When you need chiropractic or acupuncture care, follow these simple steps:

1. Find an ASH Participating Provider near you:
   - Go to ashlink.com/ash/kp, or
   - Call 1-800-678-9133 (TTY 711), Monday through Friday, 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.
   (See the reverse for more details.)
### 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 are not 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.

### Cost Sharing and Visit Limits

| Office visit cost share: $10 copayment per visit (if your Amendment is paired with an HDHP HMO evidence of coverage, this cost share is subject to the Plan Deductible described in your EOC) |
| Office visit limit: Up to a combined total of 30 Chiropractic and Acupuncture visits per year |
| Chiropractic supports and appliances: If the amount of the appliance in the ASH Plans fee schedule exceeds $50, you will pay the amount in excess of $50. 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. |

### 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 with which ASH contracts for the Services. If your Amendment is paired with an HDHP HMO evidence of coverage, this cost share is subject to the Plan Deductible described in your EOC.

### ASH Participating Providers

ASH Plans contracts with ASH Participating Providers and other licensed providers to provide covered Chiropractic Services and covered Acupuncture Services. You must receive these services from an ASH Participating Provider or another licensed provider with which ASH contracts, except for Emergency Chiropractic Services, Emergency Acupuncture Services, Urgent Chiropractic Services, and Urgent Acupuncture Services, and Services that are not available from contracted providers and 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 for Kaiser Permanente Senior Advantage members, or ashlink.com/ash/kp for all other members, or from the ASH Plans Customer Service Department at 1-800-678-9133 (TTY 711). The list of ASH Participating Providers is subject to change at any time without notice.

### How to Obtain Services

To obtain covered Services, call an ASH Participating Provider to schedule an initial examination. If additional Services are required, verification that the Services are Medically Necessary may be required. Your ASH Participating Provider will request any medical necessity determinations. 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, please contact the ASH Plans Customer Service Department.

### Second Opinions

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

### Your costs

When you receive covered Chiropractic Services or Acupuncture Services, you must pay the cost share described below. The cost share does not apply toward the Plan Deductible or Plan Out-of-Pocket Maximum described in your Health Plan Evidence of Coverage (“EOC”), unless your Combined Chiropractic and Acupuncture Services Amendment (“Amendment”) is amending an HSA-Qualified High Deductible Health Plan (HDHP) HMO plan evidence of coverage. If your Amendment is paired with an HDHP HMO evidence of coverage, the cost share you pay for covered Services is subject to the Plan Deductible and Plan Out-of-Pocket Maximum described in your EOC.

### Emergency and Urgent Chiropractic and Acupuncture Services

We cover Emergency Chiropractic Services, Emergency Acupuncture Services, Urgent Chiropractic Services, and Urgent Acupuncture Services provided by both ASH Participating Providers and Non–Participating Providers. We do not cover follow-up or continuing care from a Non–Participating Provider unless ASH Plans has authorized the services in advance. Also, we do not cover services from a Non–Participating Provider that ASH Plans determines are not Emergency Chiropractic Services, Emergency Acupuncture Services, Urgent Chiropractic Services, or Urgent Acupuncture Services.

### Getting Assistance

If you have a question or concern regarding the Services you received from an ASH Participating Provider or another licensed provider with which ASH Plans contracts, you may call the ASH Plans Customer Service Department toll free at 1-800-678-9133 (TTY 711), weekdays from 5 a.m. to 6 p.m. Pacific time.
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 with Services you received. You may submit your grievance orally or in writing to Kaiser Permanente as described in your Health Plan EOC.

Exclusions

Acupuncture Services for conditions other than Musculoskeletal and Related Disorders, nausea, and pain
- Acupuncture performed with reusable needles
- Services provided by an acupuncturist that are not within the scope of licensure for an acupuncturist licensed in California
- For Acupuncture Services, adjunctive therapies unless provided during the same course of treatment and in conjunction with acupuncture
- Services provided by a chiropractor that are not within the scope of licensure for a chiropractor licensed in California
- For Chiropractic Services, adjunctive therapy not associated with spinal, muscle, or joint manipulations
- Air conditioners, air purifiers, therapeutic mattresses, chiropractic appliances, durable medical equipment, supplies, devices, appliances, and any other item except those listed as covered in your Amendment
- 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 type of diagnostic imaging or radiology other than X-rays covered under the “Covered Services” section of your 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
- Drugs and medicines, including non-legend or proprietary drugs and medicines
- Services you receive outside the state of California, except for Emergency Chiropractic Services, Emergency Acupuncture Services, Urgent Chiropractic Services, or Urgent Acupuncture Services
- Hospital services, anesthesia, manipulation under anesthesia, and related services
- Dietary and nutritional supplements, such as vitamins, minerals, herbs, herbal products, injectable supplements, and similar products
- Massage therapy
- Maintenance care (services provided to members whose treatment records indicate that they have reached maximum therapeutic benefit)

Definitions

Acupuncture Services: The stimulation of certain points on or near the surface of the body by the insertion of needles to prevent or modify the perception of pain or to normalize physiological functions and appropriate adjunctive therapies, such as hot/cold packs, infrared heat, or acupressure, when provided during the same course of treatment and in conjunction with acupuncture and when provided by an acupuncturist for the treatment of your Musculoskeletal and Related Disorder, nausea (such as nausea related to chemotherapy, post-surgery nausea, or nausea related to pregnancy), or joint pain (such as lower back, shoulder, or hip joint pain), and headaches.

ASH Participating Provider: An acupuncturist who is licensed to provide acupuncture services in California and who has a contract with ASH Plans to provide Medically Necessary Acupuncture Services to you, or 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.


Chiropractic Services: Chiropractic services include spinal and extremity manipulation and adjunctive therapies such as ultrasound, therapeutic exercise, or electrical muscle stimulation, when provided during the same course of treatment and in conjunction with chiropractic manipulative services, and other services provided or prescribed by a chiropractor (including laboratory tests, X-rays, and chiropractic supports and appliances) for the treatment of your Musculoskeletal and Related Disorder.

Emergency Acupuncture Services: Covered Acupuncture Services provided for the treatment of a Musculoskeletal and Related Disorder, nausea, or pain, which manifests itself by acute symptoms of sufficient severity (including severe pain) such that you could expect the absence of immediate Acupuncture Services to result in serious jeopardy to your health or body functions or organs.

Emergency Chiropractic Services: Covered Chiropractic Services provided for the treatment of a Musculoskeletal and Related Disorder which manifests itself by acute symptoms of sufficient severity (including severe pain) such that you could expect the absence of immediate Chiropractic Services to result in serious jeopardy to your health or body functions or organs.
Definitions (continued)

Medically Necessary: A Service is Medically Necessary if it is medically appropriate and required to prevent, diagnose, or treat your condition or clinical symptoms in accord with generally accepted professional standards of practice that are consistent with a standard of care in the medical community.

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

Non-Participating Provider: A provider other than an ASH Participating Provider.

Services: Health care services or items.

Urgent Acupuncture Services: Acupuncture Services that meet all of the following requirements:
• They are necessary to prevent serious deterioration of your health resulting from an unforeseen illness, injury, or complication of an existing condition, including pregnancy.
• They cannot be delayed until you return to the Service Area.

Urgent Chiropractic Services: Chiropractic Services that meet all of the following requirements:
• They are necessary to prevent serious deterioration of your health, resulting from an unforeseen illness, injury, or complication of an existing condition, including pregnancy.
• They cannot be delayed until you return to the Service Area.

This is a summary and is intended to highlight only the most frequently asked questions about the chiropractic and acupuncture benefit, including cost share. Please refer to the Amendment for a detailed description of the chiropractic and acupuncture coverage.
Language Assistance Services

English: Language assistance is available at no cost to you, 24 hours a day, 7 days a week. You can request interpreter services, materials translated into your language, or in alternative formats. Just call us at 1-800-464-4000, 24 hours a day, 7 days a week (closed holidays). TTY users call 711.

Arabic: يتوفر للجميع خدمات الترجمة العربية (أي语言) بوجودك طلب خدمة الترجمة العربية أو ترجمة ناشئة للغة أو لتصغير أخرى. تأكد من الاتصال في رقم 1-800-464-4000 على خدمة اللغة. خدمة الترجمة العربية (أي language) (لغة أو مترجم) لخدمة الطلب الصعيدي الرسمي على الرقم (711).


Chinese: 每周7天，每小时24小时均为您提供免费语言协助。您可以申请口译服务、要求将资料翻译成您所用的语言或转换为其他格式。我们每周7天，每天24小时均欢迎您打来电话1-800-757-7885来前联络（节假日期休）。TTY使用者请拨打711。

Farsi: خدمات زبانی در 24 ساعت شبانه و روز هفته بدون اخذ هزینه در اختیار شما است. شما می‌توانید برای خدمات متعدد شفاهی، ترجمه جزوات به زبان خود و به صورت ناشی درخواست کنید. کافیست در 24 ساعت شبانه و روز هفته 1-800-464-4000 به استاندارد روزهای تعطیل با ما شماره 711 تماس بگیرید. کاربران TTY باید شماره 711 تماس بگیرند.

Hindi: विना किसी लागत के दुमापिया सेवाएं, दिन के 24 घंटे, समाह के सातों दिन उपलब्ध हैं। आप एक दुमापिया की सेवाओं के लिए, विना किसी लागत के समाहियों को अपनी भाषा में अनुवाद करने के लिए, या वैकल्पिक प्रारूपों के लिए अनुरोध कर सकते हैं। बस केवल हमें 1-800-464-4000 पर, दिन के 24 घंटे, समाह के सातों दिन (छहियों वाले दिन बंद रहता है) कॉल करें. TTY उपयोगकर्ता 711 पर कॉल करें।

Japanese: 当院では、言語支援を無料で、年中無休、終日ご利用いただけます。通訳サービス、日本語翻訳された資料、あるいは資料を別の書式でも依頼できます。お気軽に1-800-464-4000までお電話ください（祭日のみ除外）。TTYユーザーは711にお電話ください。

Khmer: នេះបានបញ្ចេញជំនួយឬជាចំណុចហើយអាចប្រឈមបានទេ 24 ថ្ងៃទី 7 ប្រភេទមីត្តិ ឬមីត្តិអាចទទួលបានជំនួយឬជារៀងរាល់ថ្ងៃមួយ 7 វេលា 7 ពេលមួយ។ នេះត្រូវបានប្រឈមបានទេ 24 ថ្ងៃទី 7 ពេលមួយថ្ងៃ (ក្នុងគ្មានថ្ងៃ) និងក្នុងគ្មានថ្ងៃ 711។

Korean: 요일 및 시간에 관계없이 언어 지원 서비스를 무료로 이용하실 수 있습니다. 지원하는 통역 서비스, 귀하의 언어로 번역된 자료 또는 대체 형식의 자료를 요청할 수 있습니다. 요일 및 시간에 관계없이 1-800-464-4000 번으로 전화하면 서비스를 711번으로 번역하시십시오. TTY 사용자 번호 711.

Laotian: ຊ່າງເຊັ່ນຊົ່ວເຊັ່ນພາສາຄັ້ງທີ່ຍິ່ງໄດ້ຕັດຕາ ແຕ່ບາງ, ການຊ່ວຍ 24 ທີ່ໂບງ, 7 ທີ່ອາດິດ. ໃນພາສາ ຂອງຊົວທີ່ໄດ້ຕັດຕາກັບທາງການການຊ່ວຍ, ຄຳເກັບໂຕ ແລະພາສາທີ່ຍິ່ງຂອງຊົວທີ່ໄດ້ຕັດຕາກັບທາງການການຊ່ວຍ TTY ກັບ 711. 711.
Navajo: Saad bee áká’a ayeed náhóló t’áá jiik’ę, naadiin doo bibąą δiį’ ahéé’iikeed tsosts’id yiskáajj damoo ná’ádleehji. Atah halné’ é áká’adoolwołígíí jöki, t’áaddo le’é t’áá hóhazaadįį hadilyąą’ go, éi doodoo’ií náná lá al’aq ádaat’ehigii bee hádádílyaa’ go. Kojí hodiiilnih 1-800-464-4000, naadiin doo bibąą δiį’ ahéé’iikeed tsosts’id yiskáajj damoo ná’ádleehji (Dahodiyin biniyyé e’e’aahgo éi da’deelkaal). TTY chodeeyoolínígíí kojí hodiilnih 1-800-464-4000, naadiin doo bibąą δiį’ ahéé’iikeed tsosts’id yiskáajj damoo ná’ádleehji (Dahodiyin biniyyé e’e’aahgo éi da’deelkaal).

Punjabi: ਬਿਨ ਾਂ ਬਿਸੀ ਲ ਗਤ ਦੇ, ਬਦਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਬਦਨ, ਦੁਭ ਸੀਆ ਸੇਵਾ ਵ ਾਂ ਤੁਹ ਲਈ ਉਪਲਿਧ ਹੈ। ਤੁਸੀਂ ਇੱਕ ਦੁਆਂ ਦੀ ਮਦਦ ਲਈ, ਸਮੱਗਰੀਆਾਂ ਨ ਰਾਪਣੀ ਅਤੇ ਚਲਾਣ ਉਤਸਾਹ ਸ਼ਰਕ ਅਨੁਵ ਦਿ ਕਰ ਨਾਲ ਹੋ। ਇਸ ਦੈਰਰਫ਼ ਨਾਂ 1-800-464-4000, ਬਦਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਬਦਨ (ਸਾਂਟਰ ਅਲਾਂ) ਦੇ ਫ਼ੋਨ ਹੋ। ਹਲਾਕੀ ਦੀ ਕਾਰਕਿਤ ਸੌਂਇ ਇੱਕ ਹੋ ਸਕਦੀ ਹੈ।

Russian: Мы бесплатно обеспечиваем Вас услугами перевода 24 часа в сутки, 7 дней в неделю. Вы можете воспользоваться помощью устного переводчика, запросить перевод материалов на свой язык или запросить их в одном из альтернативных форматов. Просто позвоните нам по телефону 1-800-464-4000, который доступен 24 часа в сутки, 7 дней в неделю (кроме праздничных дней). Пользователи линии TTY могут звонить по номеру 711.

Spanish: Contamos con asistencia de idiomas sin costo alguno para usted 24 horas al día, 7 días a la semana. Puede solicitar los servicios de un intérprete, que los materiales se traduzcan a su idioma o en formatos alternativos. Solo llame al 1-800-788-0616, 24 horas al día, 7 días a la semana (cerrado los días festivos). Los usuarios de TTY, deben llamar al 711.

Tagalog: May magagamit na tulong sa wika nang wala kang babayaran, 24 na oras bawat araw, 7 araw bawat linggo. Maaari kang humingi ng mga serbisyo ng tagasalin sa wika, mga babasahin na isinalin sa iyong wika o sa mga alternatibong format. Tawagan lamang kami sa 1-800-464-4000, 24 na oras bawat araw, 7 araw bawat linggo (sarado sa mga pista opisyal). Ang mga gumagamit ng TTY ay maaaring tumawag sa 711.

Thai: เราให้บริการแปลฟรีและฟรีค่าขนส่ง 24 ชั่วโมง ทุกรูปแบบของข้อมูลที่ต้องการนั้น เราสามารถให้บริการแปลได้ ซึ่งทุกอย่างที่คุณต้องการให้ได้ ศูนย์บริการของเราจะให้บริการแปลแบบ 24 ชั่วโมงทุกวัน (ไปหาบริการในวันหยุดราชการ) คุณใช้ TTY โปรดโทรไปที่ 711.

Vietnamese: Dịch vụ thông dịch được cung cấp miễn phí cho quý vị 24 giờ mỗi ngày, 7 ngày trong tuần. Quý vị có thể yêu cầu dịch vụ thông dịch, tài liệu phiên dịch ra ngôn ngữ của quý vị hoặc tài liệu bằng nhiều hình thức khác. Quý vị chỉ cần gọi cho chúng tôi tại số 1-800-464-4000, 24 giờ mỗi ngày, 7 ngày trong tuần (trừ các ngày lễ). Người dùng TTY xin gọi 711.