



# 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 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 or testing for existing conditions

If you're taking a new medication, your doctor might order a **lab test** to see if it's working and make sure you're on the right dose.

### 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. However, in some cases you may need to pay for unscheduled non-preventive services during your visit.

## Have questions about your costs or bills?

Call **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY, call **711**. We also offer options like payment plans and financial assistance for members who qualify.

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**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**.

**Chinese:** 您每週 7 天，每天 24 小時均可獲得免費語言協助。您可以申請口譯服務、要求將資料翻譯成您所用語言或轉換為其他格式。我們每週 7 天，每天 24 小時均歡迎您打電話 **1-800-757-7585** 前來聯絡（節假日休息）。聽障及語障專線 (TTY) 使用者請撥 **711**。