mental health + wellness

primary care
specialty care
self-care and wellness resources
how members access mental health care

At Kaiser Permanente, getting care starts with a conversation. Your employees can easily connect with us — online, over the phone, during a visit, or just by walking in. From there, a member of our mental health team will guide them toward the right care, at the right time.

1. Self-referral
   - Doctors and specialists
   - Mental health advice call center
   - 24/7 care advice by phone
   - Emergency department

2. Rapid intake and triage
   Accelerates treatment to give members right care at right time (when appropriate and available)

- Self-care
- Primary care
- Specialty care
creating a personalized care plan

We'll work closely together with your employees to develop a care plan tailored to their challenges and health goals — whether they need wellness resources, therapy, medication, or a combination of treatments.
digital self-help tools
@ kp.org/mentalhealth

An online collection of tools, resources, and information — entirely on demand*

Understanding mental health
Learn about common conditions, symptoms, and how they’re typically treated.

Learning how to get care
From their first appointment to their personalized care plan and beyond, your employees can learn what to expect when they need care.

Exploring resources
Online tools, activities, mental health assessments, and more are all available in one place.

*Some digital tools may not be available to Kaiser Permanente Washington members.
wellness apps

Digital mental health support — praised by professionals and users alike

Build mental resilience, reduce stress, and experience better sleep alongside 70 million other active users.*

myStrength

Set mental health goals, track progress, and get support managing depression, anxiety, and more.

74% of myStrength users with depression experience less symptoms within 6 months.1,2

*The Calm app is not available to Kaiser Permanente Washington members at this time.

myStrength® is a wholly owned subsidiary of Livongo Health, Inc.

no cost to members

all devices

self-care and wellness resources
Many areas of focus
Whether your employees want less stress or better sleep, wellness coaches can help. They're not mental health care providers, but they can set up an action plan to keep your employees motivated toward their health goals.

Convenient scheduling
Phone sessions are available 5 days a week and typically last 20 minutes.

Dedicated support
The same coach will get to know your employee over multiple sessions — providing tailored guidance at whatever time and frequency works best.

69% of members who used wellness coaching reduced their stress within one month

wellness coaching by phone
Convenient, ongoing support from a specially trained health professional

no cost to members
by phone
self-care and wellness resources
healthy lifestyle programs

Online health guidance and action items to help build and reach health goals

Health assessment
A quick, 10-minute survey will help us assess your employees’ health and medical history.

Goal setting
Based on their answers, we’ll help them choose some goals to focus on, like improving their mood, keeping stress in check, and sleeping better.

Activity recommendations
We’ll help your employees form better habits by suggesting a handful of activities they can fit into their daily or weekly routine.

68 activities to jump-start good health

no cost to members all devices self-care and wellness resources
For nearby classes and support groups, visit kp.org/classes

mental health classes

Programs taught by therapists and trained instructors to support stress, strengthen relationships, and more

In-person classes
These health education classes, seminars, and programs offer face-to-face interactions that empower employees to take small steps toward healthy changes.

Therapy and support groups
Employees can learn and connect with others in a safe and supportive environment, exchange information, experiences, and help people dealing with similar conditions or challenges.

Individual counseling sessions
Employees can get direct support and counseling from a member of our care team.

no cost to members  all devices  self-care and wellness resources
mental health in primary care

Support from Kaiser Permanente doctors — all trained and equipped to screen and care for mental health needs

Catching problems early
Routine primary care screenings help us recognize members who might not seek mental health care on their own so we can provide early intervention.

Consulting in real time
Since all our health care providers work together in a connected system, it’s easier to consult with one another, leverage expertise, and coordinate your employees’ care.

Connecting to specialized care
If additional support is needed, doctors can easily and efficiently connect your employees with mental health specialists.

Some telehealth options, including online chat, aren’t available in all Kaiser Permanente regions. For more information, visit kp.org/getcare.

8 in 10 employees cite workplace stigma as the reason why they don’t seek care*

preventive care

Proactive tests and screenings that help catch mental health problems early when they’re easier to treat, focusing on depression, substance use, and suicide prevention

Patient health questionnaire
A questionnaire used to assess, diagnose, and measure the severity of depression — also available for follow-up appointments and ongoing monitoring

Generalized anxiety disorder screening
A test that assesses common anxiety, depression, and substance use symptoms to determine the severity of your employees’ conditions

Prenatal and postpartum screenings
Standardized screening tools to help improve maternal and child health and provide early intervention for many common conditions, such as substance use and depression.

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outpatient services

Specialized, confidential care in a variety of settings to help address depression, addiction and substance use, and more

**Individual therapy**
One-on-one sessions with a therapist

**Group therapy**
Meetings led by mental health professionals, where members with similar experiences or conditions support each other to reach common wellness goals

**Psychiatry**
One-on-one sessions with a psychiatrist who can diagnose and treat mental disorders and prescribe medication

99% of treatment plans include individual therapy

Some telehealth options, including online chat, aren’t available in all Kaiser Permanente regions. For more information, visit kp.org/getcare.
intensive outpatient services

Care for patients requiring a higher level of support and treatment structure than typical outpatient services

**Intensive outpatient programs**
Group therapy, medication management, and individual appointments that provide short-term comprehensive care as an alternative to psychiatric hospitalization

**Partial hospitalization**
Daily supervision, medication monitoring, and personalized therapy at a medical facility or clinic

**Addiction medicine and substance use treatment**
An 8-week program of therapy and community self-help for patients with alcohol or drug problems

**Intensive case management**
Intensive individual or family treatment that combines social work, psychology, and medicine

Cost depends on plan coverage
In person
Specialty care

Kaiser Permanente
Inpatient Services

Care provided to your employees during a hospital stay — ranging from a single night to multiple weeks depending on their needs.

Crisis Evaluation and Management
Programs designed to assess mental health stability, deescalate symptoms, and build resilience.

Psychiatric Hospitalization
Intensive stabilization and monitoring of patients with severe mental health conditions, including depression and bipolar disorder.

Addiction Medicine Recovery Services
A full range of evidence-based treatment options for substance use issues.

Residential/Hospital Alternative Treatment Programs
Live-in treatment for mental health and addiction disorders that often connect patients to group therapy and individual counseling.

Cost depends on plan coverage
In person
Specialty care
telehealth care

Many ways to access primary care and specialty care back home, at the office, or on the go¹

24/7 advice
Support from licensed care providers who can help connect members with a doctor, schedule appointments, and offer on-the-spot care guidance

Video visit
Face-to-face care from a doctor on a phone or computer

E-visit
A personalized care plan — straight from a health care provider, entirely online

Online chat²
Quick medical advice from a Kaiser Permanente doctor, online and in real time

Phone appointment
High-quality care over the phone — just like an in-person visit

Email
A secure way for members to get follow-up care by messaging their Kaiser Permanente’s doctor’s office with nonurgent questions

62% of our 148 million care encounters took place digitally in 2019

¹. Some telehealth options, including video visits and online chat, aren’t available in all Kaiser Permanente regions. For more information, visit kp.org/getcare. ². Online chat is available to members in Colorado, Georgia, Mid-Atlantic States, and Washington.
Mental health and wellness works best within a connected system.

**Connectivity**
Each encounter is recorded in and informed by your employees’ electronic health record, allowing them to get personalized care no matter where or when we see them.

**Affordability**
Our members get the right care, not more care, which helps reduce duplicate tests and services they don’t need.

**Quality**
Our treatment is focused on clinical outcomes and objective quality.

**Access**
Employees can get in touch in person, over the phone, or online. No referrals needed. Ever.