



KAISER PERMANENTE®

Cost Sharing for Members Dually Enrolled in the Medicare and Medicaid Programs

October 28, 2024

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.

The Centers for Medicare and Medicaid Services (CMS) requires that Medicare Advantage plans 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 or regarding a Kaiser Permanente member's eligibility status, please contact the Member Service Call Center at 1-888-576-6789.