

# BROKER BLAST

May 2020

## Kaiser Permanente Extends \$0 Treatment and Termination Suspension Policy for COVID-19

**The \$0 treatment policy extends through the end of 2020 and the termination suspension policy continues through June 30**

Kaiser Permanente is dedicated to providing unwavering support and quality care for our members and communities, especially during the COVID-19 pandemic, when it's needed most. That is why we have decided to extend two of our policies to help our groups, employees and members.

### **\$0 COVID-19 Treatments**

Kaiser Permanente Mid-Atlantic States has waived all member out-of-pocket costs related to in-network COVID-19 treatment since March 19. We're now extending this policy through the end of the year for all fully insured customers and will continue to waive the member out-of-pocket costs for treatment delivered by Kaiser Permanente providers. We are encouraging our self-funded customers to do the same.

We're waiving these costs because we know that many more people will need treatment for COVID-19 in the months ahead — and because it's the right thing to do. It's more important than ever that we don't allow the cost of care to prevent our members from getting the treatment they need. They should be focusing on getting well — not worrying about how to pay for their care.

## **Termination Suspension Policy**

Kaiser Permanente has also decided to extend our temporary termination suspension policy for Individual & Family (KPIF) and small group plan holders through June 30.

We will continue to monitor regulatory activity over the next 30 days, but will not terminate KPIF or small group customers in June solely based on their inability to pay premium dues. We will continue to process normal disenrollment requests submitted by our customers, brokers, and general agencies.

For large groups, Kaiser Permanente restarted our standard delinquency payments process in May. We continue to work directly with all billed large group customers that are substantially delinquent in their premium dues payments to make sure they have a payment plan and ensure we support their retention. If they are still unable to make payments and are multiple months past due, groups could potentially be terminated for non-payment.

If one of your clients is experiencing difficulties with premium payments, please contact Kaiser Permanente's Employer Broker Services team at [MAS-EBS@kp.org](mailto:MAS-EBS@kp.org) or via phone at **877-514-5114** to discuss alternative premium payment options. Unless the group uses a third-party administrator (TPA), then you should contact their TPA partner first.