

Kaiser Permanente (“the Plan”) requires Prior Authorization for the Medi-Cal covered items and services listed below. Services are organized separately for Northern California and Southern California.

For additional information, please refer to the applicable Medi-Cal Member Handbook.

Northern California - Prior Authorization List	
Service Category	Service-level Descriptions
Acupuncture Services when you need more than two visits per month	Acupuncture services are provided to eligible members to prevent, modify, or alleviate the perception of severe, persistent chronic pain resulting from a recognized medical condition. Services are delivered by qualified and appropriately licensed practitioners in accordance with benefit and coverage requirements. Acupuncture may be performed with or without electrical stimulation and is intended to complement an overall treatment plan that supports improved functioning, symptom management, and quality of life.
Chiropractic Care when you need more than two visits per month	Chiropractic Services help treat problems affecting the spine, back, and neck through hands-on adjustments performed by a licensed chiropractor. These treatments may help reduce pain, improve movement, and support daily activities. Services focus on the manual adjustment of the spine when medically appropriate.
Community-Based Adult Services (“CBAS”)	Community-Based Adult Services (CBAS) provide health, personal care, and social support for adults with ongoing care needs. Services are provided in a community setting and help individuals stay active and engaged. The goal is to support health, independence, and safe living at home.
Community Health Worker (“CHW”) Services beyond the initial 12 preventive units or continued services requiring plan review.	We cover preventive health education and health navigation services provided by Community Health Workers (CHWs). A doctor or licensed provider must recommend these services for you. We do not cover all services that CHWs provide. Covered CHW services include the following: • Health education to promote your health or address barriers to health care, such as: ○ How to control and prevent chronic conditions, infectious diseases, behavioral health conditions, perinatal, sexual and reproductive, and oral health conditions ○ Child health and development ○ Violence and injury prevention • Screening and assessment that assists a member to connect to appropriate services to improve their health. • Health navigation, including information, training, referrals, and support to access health care services and connect to community resources.

	• Health promotion and coaching, including goal setting and the creation of action plans to address disease prevention and management. • Individual support or advocacy that assists a member in preventing the onset of exacerbation of a health condition or preventing injury.
Community Supports	Community Supports are services that help with everyday needs that affect your health. This may include things like housing or food. These services are covered by Medi-Cal at no cost for members who qualify. You may be able to get Community Supports if you need the service for your health and it costs less than other services. Different Community Supports are available depending on the county where you live.
Dental Anesthesia	Dental Anesthesia uses medication to help patients stay comfortable and relaxed during dental treatment. It helps reduce pain, anxiety, and discomfort during procedures. These services support safe and effective dental care while improving the patient's experience.
Durable Medical Equipment ("DME")/Prosthetics and Orthotics ("P&O")/Soft Goods	Durable Medical Equipment ("DME"), Prosthetics & Orthotics ("P&O"), and Soft Goods include medically necessary devices and supplies that help you maintain mobility, improve function, support recovery, and manage health conditions. These items can help you perform daily activities more safely and independently, while also reducing pain and preventing further injury. Depending on your medical needs, they may be used temporarily during recovery or long term to support ongoing health and functional needs. Durable Medical Equipment (DME): Reusable medical equipment designed for long term use in the home. • Wheelchairs: Wheelchairs help people who cannot walk or have significant difficulty walking move around safely and independently. They can be used at home, in the community, or for longer distances when walking is not possible. Examples: Manual wheelchair, power wheelchair. • Walkers: Walkers provide extra support to help people maintain balance and stability while walking. They can reduce the risk of falls and make it easier to move around safely during recovery or with ongoing mobility challenges. Examples: Standard walker, rolling walker (rollator). • Hospital beds: Hospital beds are adjustable beds designed to improve comfort, positioning, and safety for people receiving care at home. They can make it easier for caregivers to assist with daily activities and medical needs. Examples: Semi-electric bed, fully electric bed. • Oxygen equipment: Oxygen equipment provides supplemental oxygen to people who have difficulty getting enough oxygen on their own due to certain respiratory conditions. These devices can help improve breathing, increase energy levels, and support daily activities. Examples: Oxygen concentrator, portable oxygen system. • Continuous Positive Airway Pressure (CPAP) machines: CPAP machines deliver a steady flow of air through a mask to help keep the airway open during sleep. They are commonly used to treat

sleep apnea and can improve sleep quality and reduce daytime fatigue. Examples: Standard CPAP, auto-adjusting CPAP (APAP).

Prosthetics & Orthotics (P&O): Devices that replace a missing body part or support and improve the function of a weakened or injured body part.

- **Artificial limbs (prosthetic arms or legs):** Artificial limbs replace a missing arm or leg and help restore mobility, function, and independence. They are customized to meet an individual's needs and may assist with walking, grasping objects, or performing daily activities. Examples: Below-knee prosthesis, myoelectric prosthetic arm.
- **Spinal braces:** Spinal braces support and stabilize the spine to help reduce pain, improve posture, or promote healing after an injury or surgery. They may also be used to help manage certain spinal conditions and limit unwanted movement. Examples: Thoracolumbosacral orthosis (TLSO), cervical collar.
- **Knee braces:** Knee braces provide support and stability to the knee joint and may help protect it during physical activity or recovery from an injury. They are often used to reduce discomfort and improve confidence when walking or exercising. Examples: Hinged knee brace, unloading knee brace.
- **Ankle-foot orthoses (AFOs):** Ankle-foot orthoses support the ankle and foot to improve walking and help maintain proper alignment. They are commonly used to prevent foot drop, increase stability, and reduce the risk of tripping. Examples: Rigid AFO, carbon-fiber AFO.
- **Custom foot orthotics:** Custom foot orthotics are specially designed shoe inserts that help improve foot alignment and distribute pressure more evenly. They can reduce pain, improve comfort, and support conditions that affect the feet, ankles, or lower legs. Examples: Custom-molded orthotics, diabetic insoles.

Soft Goods: Non-rigid supportive devices made of fabric or flexible materials that provide stabilization, compression, or protection.

- **Wrist splints:** Wrist splints help limit movement and provide support to the wrist during recovery from an injury or while managing chronic conditions. They can reduce pain, improve comfort, and protect the wrist during daily activities. Examples: Carpal tunnel splint, thumb spica splint.
- **Elastic knee supports:** Elastic knee supports provide gentle compression and mild stability to the knee joint. They may help reduce swelling, improve comfort, and provide support during everyday activities or exercise. Examples: Neoprene knee sleeves, elastic knee braces.

	• Shoulder immobilizers: Shoulder immobilizers restrict movement of the shoulder and arm to promote healing after an injury or surgery. They help keep the shoulder in a stable position and reduce the risk of further injury. Examples: Arm sling, shoulder immobilizer with swathe. • Compression garments: Compression garments apply gentle, controlled pressure to specific areas of the body to improve circulation and reduce swelling. They are often used to manage certain medical conditions and support recovery after treatment or injury. Examples: Compression stockings, compression sleeves. • Back support belts: Back support belts provide additional support to the lower back and abdomen during daily activities. They may help reduce strain, improve posture, and increase comfort for people with back pain or weakness. Examples: Lumbar support brace, abdominal binder.
Enhanced Care Management (“ECM”)	ECM services are covered for members with highly complex needs. ECM has extra services to help you get the care you need to stay healthy. It coordinates your care from different doctors and other health care providers. ECM helps coordinate primary care, preventive services, acute care, behavioral health, developmental services, oral health, and community-based long-term care services and supports, and referrals to community resources. ECM Includes: • Outreach and engagement • Comprehensive assessment and care management • Enhanced coordination of care • Health promotion • Comprehensive transitional care • Member and family support services • Coordination and referral to community and social supports
Home Health Continuous Shift Care and Home Health Shift Care	Home Health Continuous Shift Care and Home Health Shift Care provide nursing and other healthcare services in a person's home. Care may be provided for part of the day, overnight, or around the clock based on individual needs. These services help people receive ongoing care while remaining safely at home.
Private Duty Nursing for Medi-Cal Children (“EPSDT”)	Private Duty Nursing provides one-on-one nursing care for individuals with complex or long-term medical needs. Services may include health monitoring, medication administration, treatments, and specialized nursing support. The goal is to help individuals safely manage their health while remaining in their home or community.
Occupational, Speech, and Physical Therapies (for re-authorization)	Occupational, Speech, and Physical Therapies help individuals with autism or developmental delays build skills needed for everyday life. Services may focus on communication, movement, strength, coordination,

requests only for Autism or Developmental Delay)	and daily living activities. The goal is to support development, increase independence, and improve participation at home, school, and in the community.
External (Out-of-Network) Referrals	If your Kaiser Permanente provider recommends services that cannot be provided by a Kaiser Permanente provider, you may be referred to a non-Kaiser Permanente provider, also known as an out-of-network provider. Prior authorization is required before these services are received so the health plan can review the request and determine whether the service is medically necessary and covered under your benefits. If a Utilization Management (UM) physician decision-maker determines that the out-of-network services are medically necessary, the referral will be approved. Examples include referrals to an out-of-network specialist or advanced imaging services at a non-contracted facility.
Transplants – Solid Organ and Bone Marrow	Solid Organ and Bone Marrow Transplants are specialized treatments for serious medical conditions. Services include evaluation, the transplant procedure, and follow-up care to support recovery. The goal is to improve health, increase function, and enhance quality of life.
Transportation when it is not an emergency	You can get Medical Transportation in non-emergency situations if you have medical needs that do not allow you to use a car, bus, train, or taxi to get to your Medi-Cal appointments. You can get Medical Transportation for Covered Services and Medi-Cal covered pharmacy appointments. You can request Medical Transportation by asking your Medi-Cal Network Provider, dentist, or substance use disorder provider for it. Your provider will decide the correct type of transportation that you need. Medical Transportation can be an ambulance, litter van, wheelchair van or air transport. Medical Transportation must be used when: • You are not able to physically or medically use a bus, taxi, car or van to get to your appointment • You need help from the driver to and from your residence, vehicle or place of treatment due to a physical or mental disability • It is requested by a network doctor and authorized in advance If your doctor decides you need Medical Transportation, they will prescribe it for you. We will call you to schedule your Medical Transportation.
Travel Expenses for Covered Services	Kaiser Permanente allows you to use a car, taxi, bus or other public/private way of getting to your medical appointment for Medi-Cal-Covered Services. We cover the lowest cost NMT type that meets your medical needs. Sometimes, we can reimburse you (pay you back) for rides in a private vehicle that you arrange. This must be approved by us before you get the ride. You must tell us why you cannot get a ride in other ways, such as the bus. We will not reimburse you for using a transportation broker, bus passes, taxi vouchers, or train tickets. To request authorization and the criteria used to make authorization decisions call our transportation provider at 1-844-299-6230 (TTY 711). The representative can also answer any questions about mileage reimbursement.

Hyperbaric Oxygen Therapy	Hyperbaric Oxygen Therapy is a treatment that provides oxygen in a specially designed pressurized chamber. It may be used to support healing for certain medical conditions and injuries. The therapy is provided under clinical supervision to help promote recovery and overall health.
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Southern California - Prior Authorization List	
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Transportation when it is not an emergency	You can get Medical Transportation in non-emergency situations if you have medical needs that do not allow you to use a car, bus, train, or taxi to get to your Medi-Cal appointments. You can get Medical Transportation for Covered Services and Medi-Cal covered pharmacy appointments. You can request Medical Transportation by asking your Medi-Cal Network Provider, dentist, or substance use disorder provider for it. Your provider will decide the correct type of transportation that you need. Medical Transportation can be an ambulance, litter van, wheelchair van or air transport. Medical Transportation must be used when: • You are not able to physically or medically use a bus, taxi, car or van to get to your appointment • You need help from the driver to and from your residence, vehicle or place of treatment due to a physical or mental disability • It is requested by a network doctor and authorized in advance If your doctor decides you need Medical Transportation, they will prescribe it for you. We will call you to schedule your Medical Transportation.
Travel Expenses for Covered Services	Kaiser Permanente allows you to use a car, taxi, bus or other public/private way of getting to your medical appointment for Medi-Cal-Covered Services. We cover the lowest cost NMT type that meets your medical needs. Sometimes, we can reimburse you (pay you back) for rides in a private vehicle that you arrange. This must be approved by us before you get the ride. You must tell us why you cannot get a ride in other ways, such as the bus. We will not reimburse you for using a transportation broker, bus passes, taxi vouchers, or train tickets. To request authorization and the criteria used to make authorization decisions call our transportation provider at 1-844-299-6230 (TTY 711). The representative can also answer any questions about mileage reimbursement.
Home Venipuncture	Home blood draw services allow a trained healthcare professional to collect a blood sample in your home

	when leaving home is difficult due to a medical, functional, or behavioral condition. Homebound generally means the individual has significant difficulty leaving home and doing so requires considerable effort or assistance. This service helps make sure you receive important testing and ongoing care without unnecessary delays.
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