



# Understanding your costs during preventive care visits

You get preventive care services at no cost or at a copay, depending on your plan. During a preventive care visit, you might find out that you need non-preventive services to treat a condition or test for a problem. If that happens, you might have extra costs. Understanding the difference between preventive and non-preventive care can help you know what's covered by your plan and when you might get a bill.

## Preventive care is covered at no cost or at a copay

The purpose of preventive care is to help keep you healthy and find problems early. Examples include routine checkups, preventive screenings, and immunizations.

➡ Look on the back for a list of common preventive care services.

## Non-preventive care may come with an additional cost

Tests and procedures to diagnose or treat health problems are considered non-preventive, so you may get a bill for them later.\* Here are some examples of non-preventive care you could receive during a preventive care visit:

### Discussing new symptoms

If you ask your doctor to look at a rash, they might **diagnose the problem**. You may get a bill for an office visit and any treatment you needed.

### Unplanned procedures

If your doctor finds a suspicious mole, they may remove it and have it tested. You'll be charged for the **procedure** to remove the mole, and for the test.

### Treatment, management, or testing for existing conditions

If you're taking a medication, your doctor might order a **lab test** to see if it's working and make sure you're on the right dose. You may get a bill for an office visit and any treatment you needed.

### Treatment or testing for new conditions

If you complain of knee pain, your doctor might order an **X-ray** to see if you have an injury that needs to be treated.

\*See your Evidence of Coverage, *Summary Plan Description*, or other plan documents for information on your benefit coverage.

## Common preventive care services

Different people have different preventive care needs. Talk to your doctor about which preventive care services are right for you.

### For all adults

- Cholesterol screenings
- Colon cancer screenings
- Diabetes screenings
- Routine physical exams
- Immunizations
- Family planning services, including (but not limited to):
  - Contraceptive and family planning counseling
  - Contraceptive devices and drugs

### For women

- Breastfeeding support, supplies, and counseling
- Prenatal care
- Routine mammograms
- Routine Pap tests

### For children

- Hearing screening for newborns
- Immunizations
- Periodic well-child visits
- Sexually transmitted infection (STI) screenings and prevention counseling for adolescents
- Vision screenings

Visit [kp.org/prevention](http://kp.org/prevention) for a complete list of preventive services.

## How do I pay for non-preventive services?

You'll usually get a bill in the mail later or on [kp.org](http://kp.org). However, in some cases you may need to pay for non-preventive services before or during your visit.

## Have questions about your costs or bills?

Call **1-800-813-2000** (TTY **711**) Monday through Friday, 8 a.m. to 6 p.m.

We also offer options like payment plans and financial assistance for members who qualify.

To reduce clutter and get your next bill online, sign up at [kp.org/paperless](http://kp.org/paperless). You can always view bills online 24/7 at [kp.org/mydocuments](http://kp.org/mydocuments).

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**.

**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**.

**Russian:** Языковая поддержка предоставляется Вам бесплатно, 24 часа в сутки, 7 дней в неделю. Вы можете запросить услуги устного перевода, перевод различных материалов на Ваш язык, или их предоставление в других форматах. Просто позвоните нам по телефону **1-800-324-8010**, который доступен 24 часа в сутки, 7 дней в неделю (кроме выходных дней). Пользователи TTY могут обращаться по номеру **711**.

**Vietnamese:** Quý vị được giúp đỡ miễn phí về phương diện ngôn ngữ 24 giờ mỗi ngày, 7 ngày trong tuần. Quý vị có thể yêu cầu được cấp dịch vụ thông dịch, thông tin tài liệu phiên dịch sang ngôn ngữ của quý vị, hoặc thông tin tài liệu bằng một hình thức khác. Quý vị chỉ cần gọi cho chúng tôi tại số **1-800-324-8010**, 24 giờ mỗi ngày, 7 ngày trong tuần (trừ các ngày lễ). Người dùng TTY xin gọi **711**.