

Attention Contracted Vendor Network,

As required by Medicare regulations and as outlined in your contract with Kaiser Permanente, providers are prohibited from collecting cost-sharing for Medicare covered services from members dually enrolled in the Medicare and Medicaid programs. This requirement also applies to individuals enrolled in the Qualified Medicare Beneficiary (QMB) Program, a program that pays for Medicare premiums and cost-sharing for certain low-income Medicare beneficiaries. Accordingly, it is imperative that you take steps to avoid inappropriate billing/collection of cost-sharing from dual eligible beneficiaries, including QMB enrollees. Kaiser Permanente's contract with the Medicare program requires that we actively educate contracted providers about this requirement and promptly address any complaints from dual-eligible beneficiaries/members alleging that cost-sharing was inappropriately requested or collected. If you have questions about these requirements please contact us at 818-557-6126 or 510 -268-5473.

For more information regarding member eligibility, please refer to the regional Administrative Manual.

For additional information, please refer to our [Community Provider Portal](#) or to [The Centers for Medicare and Medicaid Services](#).

Thank you for your continued partnership.

Signed,
The National Contracting Department,
Kaiser Foundation Health Plans



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