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.

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.

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.

*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 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 來進行聯繫（節假日 休息）。聽障及語障專線 (TTY) 使用者請撥 711。