

2024 Washington Dual Choice PPO® massage therapy benefit

This benefit covers self-referred massage therapy services. Therapeutic massage involves the manipulation of soft tissue structures of the body to help alleviate pain, muscle discomfort, and stress by helping to promote health and wellness. Covered services include therapeutic massage procedures.

Members may choose to receive covered services from in-network providers or from out-of-network providers. In-network providers include Kaiser Permanente providers, The CHP Group providers, First Choice Health providers, and First Health Network providers.

Self-Referred Services	Cost Share ¹ In-Network Providers	Cost Share ^{1,2} Out-of-Network Providers	Visit Limit ³
Massage	\$25	40%	12

¹If added to an HSA-qualified deductible plan, this benefit is subject to the deductible.

²Members may need to file a claim for covered services for out-of-network providers.

³Visit limits for a covered service apply to in-network provider and out-of-network provider benefits combined.

Office visits

Members do not need a referral to make an appointment. There is no claim form to file for services from in-network providers; cost shares are directly paid to the provider when members receive care. Once the visit limit has been reached, members pay 100% of the cost of services for the remainder of the calendar year.

In-network providers

Members may contact Customer Service at **1-866-616-0047** for additional information or visit kp.org/dualchoice/nw for more information.

Alternative care exclusions

- Charges incurred as a result of missed appointment or an appointment not canceled.
- Dermal friction technique.
- East Asian massage and tui na.
- Qi gong.
- Services designed to maintain optimal health in the absence of symptoms.