



Getting started with your self-referred Alternative care benefit

We want to help you thrive – in mind, body, and spirit. To help you achieve total health, some of our medical plans include a self-referred alternative care benefit. Depending on your plan, chiropractic, naturopathic, and massage therapy services and/or acupuncture treatments may be covered without a referral.*

See your Benefit Summary and *Evidence of Coverage (EOC)* for details. If your plan includes an alternative care benefit, your per-visit charge, annual benefit maximum, and exclusions and limitations are available in your Benefit Summary and *EOC*.

Five steps to get started

- 1. Choose your alternative care provider at chpgroup.com.** For your convenience, no referral is required and you can choose from more than 1,400 qualified and credentialed complementary and alternative medicine providers throughout our service area.† To be covered by your benefit, you must receive care from a provider in our service area who is part of The CHP Group network.† Please note that the provider list is subject to change. If you do not have Internet access, please call Member Services at the number below for a printed copy of alternative care providers.
- 2. Schedule your appointment.** Call the provider you select to schedule an appointment. When you schedule your appointment, make sure to confirm your provider's participation before receiving care.†
- 3. Determine the amount you will pay.** We want to help you be informed of any out-of-pocket costs. Please see your Benefit Summary and *EOC* for details. The amount you pay for visits to alternative care providers varies by plan and type of service.
- 4. Some services are not covered even if ordered by the provider.** We review procedures for safety and effectiveness. Exclusions and limitations apply even if your plan covers the service when it is ordered by a participating provider. See your *EOC* for details.
- 5. If you have questions, we are here to help.** Member Services is your one-stop resource for answers. Call us at 1-800-813-2000, 8 a.m. to 6 p.m., Monday through Friday. For TTY, call 711. For language interpretation services, call 1-800-324-8010. You may also sign on to kp.org/myhealthmanager and email us.

*In Washington, coverage for spinal manipulation and acupuncture treatments may be covered without referral. Please refer to your *EOC* for specific details.

†If you are on an Added Choice® plan with an alternative care benefit, you may use your benefits at The CHP Group (located in our service area), First Choice Health, or any licensed non-participating providers and facilities. The amount an Added Choice member pays is based on the provider.