

# Chiropractic and acupuncture\*

Services are administered by American Specialty Health Plans of California, Inc® (ASH Plans).

FEATURES	Member Pays
Office visit copay	\$15 per visit
Office visit limit	20 combined visits per year
Chiropractic appliance benefit	Chiropractic appliances are provided up to a maximum of \$50 per year when prescribed and provided by an ASH Plans participating chiropractor as part of your chiropractic care.
X-rays and laboratory tests	\$0

## Services

Medically necessary chiropractic services are covered when provided by a participating chiropractor to diagnose or treat musculoskeletal and related disorders. Medically necessary acupuncture services are covered when provided by a participating acupuncturist to diagnose or treat musculoskeletal and related disorders, nausea, or pain. **You can obtain services from any ASH Plans participating chiropractors and acupuncturists without a referral from a Kaiser Permanente Plan physician.**

**Office visits:** Covered services are limited to medically necessary chiropractic and acupuncture services authorized and provided by ASH participating providers except for the initial examination, emergency and urgent chiropractic and acupuncture services, and services that aren't available from ASH participating providers or other licensed providers with which ASH contracts to provide covered care. **You can obtain an initial examination from any ASH participating provider without a referral from a Kaiser Permanente plan physician.** Each office visit counts toward any visit limit, if applicable.

**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 and an ASH participating provider provides the services or refers you to another licensed provider that ASH contracts for the services.

**Emergency services:** Covered chiropractic services provided for the treatment of a musculoskeletal and related disorder which results in acute symptoms of sufficient severity (including severe pain) in which the absence of immediate chiropractic services would result

in serious jeopardy to your health, body functions, or organs.

**Covered acupuncture** services provided for the treatment of a musculoskeletal and related disorder, nausea, or pain, which results in acute symptoms of sufficient severity (including severe pain) in which the absence of immediate acupuncture services results in serious jeopardy to your health, body functions, or organs.

## Participating chiropractors and acupuncturists

ASH Plans contracts with ASH participating providers and other licensed providers that provide covered chiropractic services and covered acupuncture services. You must receive these services from an ASH participating provider or another licensed provider that ASH contracts; except for emergency chiropractic services, emergency acupuncture services, urgent chiropractic services, urgent acupuncture services, services that aren't available from contracted providers, and services that are authorized in advance by ASH Plans. The list of ASH participating providers is available on the ASH Plans website at [ashlink.com/ash/kaisercamedicare](https://ashlink.com/ash/kaisercamedicare) for Kaiser Permanente Senior Advantage members, [ashlink.com/ash/kp](https://ashlink.com/ash/kp) for all other members, or from the ASH Plans Customer Service Department at **800-678-9133 (TTY 711)**. The list of ASH participating providers is subject to change, at any time, without notice.

## How to obtain covered services

To obtain covered services, call an ASH participating provider to schedule an initial examination. If services are required, verification that the services are medically necessary may be required. Your ASH participating provider will request any medical treatment necessary. An ASH Plans clinician, in the same or similar specialty as the provider of services under review, will decide whether the services are or were medically necessary. ASH Plans will disclose to you, upon request, the written criteria it uses to make the decision to authorize, modify, delay, or deny a request for authorization. If you have questions or concerns, contact the ASH Plans Customer Service Department.

This is a summary and is intended to highlight only the most frequently asked questions about the chiropractic and acupuncture benefit, including copays. Please refer to the *Combined Chiropractic and Acupuncture Services Amendment of the Kaiser Foundation Health Plan, Inc., Evidence of Coverage* for a detailed description of the chiropractic and acupuncture benefits, including exclusions and limitations, emergency chiropractic services, and emergency acupuncture 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 and participating acupuncturists available to you. **You can obtain covered services from any participating chiropractor or participating acupuncturist 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.

## 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 at **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 why you believe a decision was in error or why you're dissatisfied with 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*.

\*Combined coverage for chiropractic and acupuncture care is included with the following plans:

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| • Platinum 90 HMO 0/10 + Child Dental Alt   | • Silver 70 HMO 1900/65 + Child Dental Alt |
| • Platinum 90 HMO 250/30 + Child Dental Alt | • Silver 70 HMO 2300/65 + Child Dental Alt |
| • Gold 80 HMO 0/35 + Child Dental Alt       | • Silver 70 HMO 2950/65 + Child Dental Alt |
| • Gold 80 HMO 1000/40 + Child Dental Alt    | • Bronze 60 HMO 5400/60 + Child Dental Alt |