



# ACCESSING YOUR **CHIROPRACTIC & ACUPUNCTURE** BENEFITS

## AVAILABLE THROUGH YOUR KAISER PERMANENTE CalPERS PLANS

Kaiser Permanente has contracted with American Specialty Health Plans of California, Inc. (ASH Plans) to provide access to chiropractic and acupuncture benefits.

As a CalPERS member, your benefit includes a combined 20 visits per year. Visits accumulate on a calendar year basis. There is a \$15 copay at each visit. No referral is required.

## **QUESTIONS:**

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

**IMPORTANT:** If you 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 you may be required to take action, you are encouraged to call as soon as possible.



## HOW CAN I **FIND** A CHIROPRACTOR OR ACUPUNCTURIST?

- 1** Find a contracted ASH Plans practitioner near you by:
  - Calling ASH Plans Customer Service at 800.678.9133 (Monday – Friday, 4 a.m. – 6 p.m. PT)
  - Visiting [www.ashlink.com/ash/kp](http://www.ashlink.com/ash/kp) for a list of the closest practitioners near your home or work address
- 2** Call the practitioner directly to schedule an appointment.
- 3** Present your health plan ID card so your practitioner can verify your eligibility. Then, simply pay your designated copay for services rendered.

## WHAT **CONDITIONS** DO CHIROPRACTORS AND ACUPUNCTURISTS TREAT?

Doctors of Chiropractic (DCs, or chiropractors) treat conditions or injuries that cause pain in your muscles, joints, and nerves. And they can help you reach your health goals by giving advice on exercises, activities, and tools, and suggesting eating and lifestyle habits.

Acupuncturists insert fine needles into your body to open up blocked energy paths, causing the body to release chemicals that affect nerves around the acupuncture points, spinal cord, and brain. This helps healing and lessens pain.

Acupuncturists can help treat:

- Muscle and bone or joint pain in the neck, low back, arms, or legs
- Headaches
- Nausea after surgery or related to pregnancy or cancer treatments

## HOW DO I **KNOW** IF I SHOULD SEE A CHIROPRACTOR OR ACUPUNCTURIST?

Here are some questions you can ask your chiropractor or acupuncturist to determine if these services are right for you:

- How can you help me with my health concerns?
- What types of treatments do you offer?
- What are the benefits and risks of your recommended treatments?
- How many treatments will I need and how long will it take?
- Are the treatments going to be painful?
- How can I reach you if I have question or issue about the treatments?
- If I need other treatments outside of your care, can you refer me to a health care practitioner in my health plan?
- Will you suggest eating and lifestyle habits to help me reach my health goals?
- Will I need other tests like X-rays? If so, how will the tests help?
- How will you and I check to make sure the treatments are working?

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

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