

Accessing Your

# Chiropractic & Acupuncture Benefits

Available Through  
ASH Plans

To access the chiropractic and acupuncture benefits made available through American Specialty Health Plans of California, Inc. (ASH Plans), just follow these simple steps:

**1** To find a contracted ASH Plans practitioner near you: Contact your health plan or visit [kp.org/universityofcalifornia](http://kp.org/universityofcalifornia), OR Call ASH Plans Customer Service at **800.678.9133** (Monday – Friday, 4 a.m. to 6 p.m. PT) for a list of the closest practitioners near your home or work address.

**2** Call the practitioner directly to schedule an appointment.

**3** At the time of your appointment, your practitioner will verify your eligibility using your health plan ID card. Then, simply pay your designated copay for services rendered.

## Questions:

Call ASH Plans Customer Service at 800.678.9133 (Monday – Friday, 4 a.m. to 6 p.m. PT).

**IMPORTANT:** If you are having trouble reading this document and have language needs other than English, we can have somebody help you. You may call 800.678.9133, Monday through Friday, 4 a.m. to 6 p.m. PT. There is no fee for this service. Because this document may require action by you, you are encouraged to call as soon as possible.



# Choosing a Chiropractor or Acupuncturist That's Right for You

Selecting a specialty health care practitioner like a chiropractor or acupuncturist is a personal choice. You may want to start with a referral from a friend or family member who has been satisfied with a specific practitioner\*. Also, asking the questions below can help you determine who can best serve your specific health care needs.

## Why Should I Go to a Chiropractor or Acupuncturist?



**Chiropractors** are well-trained practitioners who specialize in restoring normal joint function, which can decrease pain, swelling, and muscle spasms, as well as improve range of motion. These practitioners represent the nation's largest drugless, non-surgical health care profession and the third largest healing profession.

Like chiropractors, **acupuncturists** are experienced professionals. They insert fine needles into the skin at specific points on the body to treat many different conditions. As professionals, they undergo a rigorous and comprehensive evaluation process that verifies their qualifications and also maintain ongoing education requirements.



Here are some questions that can help you choose a chiropractor or acupuncturist that is right for you:

- What specific procedures would you use to treat my condition?
- Based on your experience treating other patients with conditions like mine, how often will I have to come in and how long will each visit last?
- Will I notice an increase in my symptoms before I notice improvement?
- How many treatments will it take before I start noticing a difference?
- If I need treatment outside of chiropractic or acupuncture, can you refer me to a health care practitioner in my health plan?
- Can you also provide advice on healthy living changes like diet and exercise, stretching, injury prevention, and posture so I can avoid future problems?
- For chiropractic, do you recommend any other types of therapeutic treatments like ice, heat, electrical muscle stimulation, or ultrasound to go along with the chiropractic treatments?
- For chiropractic, do you require me to have X-rays before you will start treatment, and if so, why?
- For acupuncture, do you recommend any other types of treatments like Chinese herbal supplements and therapeutic massage or healthy living changes like exercise or nutrition counseling to go along with the acupuncture treatments?

Whether you are selecting a chiropractor or an acupuncturist, you want to make sure your entire experience will be comfortable, so the overall feel of the office is important too. When you call, you should receive prompt and professional assistance, as well as information on the benefits and risks in language you can understand.

\*Except in the case of urgent or emergency services, covered services must be provided by a contracted ASH Plans chiropractor or acupuncturists. Other exclusions and limitations may apply. See your Evidence of Coverage for details.

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