

# Mental Health and Addiction Medicine Updates and Innovations at Kaiser Permanente

Presented by:

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# Complete support in one holistic ecosystem

We offer a full spectrum of mental health and addiction care resources for adults, teenagers, and children. No matter where a member begins the journey, we can connect them to the right support.



# Mental health behavioral health consultants in primary care

Kaiser Permanente doctors are equipped to screen and support mental health needs and mental health clinicians are embedded in many of our primary care locations

## 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 our health care professionals 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.



## Universal Screening tools

enable routine depression and alcohol screening and monitoring in primary care

\$ cost depends on plan coverage



in person and via telehealth



primary care

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# Mental health outpatient services

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

## Individual therapy

Psychotherapy intake and return scheduling on KP.org is live!

## Group therapy

### All Group visits moved to the Zoom Platform

Sessions 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

\$ cost depends on  
plan coverage



in person and  
via telehealth



specialty care

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# Improving our appointing experience

## Mental Health Therapy



### What has changed:

- Members will have the ability to appoint through the call center or online with their KP.org App
- Members will be provided scheduling options
- Internal KP Therapists
- Contracted External KP Partner
- Members can use contracted network providers without having to call KP

### What has not changed:

- All our call center phone numbers remain the same
- Behavioral health care ([kaiserpermanente.org](https://www.kaiserpermanente.org))
- Medication management (Psychiatry) is business as usual, no online appointing available at this time.
- Request to use an out of network provider will follow usual and customary processes

# Care anytime, anywhere

Now live on KP.org

1-855-632-8280  
or  
503-249-3434 or KP App

1-866-453-3932  
or  
503-331-6425

1-800-813-2000  
or  
KP App

Emergency Department  
West Side Hospital  
Sunnyside Hospital



**NEW!**



**NEW!**



KP App  
E-Visit MD

Mental Health  
Access Line

Safety Net Team

Behavioral Health  
Consultant

Emergency Psychiatric  
Services Team

## KP app only

- Medication, follow up with PCP
- Directed to schedule with Mental Health Therapy or Behavioral Health Consultant

## Phone or KP App

- Screen for Safety Net Team needs or urgent appointing
- Appoint internally with KP therapist
- **NEW!** -Provide contracted network therapy options
- Stage encounter for Psychiatry review

## Phone only

- Stabilize
- Safety Plan
- Direct to ED
- Advise on next steps/actions
- Appoint Internally or provide member community resources

## Virtual/in person/phone

- Partner with Primary Care Providers
- See patients on average 1-4 times
- Adult or pediatrics
- *These are Licensed Clinical Therapists*
- Will screen for therapy and addiction needs

## In person at the ED

- Discharged to higher level of care
- Discharged home with follow up appointments/next steps

# Addiction medicine services updates

Care for patients requiring a higher level of support and structure than typical outpatient services — including addiction medicine and substance use treatment

## Virtual substance use groups

virtual group platform to make it easy for members to attend counseling groups

## Expanding health equity

New groups for LGBTQ and BIPOC populations. Improving availability of Spanish speaking groups in all service areas

## Peer support

Peer Support Specialists added to all parts of the program and they are having a great impact on those that struggle to engage

## Withdrawal management services

Medical Team expanding in-person care to provide access to Sublocade in Salem.

Service already in place for West and North service areas in addition to our regular clinic at East Interstate

## Intensive case management

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



# On-demand wellness tools put better health within reach

Employees can use our no-cost health and wellness apps anytime, anywhere.<sup>1,2,3</sup>



The #1 app for meditation and sleep is designed to help lower stress, reduce anxiety, and build resilience.



Ginger offers 1-on-1 emotional support coaching by text, self-care activities, and more — available 24/7.



Evidence-based programs to help members set mental health goals, track progress, and get support for depression, anxiety, and more.



No-cost fitness classes with ClassPass  
Employees can access on-demand video workout classes including yoga, dance, cardio, boxing, Pilates, bootcamp, and more.

## Targeted support for healthier living

[kp.org/diabetes](https://kp.org/diabetes) — a suite of resources to help manage diabetes through diet, medications, exercise, and more

[kp.org/maternity](https://kp.org/maternity) — a complete guide through pregnancy, including prenatal care, birth planning, and caring for a new baby

[kp.org/socialhealth](https://kp.org/socialhealth) — a directory of community-based support, including programs for food, housing, and child care

1. The apps and services described above are not covered under your health plan benefits, are not a Medicare-covered benefit, and are not subject to the terms set forth in your *Evidence of Coverage* or other plan documents. The apps and services may be discontinued at any time. 2. Calm and myStrength can be used by members 13 and over. The Ginger app and services are not available to any members under 18 years old. 3. Eligible Kaiser Permanente members can text with a coach using the Ginger app for 90 days per year. After the 90 days, members can continue to access the other services available on the Ginger app for the remainder of the year at no cost.



# Seamless coordination with your employee assistance program (EAP)

Our dedicated EAP liaisons can assist with questions about mental health and addiction medicine services and how to access them at Kaiser Permanente.

Kaiser Permanente's EAP collaboration workgroup includes:	
Aetna	Concern EAP
Anthem	Health Advocate
Beacon	Lyra Health
Cigna	Magellan
Claremont EAP	Morneau Shepell/LifeWorks
ComPsych	Optum
Wellspring	Canopy

**Coordination with our EAP partners ensures easier transitions between your EAP program and our care — helping improve both member satisfaction and health outcomes for your employees.**

Kaiser Permanente and our EAP collaboration partners work together to better serve our mutual customers and members — and make it easier for them to access mental health and addiction care.

A person is sitting on a couch, holding a French Bulldog. The scene is overlaid with a blue filter. The text "Thank you!" is centered in white, bold font.

**Thank you!**

**Any questions?**

# Employer Resources



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**EAST PORTLAND** | MAY 7

**NORTHEAST CULLY** | JUNE 25

**SOUTHWEST PORTLAND** | SEPTEMBER 10

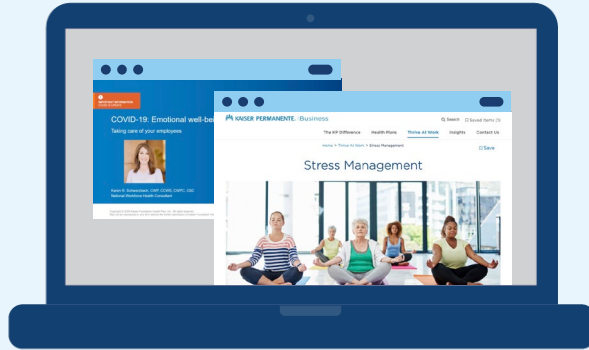


## City of Portland Sunday Parkways- Celebrate Healthy, Active Living

Summer's biggest block party is back! This year, Portland Sunday Parkways presented by Kaiser Permanente is celebrating its Sweet 16th anniversary with three in-person events. Join your neighbors and the community for this special occasion, as Portland's streets will be closed to traffic so you can bike, walk, roll, and play. This is a great team building activity.

[kp.org/sundayparkways](https://kp.org/sundayparkways)





# Mental health and wellness resources for employers

- ↳ [Virtual](#) and on-site mental health training offerings
- ↳ [Burnout](#) and additional mental wellbeing webinars
- ↳ [Psychologically healthy workplace webinar](#) and [scoresheet](#)
- ↳ On-site education [health classes](#)
- ↳ Virtual meetings [backgrounds](#)
- ↳ [Mental health and addiction care](#) overview
- ↳ [Workforce mental health insights](#)
  - Finding Balance [stress management toolkit](#)
  - Rest and Revive [sleep management toolkit](#)
- ↳ [Mental health in the workplace](#) center and articles (including for first responders)



# Mental health and wellness resources for members

- ↳ [Mental health content center](#) with information about accessing care and more
- ↳ [Addiction care content center](#) with information about accessing care and more
- ↳ [Depression, stress, alcohol, drug,](#) and [predict teen use](#) assessments for early intervention
- ↳ [Health classes and support groups](#)
- ↳ [Personalized healthy lifestyle programs](#)
- ↳ [Wellness Coaching by Phone](#) for stress and sleep
- ↳ [Most prescriptions mailed](#) to your door (requires sign-on)
- ↳ [Self-care apps](#) for meditation, mindfulness and cognitive behavioral therapy
- ↳ [Self-care resources](#) to help manage depression, reduce stress, improve sleep, and more
- ↳ [Find Your Words](#) resilience and community mental health support resources