



# 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 may include services such as chiropractic care, acupuncture, and/or massage therapy. All of our plans include naturopathic medicine.<sup>1</sup>

## 4 steps to get started

- 1. No referral is required. Choose your alternative care provider at [herayahealth.com](https://herayahealth.com)<sup>2</sup> or by calling 1-800-449-9479.**

You can choose from qualified and credentialed complementary and alternative medicine providers throughout our service area.<sup>2</sup> To be covered by your benefit, you must receive care from a provider in our service area who is part of the Heraya Health network.<sup>2</sup> 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.<sup>2</sup>

- 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**.

<sup>1</sup> 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.

<sup>2</sup> Heraya Health is the alternative care provider network for most products. This does not apply to all Choice Product plans. Visit [kp.org/choiceproducts/nw](https://kp.org/choiceproducts/nw) to see which provider networks apply to your Choice plan.