

# KALAMAZOO COUNTY

## HEALTH PLAN

PO Box 30125 Lansing, MI 48909 • 1-866-291-8691



# Questions and Answers



### What is Kalamazoo County Health Plan (KCHP), Plan A?

- A County program that provides medical services
- Eligibility determined by Department of Human Services (DHS)
- Residents of Kalamazoo County who are eligible for the State's Adult Benefits Waiver (ABW) program are enrolled in KCHP, Plan A
- Services must be provided by a KCHP member's assigned doctor.

### Is KCHP insurance?

- It is NOT insurance.

### What services are covered by KCHP, Plan A? (Summary ONLY – not a complete list)

Coverage	Co-pay	Card Used
Office visits	\$0	KCHP
Outpatient Lab & X-ray	\$0	KCHP
Ambulance & Emergency room (must be medically necessary)	\$0	KCHP
Outpatient hospital services	\$0	KCHP
Most prescription medications	\$0	KCHP
Prescription medications not covered by KCHP	\$0	mihealth
Walk-in/Urgent care	\$0	KCHP
Mental health & Substance abuse services (through Community Mental Health Services Program)	\$0	mihealth

### Services available through other programs:

- Birth control
- Mammograms (exceptions may apply)

### How does the program work?

- Members receive a green mihealth card from the State of Michigan AND a white card from KCHP
- Must get all care at the doctor's office they are assigned to
- Other care must be ordered by the KCHP doctor at the office
- Prescriptions must be written for medications from the KCHP approved list
- If a member goes to a non-participating doctor they may get a bill
- Some medications and services may need prior authorization.

### What is NOT covered?

(Summary ONLY – not a complete list)

- Inpatient hospitalization
- Chiropractic care
- Physical therapy
- Durable medical equipment except for blood glucose monitor machines
- Prosthetics and orthotics
- Oxygen
- Cosmetic surgery
- Home health and hospice services
- Vision screening, glasses and contact lenses
- Dental care
- Travel shots.

### Who do I call if I have questions?

- Contact your assigned doctor's office for medical advice and appointments
- Call Customer Service at 1-866-291-8691 for coverage questions.

**Please Note: More information is in the Member Guidebook. Call Customer Service to see if a service is covered or visit our website at [www.communityhealthplans.org](http://www.communityhealthplans.org).**