



Getting started with your self-referred

Alternative care benefits

Convenient care for chiropractic, naturopathic, massage therapy, and acupuncture treatment

We want to help you thrive – in mind, body, and spirit. To help you achieve total health, some of our medical plans include self-referred alternative care benefits. Benefits include services such as chiropractic care, acupuncture, and/or massage therapy. All of our plans include naturopathic medicine.¹

4 steps to get started

- 1. No referral is required. Choose your alternative care provider at chpgroup.com or by calling 1-800-449-9479.**

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.² 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.² Please note that the provider list is subject to change. If you do not have internet access, please call Member Services at **1-800-813-2000 (TTY 711)** 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.²

- 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. 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**, Monday through Friday, 8 a.m. to 6 p.m. For TTY, call **711**. For language interpretation services, call **1-800-324-8010**.

¹ Refer to your *Evidence of Coverage (EOC)* to see if your plan includes self-referred alternative care benefits; and to learn about coverage details, such as cost shares, visit limits, and exclusions or limitations.

² If you are on a Dual Choice PPO™ plan, you may use your benefits at The CHP Group (located in our service area), First Choice Health and First Health Network, or any licensed out-of-network providers and facilities. The amount a Dual Choice PPO member pays is based on the provider. If you are on a PPO Plus® plan, you may use your benefits at First Choice Health and First Health Network or any licensed nonparticipating providers and facilities. The amount a PPO Plus member pays is based on the provider. If you are on an Added Choice® point of service (POS) plan, you may use your benefits at The CHP Group (located in our service area), First Choice Health and First Health Network, or any licensed nonparticipating providers and facilities. The amount an Added Choice member pays is based on the provider.

