

mental health + wellness

primary care

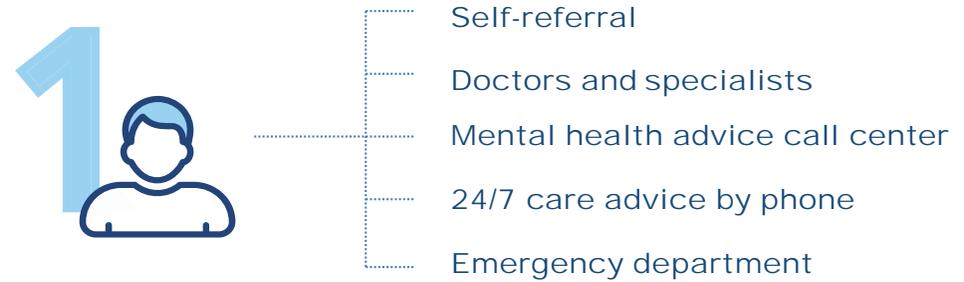
specialty care

self-care and wellness resources

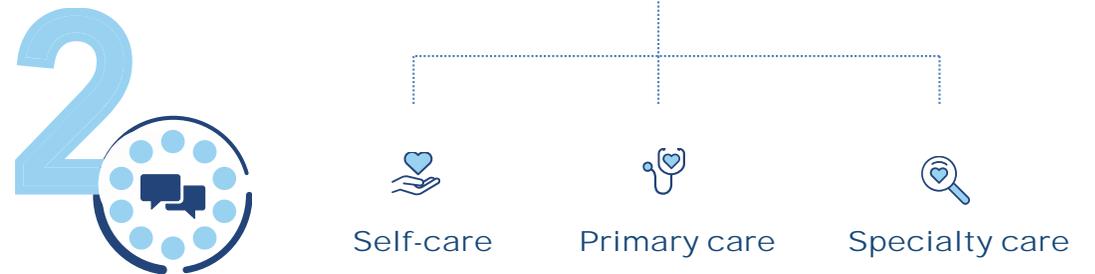


how members access mental health care

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.

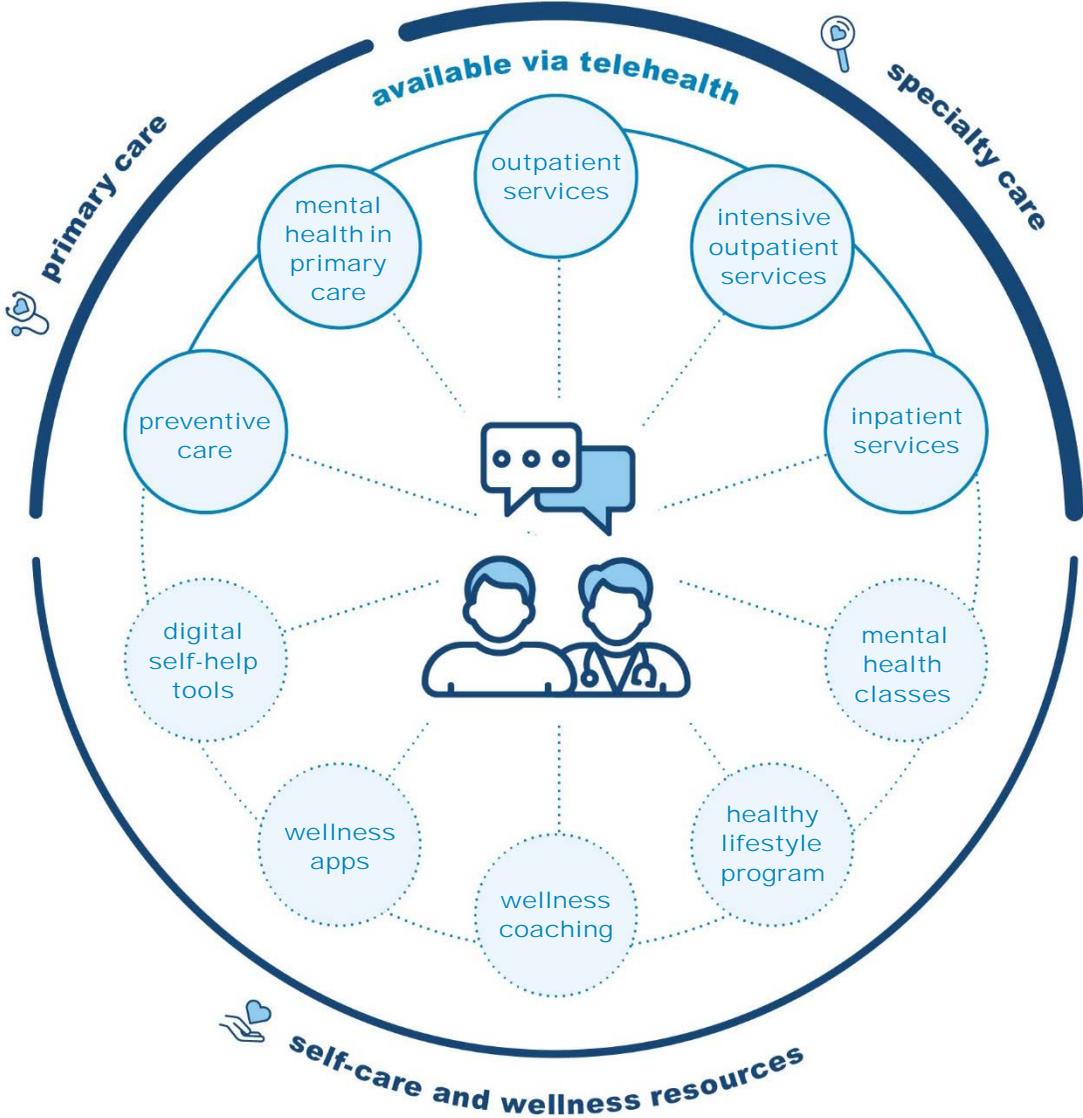


Rapid intake and triage
Accelerates treatment to give members right care at right time
(when appropriate and available)



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.

100K+ members

took an online self-
assessment in 2019



no cost to members



all devices



self-care and wellness resources



KAISER PERMANENTE®

wellness apps

Digital mental health support — praised by professionals and users alike

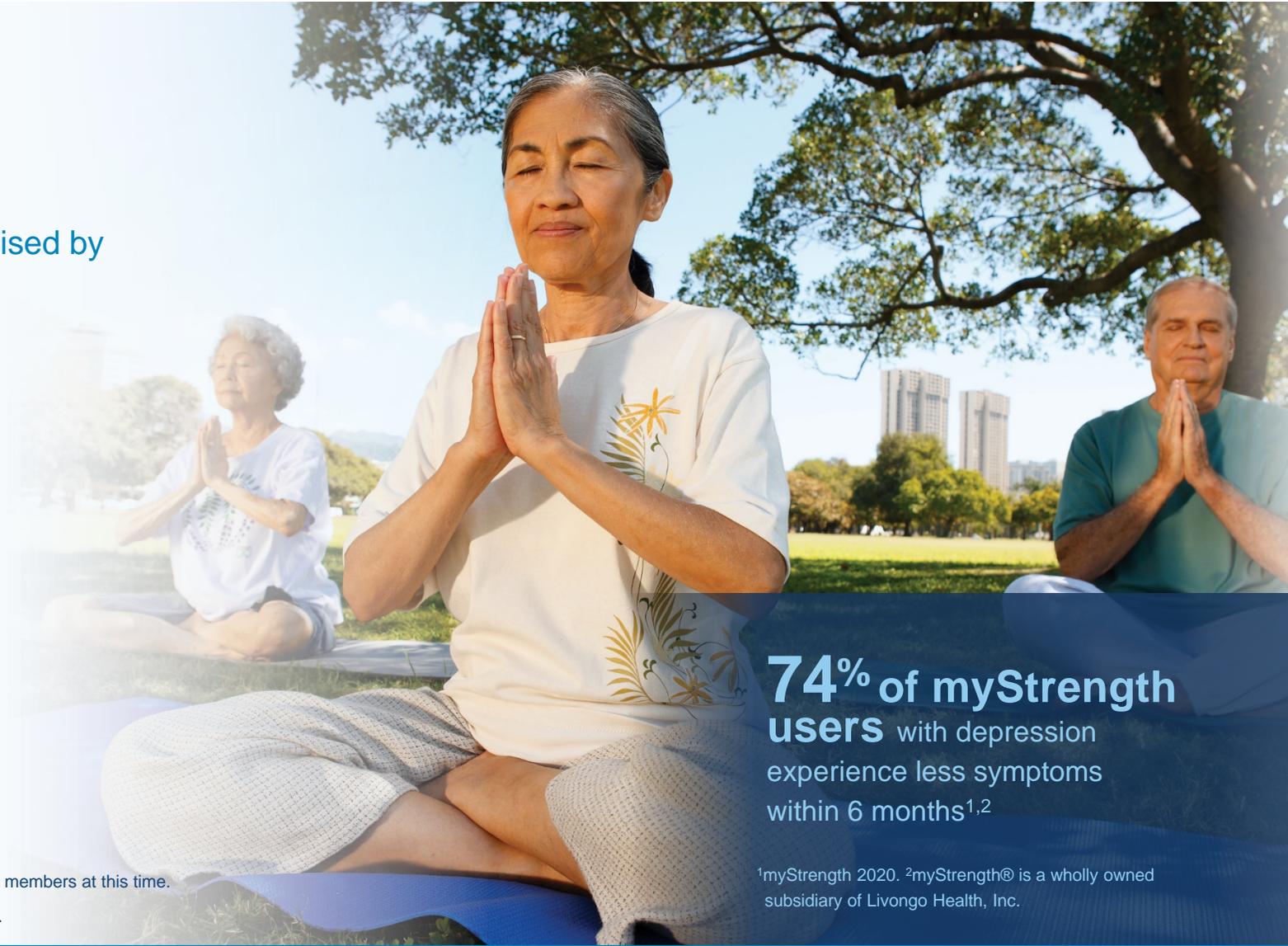


Build mental resilience, reduce stress, and experience better sleep alongside 70 million other active users.*



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

*The Calm app is not available to Kaiser Permanente Washington members at this time.
myStrength® is a wholly owned subsidiary of Livongo Health, Inc.



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

¹myStrength 2020. ²myStrength® is a wholly owned subsidiary of Livongo Health, Inc.



no cost to members



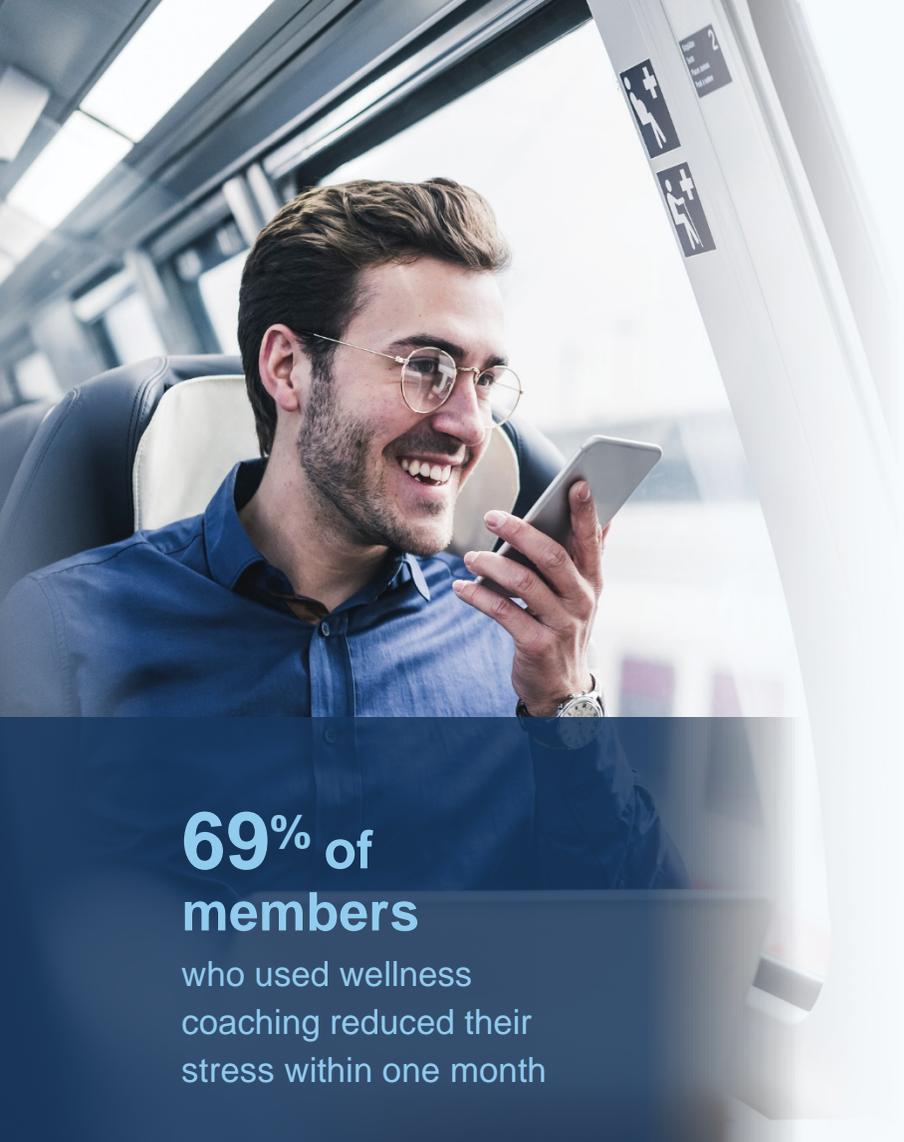
all devices



self-care and wellness resources



KAISER PERMANENTE®



wellness coaching by phone

Convenient, ongoing support from
a specially trained health professional

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

 no cost to members

 by phone

 self-care and wellness resources

 KAISER PERMANENTE®

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



KAISER PERMANENTE



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.

For nearby classes
and support groups,
visit kp.org/classes



no cost to members



all devices



self-care and wellness resources



KAISER PERMANENTE®

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*

*National Alliance on Mental Illness, accessed April 28, 2020.



cost depends on
plan coverage



in person and
via telehealth



primary care

 **KAISER PERMANENTE**

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.

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



1M+
**patient health
questionnaires**

administered in 2019



**no cost to members
on most plans**



**in person and
via telehealth**



primary care

 **KAISER PERMANENTE®**



99% of
treatment plans
include individual therapy

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

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

 cost depends on plan coverage

 in person and via telehealth

 specialty care

 **KAISER PERMANENTE**®

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

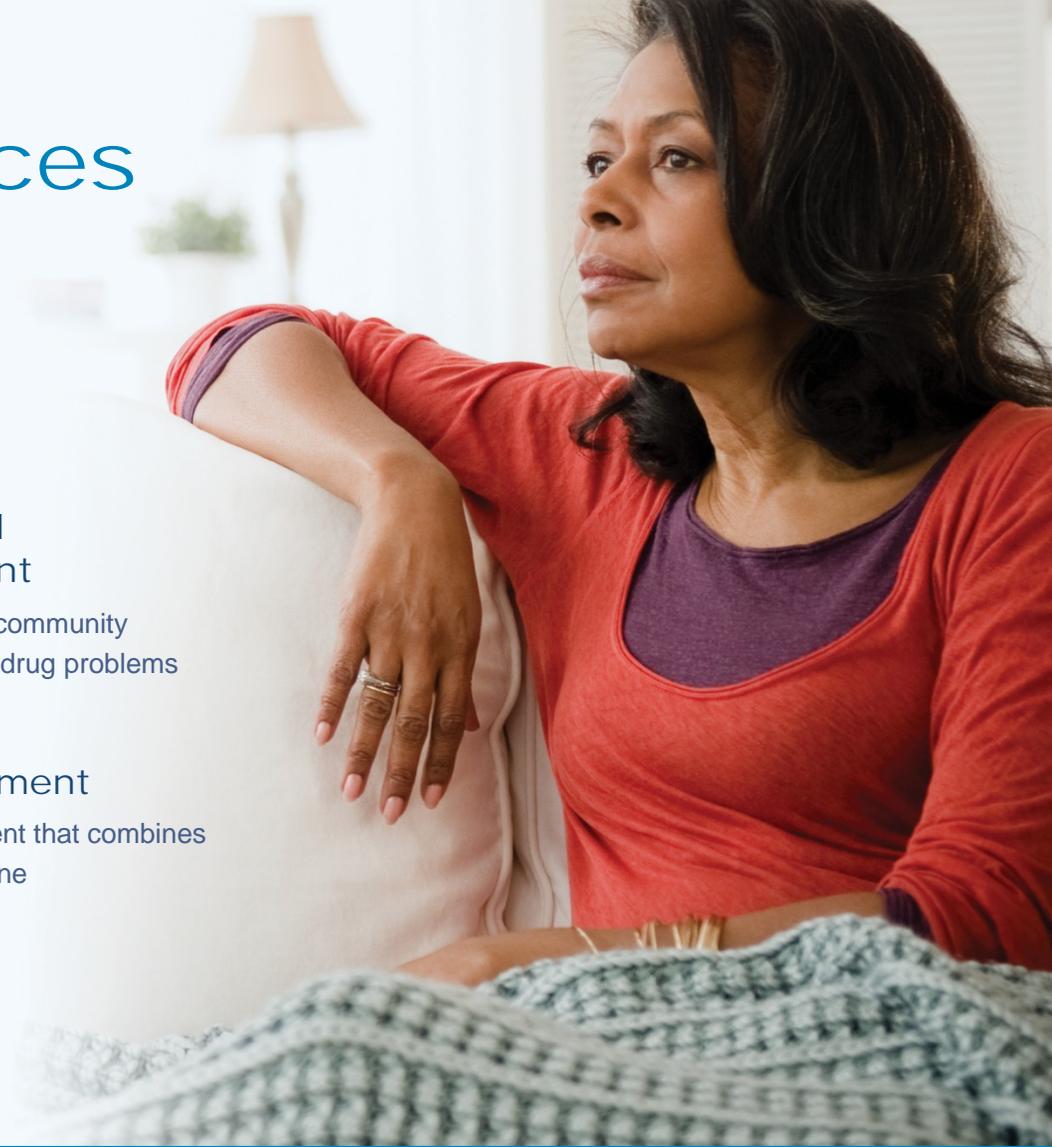
Daily supervision, medication monitoring, and personalized therapy at a medical facility or clinic

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

 KAISER PERMANENTE®

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

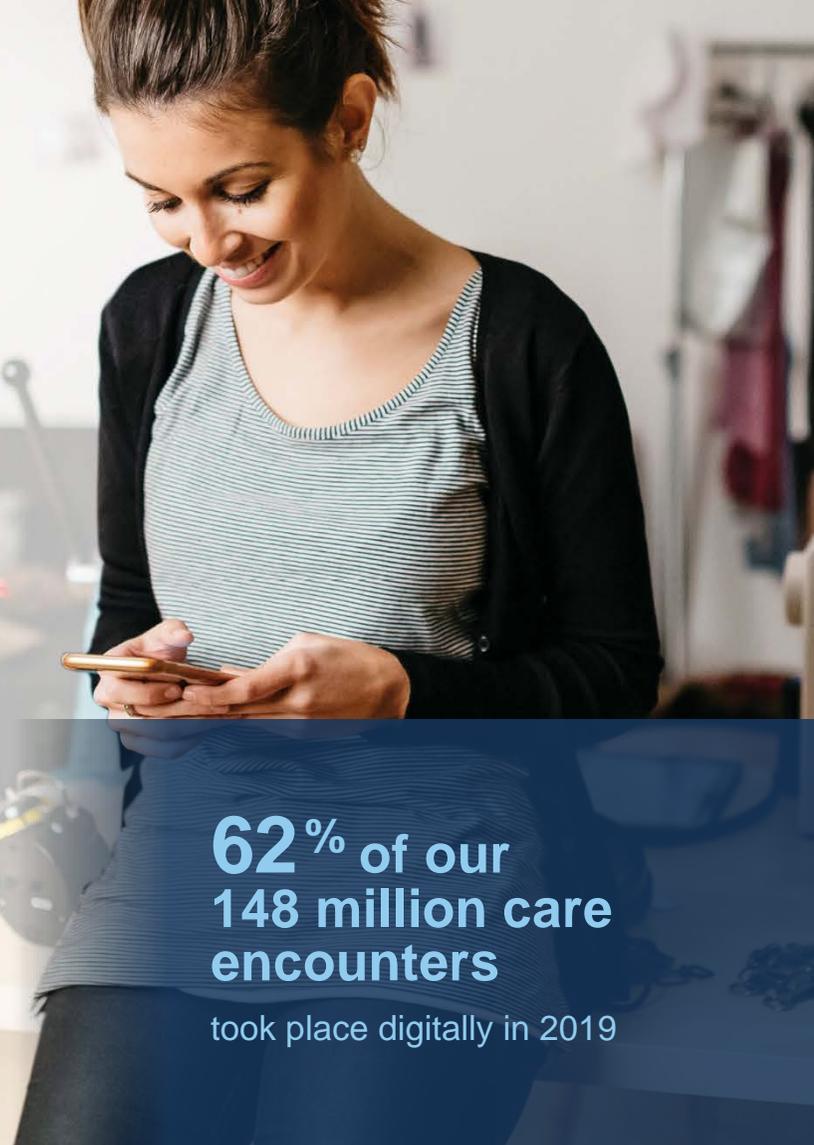
Phone appointment

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

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.



**62% of our
148 million care
encounters**

took place digitally in 2019



**no cost to members
on most plans**



all devices



**primary care
and specialty care**



KAISER PERMANENTE®

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.