Permanente with 10-day pre-strike notifications. The strikes are scheduled to start Monday, November 15, 2021 and could involve a major portion of our region's represented care staff.

Temporary Issuance of Global Authorizations

This communication is to advise you that effective immediately, we will institute a Global Authorization process to streamline the transfer and approval procedures for Kaiser Foundation Health Plan members. To accomplish this, we request the prior-authorization requirement normally used be waived in favor of a more efficient global authorization process for inpatient transfers. Kaiser Permanente will issue global authorization letters for patients that will define the level of care and will cover admission through discharge or until we can offer transfer back to one of our Kaiser Foundation Hospital facilities.

Emergency Admissions

For emergency admissions, please continue to notify our **Southern California Outside Utilization Resource Services** upon admission at **(800)-225-8883**. Additionally, we request that you fax us clinical documentation at the time of initial notification. Once we receive your notification, we will also issue a global authorization letter for those emergency admissions. These global authorizations would remain in effect until we notify you of the resumption of our normal operations.

Expedited Discharge Planning

To expedite discharges of members, we will continue to proactively fax you a cover page requesting your discharge planning needs. Once you identify these needs, please send us the order for continuing care and the corresponding discharge summary by **fax at (562)-658-4101**. You could also call the **dedicated discharge planning phone line at (855)-248-0846**.

If a patient needs to be transferred to a skilled nursing facility (SNF) or a long-term care facility (LTC), the community hospital is authorized to place them directly into a Kaiser Permanente-contracted SNF or LTC.

We are including with this information a list of contract facilities for direct placement. Once the patient been placed, please notify our **Discharge Planning Desk at (855)-248-0846**. If you are unable to place the patient in a one of our contracted SNFs or LTCs, please contact our Discharge Planning Desk at (855)-248-0846, and we'll secure a letter of agreement for a non-contracted facility.

For patient transportation needs, please schedule through your vendor; prior authorization is not required.

If a patient is prescribed medication when discharged from your hospital, please let the patient know they can take prescriptions to a retail network pharmacy (such as Walgreens, Walmart, CVS, Rite Aid, Costco, Safeway/Albertsons, and Kroger). KP pharmacies will be closed during strike activity. Please also advise the patient to inform the retail pharmacy they are a member of Kaiser Permanente. The patient's usual copay will apply.

Please call our Discharge Planning Desk at (855)-248-0846 to obtain prior authorization for all other post-acute care, including, without limitation, long-term acute care, sub-acute care, durable medical equipment, home health, and hospice care

It is through our collaboration with you that the members of our communities can receive the timely delivery of medical services and care during this period of labor strife. Please know that we truly value your continuing partnership and deeply appreciate the care you are providing to our members.

Thank you.