

# YOUR KAISER PERMANENTE CHIROPRACTIC BENEFIT

Kaiser Foundation Health Plan, Inc. contracts with American Specialty Health Plans of California, Inc. (ASH Plans) to make the ASH Plans network of Participating Chiropractors available to you. When you need chiropractic care, follow these simple steps:

1. Find an ASH Plans Participating Chiropractor near you
  - Online at [ashcompanies.com/kp](http://ashcompanies.com/kp)
  - Or call **1-800-678-9133** (TTY users call **711**) toll free, weekdays from 5 a.m. to 6 p.m., Pacific time.
2. Schedule an appointment.
3. Pay for your office visit when you arrive for your appointment.

Services	Copayments and Office Visit Maximums
Chiropractic services are covered when a Participating Chiropractor finds that the services are medically necessary to treat or diagnose neuromusculoskeletal disorders. You can obtain services from any ASH Plans Participating Chiropractor without a referral from a Plan physician.	<p><b>Office visit copayment:</b> \$5 per visit</p> <p><b>Office visit limit:</b> 30 visits per calendar year</p> <p><b>Chiropractic appliance benefit:</b> If the amount of the appliance in the ASH Plans fee schedule exceeds \$50, you will pay the amount in excess of \$50, and that payment will not apply towards any applicable deductible or annual out-of-pocket maximum. Covered chiropractic appliances are limited to: elbow supports, back supports, cervical collars, cervical pillows, heel lifts, hot or cold packs, lumbar braces and supports, lumbar cushions, orthotics, wrist supports, rib belts, home traction units, ankle braces, knee braces, rib supports, and wrist braces.</p>

**Office Visits:** Each office visit counts towards the calendar year visit limit even if an adjustment is not provided during the visit.

**X-rays and laboratory tests:** Medically necessary X-rays and laboratory tests are covered at no charge when prescribed as part of your chiropractic care by a Participating Chiropractor and provided by an appropriately licensed Participating Provider that has contracted with ASH Plans to provide those services.

## Participating Chiropractors

ASH Plans contracts with Participating Chiropractors and other Participating Providers to provide covered chiropractic services, including laboratory tests, X-rays, and chiropractic appliances. You must receive covered services from a Participating Provider, except for Emergency Chiropractic Services and services that are not available from Participating Providers that are prior authorized by ASH Plans. The list of Participating Chiropractors is available on the ASH Plans Web site at [ashcompanies.com/kp](http://ashcompanies.com/kp) or from the ASH Plans Member Services Department at **1-800-678-9133**. The list of Participating Chiropractors is subject to change at any time without notice.

**How to obtain services:** To obtain covered services, call a Participating Chiropractor to schedule an initial examination. If additional services are required, your Participating Chiropractor will prepare a treatment plan. The ASH Plans Clinical Services Manager will authorize the treatment plan if the services are medically necessary chiropractic services for you. ASH Plans will disclose to you, upon request, the process that it uses to authorize a treatment plan. If you have questions or concerns, please contact ASH Plans Member Services Department.

## Emergency Chiropractic Services

Covered Chiropractic Services are provided for the treatment of a sudden and unexpected onset of a Neuromusculoskeletal Disorder which manifests itself by acute symptoms of sufficient severity (including severe pain) such that you could reasonably expect the absence of immediate Chiropractic Services to result in serious jeopardy to your health or body functions or organs. We cover Emergency Chiropractic Services provided by both Participating Chiropractors or Non-Participating Chiropractors. We do not cover follow-up or continuing care from a Non-Participating Chiropractor unless ASH Plans has authorized the Services in advance. Also, we do not cover Services from a Non-Participating Chiropractor that ASH Plans determines are not Emergency Chiropractic Services.

### Getting Assistance

If you have a question or concern regarding the Services you received from a Participating Provider, you may call ASH Plans Member Services toll free at **1-800-678-9133** (TTY users call **711**) weekdays from 5 a.m. to 6 p.m., or write ASH Plans at:

ASH Plans Member Services  
P.O. Box 509002  
San Diego, CA 92150-9002

### Dispute Resolution

You can file a grievance with Kaiser Permanente regarding any issue. Your grievance must explain your issue, such as the reasons why you believe a decision was in error or why you are dissatisfied about Services you received. You may submit your grievance orally or in writing to Kaiser Permanente, as described in the "Dispute Resolution" section of your Health Plan *Evidence of Coverage*.

This is a summary and is intended to highlight only the most frequently asked questions about the benefit, including copayments. **This benefit is not to be offered in an HSA plan.** Please refer to the *Chiropractic Services Amendment of the Kaiser Foundation Health Plan, Inc., Evidence of Coverage* for a detailed description of the chiropractic benefit, including exclusions and limitations and Emergency Chiropractic Services.

Kaiser Foundation Health Plan, Inc. (Health Plan) contracts with American Specialty Health Plans of California, Inc. (ASH Plans) to make the ASH Plans network of Participating Chiropractors available to you. You can obtain covered Services from any Participating Chiropractor without a referral from a Plan Physician. Cost Sharing is due when you receive covered Services. Please see the definitions section of your *Combined Chiropractic and Acupuncture Services Amendment of the Kaiser Foundation Health Plan, Inc. Evidence of Coverage* for terms you should know.

