



Getting started with your self-referred Alternative care benefit

We want to help you thrive – in mind, body, and spirit. To help you achieve total health, some of our medical plans include a self-referred alternative care benefit. Depending on your plan, chiropractic, naturopathic, and massage therapy services and/or acupuncture treatments may be covered without a referral.¹

See your Benefit Summary and Evidence of Coverage (EOC) for details. If your plan includes an alternative care benefit, your per-visit charge, annual benefit maximum, and exclusions and limitations are available in your Benefit Summary and EOC.

5 steps to get started

- 1. Choose your alternative care provider at chpgroup.com.** 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. Some services are not covered even if ordered by the provider.** We review procedures for safety and effectiveness. Exclusions and limitations apply even if your plan covers the service when it is ordered by a participating provider. See your EOC for details.
- 5. 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**.

¹In Washington, coverage for spinal manipulation and acupuncture treatments may be covered without referral. Please refer to your EOC for specific details.

²If you are on an Added Choice® plan with an alternative care benefit, you may use your benefits at The CHP Group (located in our service area), First Choice Health, or any licensed non-participating providers and facilities. The amount an Added Choice member pays is based on the provider. If you are on a PPO Plus® plan with an alternative care benefit, you may use your benefits at First Choice Health or any licensed non-participating providers and facilities. The amount a PPO Plus member pays is based on the provider.