

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

At the time of registration for PrEP services (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 this program provides coverage of certain out-of-pocket expenses.
- Request to be billed instead of paying at the point of service (POS). You will need to request an itemized invoice called a Professional Demand Bill from Kaiser following the steps outlined below and forward this bill to PAI. This type of invoice has the specific information that PAI needs to process your claim.
- You also have the option of paying your copay, or co-insurance at the time of service, then submitting a Professional Demand Bill to PAI for reimbursement.

### **After Appointments or Lab Work - Please complete the following steps to insure your claim is paid:**

1. Request an Explanation of Benefits (EOB) document and Professional Demand Bill from Kaiser.
  - To obtain the EOB and Professional Demand Bill, contact Kaiser Permanente Patient Financial Services (PFS) at 1-800-498-2748.
  - EOBs can also be downloaded from [kp.org](http://kp.org). After logging in:
    - Click Coverage & Costs
    - Click Health plan documents
    - Click Go to all bills and statements 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.
2. Send the EOB and the Professional Demand Bill to PAI:
  - By fax: 860-560-8225
  - By email: [CDPH\\_MBM\\_Fax@pooladmin.com](mailto:CDPH_MBM_Fax@pooladmin.com)
  - By mail: PAI-CDPH 628 Hebron Ave., Suite 100, Glastonbury, CT 06033

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. 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.

### **Further Help**

If you are unable to log into [kp.org](http://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.