



PROCESS FOR RECEIVING REIMBURSEMENT FOR MEDICAL OUT-OF-POCKET (MOOP) SERVICES ASSOCIATED WITH PrEP-AP

At Kaiser Permanente:

When arriving for PrEP related services, such as provider appointments or lab work:

- Present your Pool Administrators, Incorporated (PAI) card and your Kaiser Permanente card to the receptionist,
- Inform the receptionist you are enrolled in a copay assistance/reimbursement program,
- Explain that the program provides coverage for certain out-of-pocket expenses,
- Request that PAI is billed directly for the out-of-pocket expenses
 - Kaiser may submit the claim electronically on your behalf using payer ID PAI02

*Please note PrEP-AP will only cover PrEP-related services that are identified on the [Allowable Pre-Exposure Prophylaxis Related Medical Services document](#).

If PAI is not billed directly and you receive a bill from Kaiser, or if you have already paid Kaiser and need reimbursement:

- Submit an itemized claim to PAI, which includes:
 - An Explanation of Benefits (EOB),
 - A Hospital Demand Bill, Hospital Courtesy Bill or Professional Courtesy Bill,
 - And a [PAI claim form](#).
- Send the completed claim form, EOB document to PAI:
 - By fax: 860-724-4599
 - By email: CDPHPrEP@pooladmin.com
 - By mail: PAI-CDPH 628 Hebron Ave., Suite 502, Glastonbury, CT 06033

Note: PAI does not pay clients directly, so once your claims are approved, PAI will send payment to Kaiser Permanente. It is your responsibility to follow up with Kaiser Permanente for reimbursement, or you can choose to maintain a credit on your Kaiser Permanente account.



To obtain the EOB document:

- Contact Kaiser Permanente Patient Financial Services (PFS) at 800-498-2748,
- Or download it from your kp.org account
 - Click "Coverage & Costs"
 - Click "Health plan documents"
 - Click "All bills and statement documents."
 - You will see the EOB document, which details what the Plan covered for specific dates of service. You can download and print the document.

PAI will review your claim and issue payment to Kaiser Permanente on your behalf, as long as you were enrolled in the program at the time the service was provided.

Further Help:

If you are unable to log into kp.org, or if you have questions about receiving your refund, contact Kaiser Permanente PFS at 1-800-498-2748. Inform them you are enrolled in a copay reimbursement program through the Department of Public Health.

If you have questions regarding your claim, contact PAI at 1-877-495-0990, 8:00 am–5:00 pm, Monday to Friday.