HELP IN YOUR LANGUAGE

**English:** This is important information from Kaiser Permanente. If you need help understanding this information, please call **1-800-813-2000** and ask for language assistance. Help is available 24 hours a day, 7 days a week, excluding holidays.

**Chinese:** 這是來自Kaiser Permanente的重要資訊。如果您需要協助理解此資訊，請致電**1-800-813-2000**尋求語言協助。我們每週7天，每天24小時皆提供協助（節假日休息）。

**Spanish:** La presente incluye información importante de Kaiser Permanente. Si necesita ayuda para entender esta información, llame al **1-800-813-2000** y pida ayuda lingüística. Hay ayuda disponible 24 horas al día, siete días a la semana, excluidos los días festivos.
Kaiser Permanente  Medical Financial Assistance (MFA) Eligibility

Kaiser Permanente’s mission is to provide high-quality, comprehensive health care services to improve the health of our members and the communities we serve. Kaiser Permanente’s Medical Financial Assistance (MFA) program is designed to assist members who may need help with their medical expenses.

Eligibility Requirements:

1. Kaiser Permanente members whose household income is less than 400% of the Federal Poverty Level.

2. Kaiser Permanente members whose household income is between 100% and 400% of the Federal Poverty Level and have incurred a medical financial hardship.

Medical Financial Assistance (MFA) Program Details:

- MFA provides financial assistance for medical expenses not covered by insurance or Medi-Cal.
- MFA is available to members who meet the eligibility requirements.
- MFA is designed to help members with unexpected medical expenses.

2022 Income Level Breakdown:

<table>
<thead>
<tr>
<th>Income Level</th>
<th>MFA Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$4,530</td>
</tr>
<tr>
<td>2</td>
<td>$6,103</td>
</tr>
<tr>
<td>3</td>
<td>$7,677</td>
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<tr>
<td>4</td>
<td>$9,250</td>
</tr>
<tr>
<td>5</td>
<td>$10,823</td>
</tr>
<tr>
<td>6</td>
<td>$12,397</td>
</tr>
</tbody>
</table>

Medical Financial Assistance (MFA) Program Information:

For more information or to apply for MFA, please visit www.kp.org/maf/ncal or call 1-800-390-3507. For TTY users, please call 1-800-479-5764.
<table>
<thead>
<tr>
<th>Contact Method</th>
<th>Information</th>
</tr>
</thead>
</table>
| Online | [www.kp.org/mfa/ncal](http://www.kp.org/mfa/ncal) to access MFA program information.
| | View more details at Kaiser Permanente MFA Program PO Box 30006 Walnut Creek, CA 94598 |
| Email | Kaiser Permanente MFA Program MFA@kaiserpermanente.com
| | Email: MFA@kaiserpermanente.com |
| Phone | Call 1-800-687-9901 for more information.
| | Call 1-800-390-3507 (TTY 711) available 8:00 AM to 5:00 PM Pacific Standard Time (PST) weekdays. |

**For Assistance: KPN: Kaiser Permanente National Headquarters**

- Call 1-800-390-3507 (TTY 711) available 8:00 AM to 5:00 PM Pacific Standard Time (PST) weekdays.
- Kaiser Permanente MFA Program PO Box 30006 Walnut Creek, CA 94598

**Contact Us:**

- Call 1-800-390-3507 (TTY 711) available 8:00 AM to 5:00 PM Pacific Standard Time (PST) weekdays.
- Kaiser Permanente MFA Program PO Box 30006 Walnut Creek, CA 94598
The Kaiser Permanente 12-month Advance Payment for Individuals (MFA) is a one-time payment option for individuals enrolled in a Kaiser Permanente health plan. The payment is due on or before October 1, 2023, and is non-refundable. The payment is made in exchange for a 12-month advance payment of 100% of the monthly premium for the health plan. The payment is applied to the plan year that begins on January 1, 2024, and ends on December 31, 2024.

To participate in the MFA program, you must meet the following eligibility criteria:

- You must be an active member of Kaiser Permanente at the time of the payment.
- You must be enrolled in a Kaiser Permanente health plan.
- You must be enrolled in a health plan that offers the MFA option.
- You must be enrolled in a health plan that is not covered by a group insurance plan.
- You must be enrolled in a health plan that is not covered by a Medicare Advantage plan.

To participate in the MFA program, you must submit a one-time payment of $____________ on or before October 1, 2023. The payment is non-refundable and is applied to the plan year that begins on January 1, 2024, and ends on December 31, 2024.

To participate in the MFA program, you must enroll in a Kaiser Permanente health plan and maintain your enrollment until the end of the plan year that begins on January 1, 2024, and ends on December 31, 2024.

The payment is due on or before October 1, 2023, and is non-refundable. The payment is applied to the plan year that begins on January 1, 2024, and ends on December 31, 2024. The payment is made in exchange for a 12-month advance payment of 100% of the monthly premium for the health plan. The payment is applied to the plan year that begins on January 1, 2024, and ends on December 31, 2024.