How to be reimbursed for your medical out-of-pocket costs associated with PrEP

At the time of your PrEP related appointment present your PAI card along with your health plan card to the Kaiser Representative. Inform them of your enrollment in an assistance program, explain that this program provides coverage with certain medical out-of-pocket costs associated with your medical appointment and you would like Kaiser to bill your copay instead of paying at the point of service.

When you see your provider he or she will most likely order the necessary laboratory tests and provide you with a prescription for your PrEP medication.

While registering to have your PrEP related lab work completed ask to have your copayment (if applicable) billed. You will need to provide them with both cards and the same explanation as you did when you were registering for your provider appointment.

After your appointment, you will need to request an itemized bill which details the specific billing codes needed to pay for your medical out-of-pocket costs. You can do this by calling Kaiser’s Patient Financial Services, at 1.800.498.2748.

Once you receive your bill from Kaiser, you will send it to PAI along with a completed Kaiser Claim Submission Form.

PAI will review your claim and issue payment to Kaiser on your behalf for all eligible PrEP related services as long as you were enrolled in the PrEP - AP at the time the service(s) was provided.