



KAISER PERMANENTE®

Behavioral Health Services

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Expanding access to meet the growing demand

There's a shortage of mental health care providers in the United States. We're actively engaged in making our mental health care more accessible to our members.



**Hired 600+ mental health
clinicians in CA over the last five years**



**\$700 million investment to expand
and enhance mental health care facilities**



**Contracting with other
trusted providers as needed**



**Increasing use of telephone
and video visits**



Investing in the future of mental health care

\$30M to help increase the number
of mental health clinicians

Launched the Mental Health Scholars Academy

to train hundreds of Kaiser Permanente employees
who want to enter the mental health field

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.



Greater access and convenience with telehealth

Virtual mental health care is safe and effective — and outcomes are comparable to in-person care.¹ And at Kaiser Permanente, it's connected to your employees' electronic health record, so clinicians can access and update health information as needed.



Phone appointments

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 doctor's office with nonurgent questions.



24/7 care advice

Members can speak to a licensed health professional who can help connect them to care.



Video visits

Care from a mental health professional on a phone or computer.



Before COVID-19, just 21% of psychologists were delivering care via telehealth.²

1. Greenbaum, *Monitor on Psychology*, American Psychological Association, July 1, 2020. 2. Bradford S. Pierce, et al., "The COVID-19 Telepsychology Revolution: A National Study of Pandemic-Based Changes in U.S. Mental Health Care Delivery," *American Psychologist*, 2021.

Industry-leading care — and satisfied members

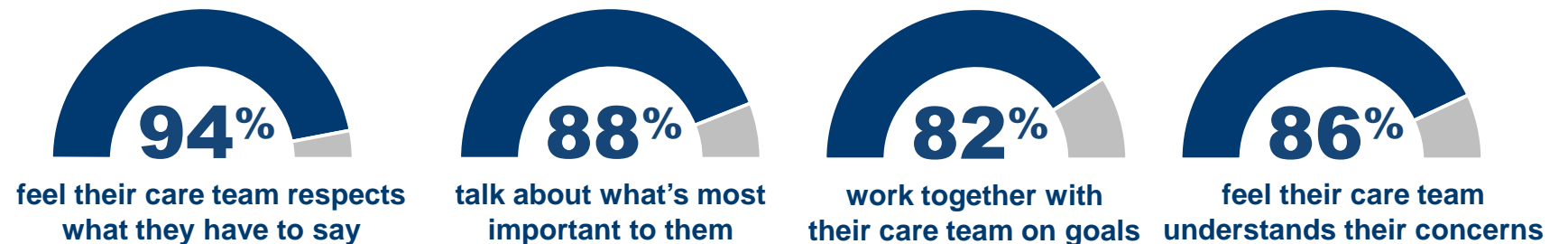


In 2020, Kaiser Permanente led the nation as the top performer in 34 HEDIS® (Healthcare Effectiveness Data and Information Set) effectiveness-of-care measures — including mental health.¹

Top-rated behavioral and mental health care in California

In the 2020–21 edition of the California Office of the Patient Advocate’s Health Care Quality Report Card, we were rated the best health plans in the state for behavioral and mental health care.²

Patient feedback shows members are happy with their care



1. Kaiser Permanente 2020 HEDIS® scores. 2. Health Care Quality Report Card, 2020–21, California Office of the Patient Advocate. 2020–21 edition results are based on 2019 performance data. View the complete report at reportcard.opa.ca.gov.

Addressing social determinants of mental health

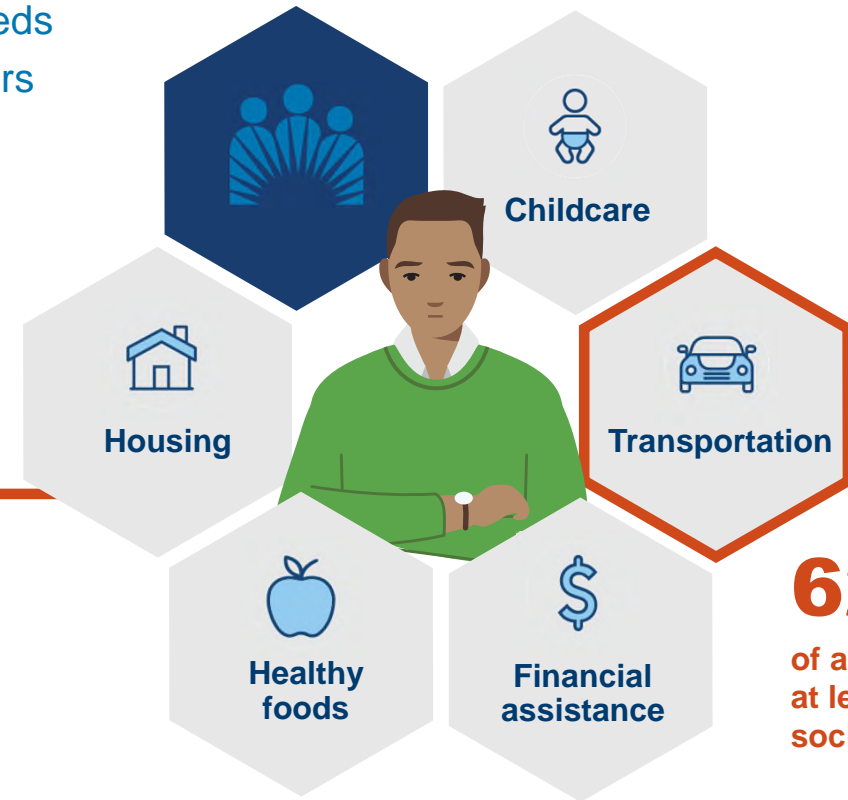
Good health requires more than just health care. When basic needs aren't met, mental health suffers. So we invest in helping members access essential resources and improving health equity for all.

Bridging the gap — Thrive Local

We've teamed up to make this robust support network available to help people access the social health services and resources they need. A network of community-based organizations will be available to all Kaiser Permanente members — and the 68 million people who live in the communities we serve.

Breaking the cycles of stress and trauma

Adverse childhood events (ACEs) — including experiencing racism and inequity — take a toll on mental health. Building on our pioneering research that originally proved the existence and impact of ACEs, Kaiser Permanente has designated \$25 million in grants to help address ACEs and trauma.



62%
of adults have
at least 1 unmet
social need¹

1. Social Needs in America Survey, Kaiser Permanente, June 4, 2019.