Find your healthy place

With care designed to help you thrive
A better experience from the start

We guide you through each step of joining Kaiser Permanente, so you can start getting the care you need from day one.

**Personalized onboarding**

A welcome call and member book to get you started

**3 easy steps to a healthy change**

Choose your new doctor

Transition your care and prescriptions seamlessly

Get care on your schedule

Learn more at [kp.org/newmember](http://kp.org/newmember).
Mental Health Updates
Mental health services — care for the whole you

Your thoughts and feelings affect your overall well-being. We're committed to helping you achieve and maintain optimal health for your mind, body, and spirit.

- Get support for a wide range of conditions, like anxiety, depression, substance use disorder, and autism spectrum disorders.
- Find care with psychiatrists, psychologists, marriage and family therapists, and more.
- Make an appointment for therapy within Kaiser Permanente without a referral.
- Access a wide range of online self-care resources at any time to help you relieve stress, improve sleep, practice mindfulness, and more.

Learn more at kp.org/mentalhealth.
Members have many ways to access care

- **Self-referral (doesn't require preauthorization)**
- **Primary care and specialty physicians**
- **Mental health advice call center**
- **24/7 care advice by phone**
- **Employee assistance program (EAP)**
- **Emergency department**

**Emergency**
- Treatment immediately

**Urgent**
- Appointment within 48 hours

**Nonurgent**
- Initial appointment within 10 business days

Note: Some department and call center names may vary.
We offer a wide range of clinical mental health services

<table>
<thead>
<tr>
<th>Primary care settings</th>
<th>Outpatient</th>
<th>Intensive outpatient services</th>
<th>Inpatient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental health clinicians embedded in primary care*</td>
<td>Clinical evaluation</td>
<td>Intensive outpatient programs</td>
<td>Crisis evaluation and management*</td>
</tr>
<tr>
<td>Health education programs*</td>
<td>Crisis intervention*</td>
<td>Partial hospitalization</td>
<td>Inpatient psychiatric hospitalization</td>
</tr>
<tr>
<td>Colocation of services</td>
<td>Individual psychotherapy</td>
<td>Chemical dependency intensive recovery programs</td>
<td>Inpatient detoxification</td>
</tr>
<tr>
<td>Medication management</td>
<td>Group psychotherapy</td>
<td>Intensive case management*</td>
<td>Residential/ hospital alternative treatment programs*</td>
</tr>
</tbody>
</table>

*Some services are not available in all regions.
- Telepsychiatry pilot available to members through their local Mental Health Department at participating facilities
- Initial assessment with a licensed clinician to develop a treatment plan including patient goals
myStrength is uniquely designed to bring a personalized experience that provides inspiration, cultivates resilience and strengthens skills to build strong mental health.

Cognitive Behavioral Therapy-based program offering guided programs and tools for a range of mental health needs and challenges:

- Managing Depression
- Controlling Anxiety
- Reducing Stress
- Practicing Mindfulness & Meditation
- Improving Sleep
- Balancing Intense Emotions
- Managing Chronic Pain

Go to kp.org/selfcare to explore the portfolio and download myStrength.
Nearly 100% of mental health visits now delivered virtually

To ensure our members get the high-quality mental health care they need during this stressful time — without risking exposure in person — we shifted nearly all our mental health services to telehealth.

Nearly 100% of mental health visits now delivered virtually

From February to April 2020, our virtual mental health encounters went from 16% to 99% across all our regions.¹,²

¹ Kaiser Permanente internal data, scheduled outpatient mental health services, week of February 29, 2020.
² Kaiser Permanente internal data, scheduled outpatient mental health services, week of April 18, 2020.
Added support to help you thrive
Kaiser Permanente COVID-19 Testing and Telehealth Data

Quickly ramping up our telehealth services

At Kaiser Permanente, our existing infrastructure and expertise allowed us to:

- Go from delivering 15% of scheduled appointments via telehealth to 80% post-COVID-19
- Deliver more than 90K telehealth visits a day
- Increase video visits from 1.4K to 40K+ per day

Outside Kaiser Permanente, providers struggle to meet demand. Telehealth care has gone from less than 1% pre-COVID-19 to only 30% of outpatient care.

---

Expanded access to self-care mobile apps

New tools help members support mental health anytime, anywhere

Kaiser Permanente members now have more access to valuable self-care tools and content to support mental health and emotional well-being. Along with the helpful articles and audio activities on kp.org, members can download myStrength and Calm — top-rated digital health apps valued at more than $100 annually — at no additional cost.

Features include:
- Audio, video and articles
- Tools for desktop, tablet and smartphone
- Proven clinical models
- Unlimited access
- Guidance and support
- Personalized experience
- Available at no cost to members

Go to kp.org/selfcare to download the Calm and myStrength apps.
Specialty care you can trust

No matter what life throws your way, you can count on us. Get access to quality care from top doctors across a wide range of specialties. Here are a few areas where we lead the way.

**Cancer care**
Hearing that you have a cancer diagnosis can be overwhelming. But no member—or doctor—goes it alone. A multidisciplinary team works with you and your family to determine the best approach to your treatment.

Learn more at [kp.org/cancercare](http://kp.org/cancercare).

**Cardiac care**
No 2 hearts are alike. There are many types of heart disease, and different people need different types of care. You and your doctor will make decisions about your care together, and you’ll have guidance and support at every step.

Learn more at [kp.org/cardiaccare](http://kp.org/cardiaccare).
Expect great care when you’re expecting

- **A dedicated prenatal care team** — Doctors and nurses help keep you and your baby healthy and empower you to make decisions. You can add a midwife to your team, too.

- **A personalized birth plan** — We’ll help you have the safe, positive experience you want, starting with your first appointment.

- **Care and support every step of the way** — From virtual and in-person tours of our private birthing suites to classes* and online resources to help answer the many questions of expecting parents.

- **Support that doesn’t stop at delivery** — Breastfeeding consultation and other guidance to help your baby have a healthy start in life.

Learn more at [kp.org/maternity](https://kp.org/maternity).

*Classes vary by location. Some classes may require a fee.
Convenient ways to get care

You have flexible options to get care beyond the doctor’s office — and you can manage your care anytime with the Kaiser Permanente app or at kp.org.

**Getting care**

- Talk with a Kaiser Permanente clinician by video or phone for the same high-quality care as an in-person visit.¹
- Get 24/7 medical advice by phone or online.
- Email your doctor’s office with nonurgent questions.²

**Managing care²**

- Schedule or cancel routine appointments.
- Order most prescription refills.
- Check your medical records and pay bills.

¹ More than 80% of care visits during the COVID-19 outbreak have been phone appointments or video visits.

---

1. When appropriate and available. 2. Available when you get care from Kaiser Permanente facilities.
Added support to help you thrive

- ClassPass reduced rates on fitness classes
- Self-care apps Calm and myStrength
- Wellness Coaching by Phone
- Online healthy lifestyle programs, videos, podcasts, recipes, and more
- Reduced rates on specialty care services like acupuncture, chiropractic care, and massage therapy
- On-site health education classes and support groups
- Seasonal farmers markets

1. These services aren’t covered under your health plan benefits and aren’t subject to the terms set forth in your Evidence of Coverage or other plan documents. These services may be discontinued at any time without notice.
2. Classes vary at each location and some may require a fee.
3. Not available in all areas.
New perks for your total health

**CLASSPASS**

**ClassPass workouts**
Get moving with fitness options that fit your schedule and lifestyle, including Pilates, dance, boxing, cardio, strength training, and yoga.

- **Reduced rates on fitness classes** — Take real-time online and in-person classes from top fitness studios
- **Online video workouts at no cost** — 4,000+ on-demand fitness classes

**Calm app**
Calm uses meditation and mindfulness to help lower stress, reduce anxiety, and improve sleep quality. Available at no cost to adult members.

- A new 10-minute Daily Calm meditation every day
- Guided meditations for anxiety, stress, gratitude, and more
- Sleep Stories (soothing bedtime tales for grown-ups)
myStrength features

Interactive Self-Care Programs

In-the-Moment Tools

Daily Trackers

Community Interactions & Inspiration
Member engagement recommendations

Goal: Increase wellness coaching and online digital tools

- kp.org/wellnesscoach
- kp.org/aha
- kp.org/selfcare

Examples of available collateral

- Brainshark on tools available
- Flyers
- Push ready emails

Delivery methods

- Onsite meetings
- Virtual meetings
- Communication campaigns
Facility Updates
Northern California

- 22 medical centers
- 61 medical offices
- 2 affiliated hospitals
- 11 affiliated medical offices
New locations in Northern California

Scheduled to open soon
- Alameda Medical Offices expansion
- Care Essentials in downtown San Francisco
- Fresno Spruce Medical Offices
- Modesto Enterprise Mental Health & Wellness
- Scotts Valley Mental Health & Wellness

Open now
- Fresno Cedar Avenue Medical Offices
- Oakland Clay Street Mental Health & Wellness
- San Francisco Ellis Street Mental Health & Wellness
- Watsonville Mental Health & Wellness
Southern California

- 15 medical centers
- 125 medical offices
- 10 affiliated hospitals
- 4 affiliated medical offices

Map not to scale
New locations in Southern California

Scheduled to open soon
- Aliso Creek Medical Offices
- Clairemont Mesa Medical Offices
- Covina Medical Offices
- Downey Medical Offices
- Hesperia Medical Offices

Open now
- Playa Vista Medical Offices
Care while traveling

- If you get hurt or sick while traveling, you’re covered for emergency and urgent care anywhere in the world.

- Get urgent care at MinuteClinic in select CVS and Target stores when you’re traveling outside a Kaiser Permanente area.

- We can also help you before you leave town by checking to see if you need a vaccination, refilling eligible prescriptions, and more. Just call us or go online:

  24/7 Away from Home Travel Line: 951-268-3900*

  kp.org/travel

*This number can be dialed inside and outside the United States. Before the phone number, dial “001” for landlines and “+1” for mobile lines if you’re outside the United States. Long-distance charges may apply, and we can’t accept collect calls. The phone line is closed on major holidays (New Year’s Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.
Thank you
Appendix
# National snapshot

**As of January 2019**

<table>
<thead>
<tr>
<th>Region</th>
<th>Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northern California</td>
<td>4,393,261</td>
</tr>
<tr>
<td>Washington</td>
<td>710,963</td>
</tr>
<tr>
<td>Colorado</td>
<td>651,330</td>
</tr>
<tr>
<td>Mid-Atlantic States</td>
<td>768,853</td>
</tr>
<tr>
<td>Southern California</td>
<td>4,633,996</td>
</tr>
<tr>
<td>Northwest (Oregon and SW Washington)</td>
<td>628,928</td>
</tr>
<tr>
<td>Georgia</td>
<td>329,816</td>
</tr>
</tbody>
</table>

- **12.3 million+** members
- **39** hospitals
- **22,000+** physicians
- **694** medical offices
- **217,000+** employees
- **$79.7 billion** total operating revenue
Mental health and wellness resources for members & employers

**Member resources**

- Personalized treatment plan with ease of access, care and communication with clinical team (e.g. email, phone or video)
- 24-hour mental health support #s (see next slide)
- Mental health content center on where to access care, self-care assessments and more
- Health classes and support groups
- Personalized healthy lifestyle programs
- Wellness Coaching by Phone for stress and sleep
- Prescriptions mailed to your door (requires sign-on)
- Self-care apps for meditation, mindfulness and cognitive behavioral therapy
- Self-care resources with online programs to help manage depression, reduce stress & improve sleep
- Find Your Words stigma, resilience and mental health support center

**Employer resources**

- Onsite mental health & crisis support (use Employer’s EAP – if applicable)
- National EAP Provider Helpline (888-677-9993)
- Virtual & on-site mental health training offerings
- Taking care of yourself and your employees webinar
- Psychologically healthy workplace webinar and scoresheet
- Workforce mental health insights
  - Finding Balance stress management toolkit
  - Rest and Revive sleep management toolkit
- Mental health in the workplace center and articles
- On-site education health classes
- First responder resources and updates