



Navigating through Kaiser Mental Health Resources

- Emergencies (life-threatening) are met with immediate care (by going to the nearest Emergency Department or calling 911); if at a non-Kaiser hospital, the hospital will contact Kaiser directly to coordinate care depending on severity of situation and either patient will stay or relocate to a Kaiser facility. The Crisis Intervention will assign a Case Manager to assist in treatment and referral to facility care.
- Urgent Crisis but not life-threatening – appointments are scheduled within 48 hours. For 24/7 crisis intervention and urgent mental health advice, members may call 1-800-900-3277, a case manager will be assigned.
- Non-Urgent Visits – Members may initiate a mental health appointment by contacting their service area at the numbers found here. If taking longer than 10 days to hear back; please call Resolution Specialist at 1-800-390-3503.
- For Therapy/Counseling Services – non urgent related must call to schedule appointment in the member's service area (via the link provided below) may take up to 4-6 weeks to see therapist depending on type of service needed. It varies by plan and treatment care. May escalate to Resolution Specialist if the appointment schedule is taking longer than 10 days by calling 1-800-390-3503.
 - When members call, we will assess their needs and offer a phone, video, or in-person appointment with a mental health and addiction medicine specialist, if appropriate, for nonurgent mental health or addiction medicine concerns. Referrals are not needed to access these services from a Kaiser Permanente provider.
 - If a member has concerns about mental health or substance use services/appointments, they may call 1-800-390-3503 to reach our dedicated resolution specialists, Monday through Friday from 8am to 5pm.
- Ginger App – can be used for non-urgent or interim mental health care while waiting for a counseling appointment. This subscription expires after 90 days. Refer to Self-Care Apps.

Kaiser has updated appointment scheduling procedures by providing a streamlined mechanism to document when members are recommended to have a return appointment within 10 business days and reiterated existing escalation processes to ensure members receive timely appointments. Follow-up appointments may be scheduled outside the 10 business-day standard to accommodate patient preference and clinical determination.

Here are a couple additional kp.org pages that may be helpful to review KP Mental Health Care:

- [How to get mental health care](#)
- [Types of Care](#)