

# 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, you have direct access to more than 3,100 licensed chiropractors in California. Just follow these simple steps:

1. Find an ASH Plans Participating Chiropractor near you.
  - Call **1-800-678-9133** (TTY users call **711**), 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	Cost Sharing and Office Visit Maximums
<p>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>	<p><b>Office visit cost share:</b> \$15 copay per visit</p> <p>Office visit limit: 30 visits per year</p> <p>Chiropractic appliance benefit: 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 toward any applicable deductible or out-of-pocket maximum.</p> <p>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 toward the 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 covered chiropractic care when a Participating Chiropractor provides the Services or refers you to a Participating Provider for the 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, Urgent Chiropractic Services, and services that are not available from Participating Providers that are authorized in advance by ASH Plans. The list of Participating Chiropractors is available from the ASH Plans Member Services Department toll free at **1-800-678-9133** (TTY users call **711**), weekdays from 5 a.m. to 6 p.m. 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, verification that the Services are Medically Necessary may be required. An ASH Plans clinician in the same or similar specialty as the provider of Chiropractic Services under review will decide whether the Chiropractic Services are Medically Necessary Services. ASH Plans will disclose to you, upon request, the process that it uses to authorize a Treatment Plan. For more information about how to obtain covered Chiropractic Services, please refer to the *Chiropractic Services Amendment* of your Health Plan *Evidence of Coverage*.

### **Emergency and Urgent Chiropractic Services**

Covered Emergency Chiropractic Services are provided for the treatment of a sudden and unexpected onset of a Neuromusculoskeletal Disorder, nausea, or pain, which manifests itself by acute symptoms of sufficient severity (including severe pain) such that a reasonable person could expect the absence of immediate Chiropractic Services to result in serious jeopardy to your health or body functions or organs. Covered Urgent Chiropractic Services consist of Chiropractic Services necessary to prevent serious deterioration of the health of a Member, resulting from an unforeseen illness, injury, or complication of an existing condition, including pregnancy, for which treatment cannot be delayed until the Member returns to the Service Area. We cover Emergency Chiropractic Services and Urgent Chiropractic Services provided by both Participating Chiropractors and 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 or Urgent Chiropractic Services.

### **Second Opinions**

You may request a second opinion in regard to covered Services by contacting another Participating Chiropractor. A Participating Chiropractor may also request a second opinion in regard to covered Services by referring you to another Participating Chiropractor in the same or similar specialty.

### **Your Costs**

When you receive covered services, you must pay your Cost Share amount as described in the *Chiropractic Services Amendment* of your Health Plan *Evidence of Coverage*. The Cost Share does not apply toward the out-of-pocket maximum described in the Health Plan *Evidence of Coverage*.

### **Getting Assistance**

If you have a question or concern regarding the services you received from an ASH Plans 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

### **Grievances**

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 your Health Plan *Evidence of Coverage*.

### Exclusions and Limitations

- Services for asthma or addiction, such as nicotine addiction
- Hypnotherapy, behavior training, sleep therapy, and weight programs
- Thermography
- Experimental or investigational services
- CT scans, MRIs, PET scans, bone scans, nuclear medicine, and any other types of diagnostic imaging or radiology other than X-rays covered under the "Covered Services" section of your *Chiropractic Services Amendment*
- Ambulance and other transportation
- Education programs, non-medical self-care or self-help, any self-help physical exercise training, and any related diagnostic testing
- Services for pre-employment physicals or vocational rehabilitation
- Air conditioners, air purifiers, therapeutic mattresses, chiropractic appliances, durable medical equipment, supplies, devices, appliances, and any other item except those listed as covered under the *Chiropractic Services Amendment*
- Drugs and medicines, including non-legend or proprietary drugs and medicines
- Services you receive outside the state of California except for Emergency Chiropractic Services and Urgent Chiropractic Services
- Hospital services, anesthesia, manipulation under anesthesia, and related services
- For Chiropractic Services, adjunctive therapy not associated with spinal, muscle, or joint manipulations
- Dietary and nutritional supplements, such as vitamins, minerals, herbs, herbal products, injectable supplements, and similar products
- Massage therapy
- Services provided by a chiropractor that are not within the scope of licensure for a chiropractor licensed in California
- Maintenance care (services provided to members whose treatment records indicate that they have reached maximum therapeutic benefit)

### Definitions

**ASH Plans:** American Specialty Health Plans of California, Inc., a California corporation.

**Chiropractic Services:** Services provided or prescribed by a chiropractor (including laboratory tests, X-rays, and chiropractic appliances) for the treatment of your Neuromusculoskeletal Disorder.

**Neuromusculoskeletal Disorders:** Conditions with associated signs and symptoms related to the nervous, muscular, or skeletal systems. Neuromusculoskeletal Disorders are conditions typically categorized as structural, degenerative, or inflammatory disorders, or biomechanical dysfunction of the joints of the body or related components of the motor unit (muscles, tendons, fascia, nerves, ligaments/capsules, discs, and synovial structures), and related neurological manifestations or conditions.

**Participating Chiropractor:** A chiropractor who is licensed to provide chiropractic services in California and who has a contract with ASH Plans to provide Medically Necessary Chiropractic Services to you. A list of Participating Chiropractors is available by calling the ASH Plans Member Services Department at **1-800-678-9133** (TTY users call **711**). The list of Participating Chiropractors is subject to change at any time, without notice. If you have questions, please call the ASH Plans Member Services Department.

**Participating Provider:** A Participating Chiropractor or any licensed provider with which ASH Plans contracts to provide covered care, including laboratory tests or X-rays that are covered chiropractic care.

**Treatment Plan:** A proposed course of treatment for your Neuromusculoskeletal Disorder, which may include laboratory tests, X-rays, chiropractic appliances, and a specific number of visits for chiropractic manipulations, adjustments, and therapies that are Medically Necessary Chiropractic Services for you.

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This is only a summary of your chiropractic coverage, and is intended to highlight only the most frequently asked questions about the benefit, including cost shares. Please refer to the *Chiropractic Services Amendment of the Kaiser Foundation Health Plan, Inc., Evidence of Coverage* for details about the terms and conditions of your chiropractic coverage, including exclusions and limitations, Emergency Chiropractic Services, and Urgent Chiropractic Services. To obtain the amendment to your *Evidence of Coverage*, please contact your group.

Some capitalized terms have special meaning in this document, as described in the "Definitions" section. Please also see the "Definitions" section of your *Chiropractic Services Amendment of the Kaiser Foundation Health Plan, Inc., Evidence of Coverage* for terms you should know.

