



Mental health and wellness

Everyone's experience with mental health is different – but if you're having a hard time mentally or emotionally, care is available. Mental health and addiction issues are treatable. Get the support you need to live your best life.



Speak up

Struggling with your mental health, emotions, or substance use? Or maybe you don't know if you need mental health care, but you don't feel like yourself? Talk to someone. An honest conversation can get you the support you need. You don't have to face challenges alone.



Get professional support

If you're having a hard time or are worried about someone close to you, talk to your doctor or reach out to your care team. Kaiser Permanente mental health professionals are experienced in treating a wide variety of conditions and can connect you to care.



Practice self-care

Sleep, diet, and exercise affect your mental and emotional health – and you can access a wide variety of self-care resources to improve them. Explore support groups, classes,¹ self-care apps,² and one-on-one wellness coaching to support your total health.

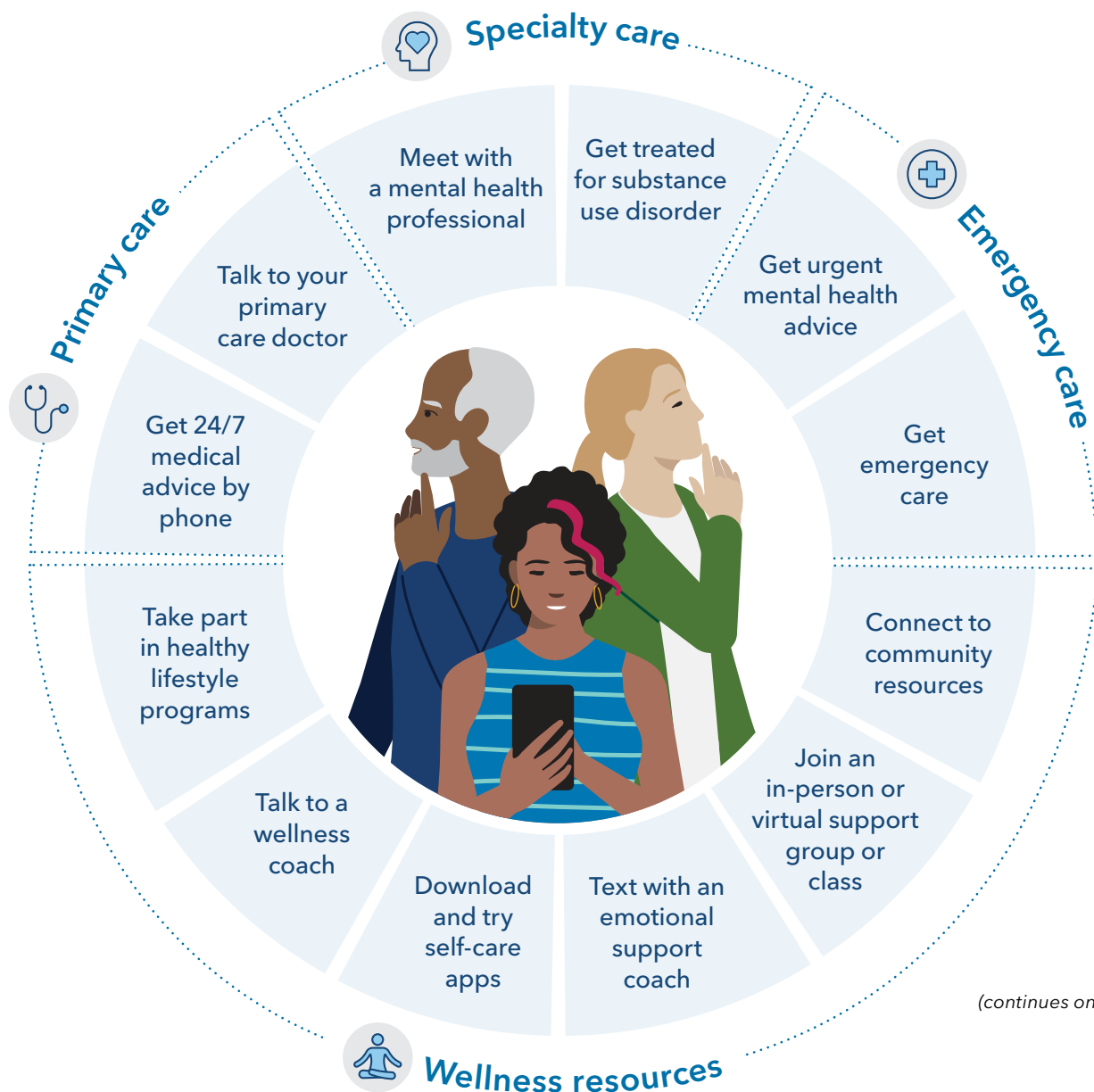
Visit kp.org/mentalhealth to explore self-care options and get professional support.

1. Some classes may require a fee. **2.** 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.

Kaiser Permanente health plans around the country: Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 4000 Garden City Dr., Hyattsville, MD 20785 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232 • Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 2715 Naches Ave. SW, Renton, WA 98057

Start a conversation about mental health – anytime, anywhere

Mental health conditions are common – and people do get better. We make it easy for you to get help wherever you want to begin. From personalized care to self-care tools, we'll help connect you to the support you need.



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Primary care

Get 24/7 medical advice by phone – Call **1-833-574-2273** (TTY **711**) for medical advice and care guidance 24 hours a day, 7 days a week.

Talk to your primary care doctor – Your doctor can assess your needs and connect you with the right care. Call **1-833-574-2273** (TTY **711**) or visit kp.org/appointments to schedule an in-person, phone,¹ or video¹ visit.



Specialty care

Meet with a mental health professional – Work with a clinician to create a care plan tailored to your individual needs. Call **1-833-KP-WITH-U**; **1-833-579-4848** (TTY **711**) to make an appointment. No referral needed.

Get treated for substance use disorder – If you or someone you love is struggling with alcohol or drugs, we can help. Talk to your doctor or visit kp.org/addiction.



Emergency care

Urgent mental health advice – Call **1-800-900-3277** (TTY **711**) 24 hours a day, 7 days a week, to speak to our crisis team.

Emergency care – If you're having a medical or mental health emergency, call **911** or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents.



Wellness resources²

Take part in healthy lifestyle programs – Find advice and tools that can help you create healthier daily habits. Visit kp.org/healthylifestyles.

Talk to a wellness coach – Partner with a wellness coach on a personalized plan to eat healthier, manage stress, sleep better, or increase activity. Visit kp.org/wellnesscoach.

Try self-care apps for emotional wellness³ – Get help with anxiety, stress, sleep, relationships and more – 24/7, at no cost to Kaiser Permanente members. Learn more and get started at kp.org/selfcareapps.

Join an in-person or virtual support group or class⁸ – Connect with others dealing with similar challenges. Visit kp.org/classes.

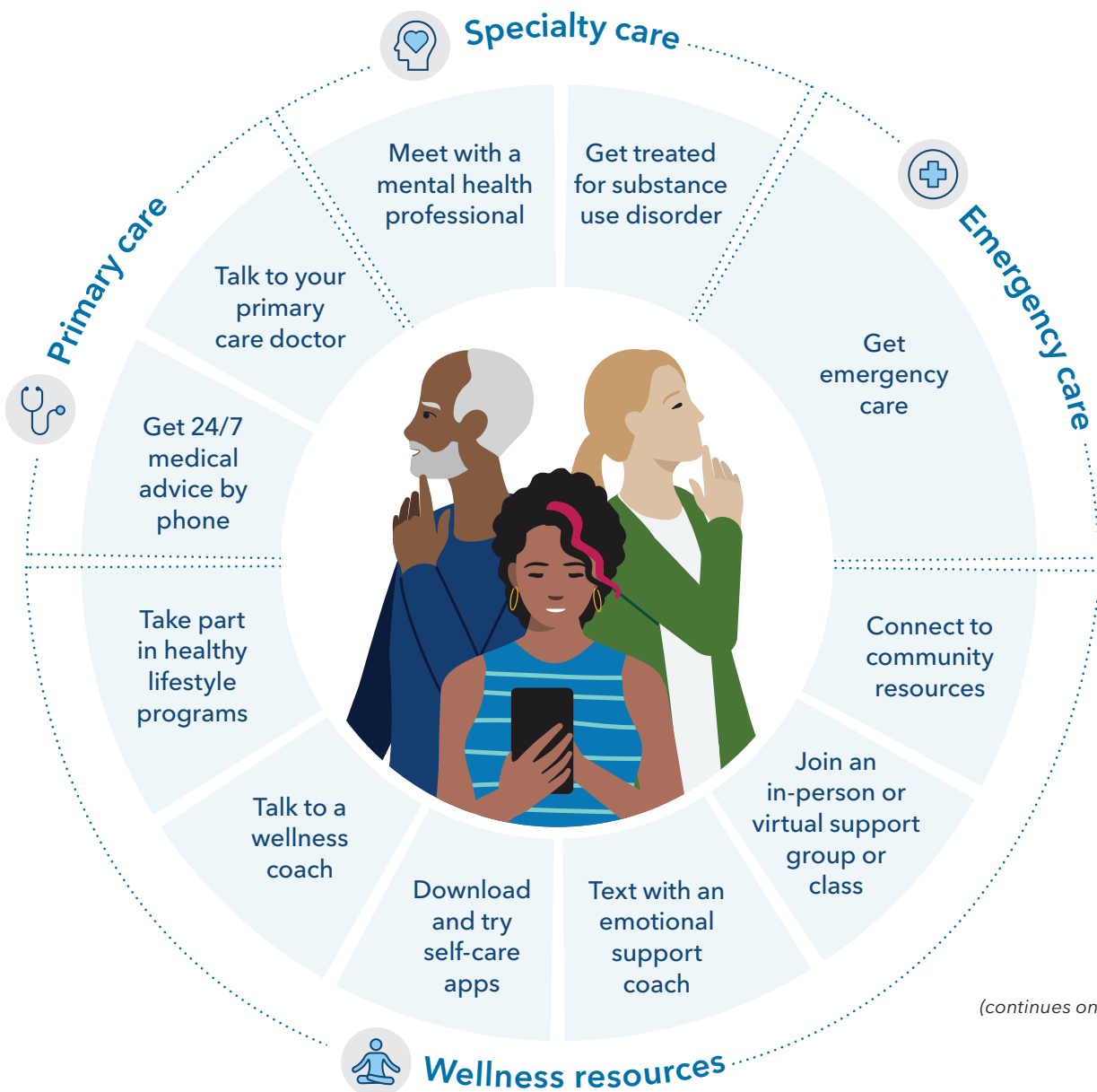
Connect to community resources – Community resource partners can help with the essentials of good health like food, housing, and finances. Visit kp.org/socialhealth.

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Meet with a mental health professional – Work with a clinician to create a care plan tailored to your individual needs. Visit kp.org/mentalhealthservices to find the phone number for your local mental health department.

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Self-care apps for emotional wellness

Get help with anxiety, stress, sleep, mood, and more — 24/7, at no cost to Kaiser Permanente members.



Calm is the #1 app for sleep, meditation, and relaxation*



Headspace provides live text-based emotional support coaching and hundreds of self-guided resources

*Calm is the number one app for sleep, meditation, and relaxation. Learn more at calm.com/blog/about.



Visit kp.org/selfcareapps
to get started

WELLNESS COACHING BY PHONE

Make the right call on workforce health



Making good long-term health decisions is now as easy as picking up the phone. Whether your employees are looking to lose weight, quit smoking, or reduce stress, **Wellness Coaching by Phone** can give them the support they need. It puts better health within easy reach, and there's no cost for members.

Lack of support, motivation, and the proper tools can keep people from taking steps toward a healthier lifestyle. Wellness coaches can help eliminate those barriers, allowing your employees to make positive changes with personalized, one-on-one guidance. Participants gain the confidence to set new goals with:

- ▶ **Convenient telephone sessions** – Coaching takes place over the phone, so your employees can easily schedule calls around their work hours.
- ▶ **Skilled professionals** – Participating health educators have received specialized training to build expertise in lifestyle and behavior-change counseling.
- ▶ **Customized action plans** – Coaches work with your employees to create achievable steps that fit their lifestyles.
- ▶ **Medical record integration** – With access to member electronic medical records, coaches can help support employees by identifying missed appointments, making medication reminders, and reinforcing physician recommendations.²



Coaching works

Nearly 1,000 members lost an average of 10 pounds each with Wellness Coaching by Phone.¹

"My coach helped me to think through my objectives and recognize and celebrate milestones as I achieved them. I felt like I had a confidante – someone who was really an advocate in my corner. More members should take advantage of this benefit. For me, it was amazing."

– Kaiser Permanente member Michelle lost 30 pounds over 5 months with help from a wellness coach, and has maintained the weight loss for 1 year

Building a trusting relationship with a coach

Coaching programs are designed to help your employees make small changes that will lead to lasting success. Participants stay with the same coach throughout all of their sessions to receive the one-on-one guidance and personalized attention that can help them reach their health goals, including:³

- Managing weight
- Eating a healthy diet
- Exercising
- Quitting tobacco
- Reducing stress

Healthy support is a phone call away

Wellness coaching is available Monday through Friday at no extra cost for your employees with Kaiser Permanente coverage. English- and Spanish-speaking coaches are available, and there's no need for a referral.⁴ Your employees can get started by calling **866-862-4295** to learn their location's hours of operation and make an appointment.



To learn more about wellness coaching, contact your Kaiser Permanente representative.

¹Schmittiel, et al., "The Impact of Telephonic Wellness Coaching on Weight Loss," *Obesity*, February 2017.

²The Wellness Coaching by Phone program doesn't connect to the electronic medical record in Washington.

³Kaiser Permanente Washington offers alternative tobacco-cessation programs.

⁴Spanish-speaking wellness coaches not available in Hawaii.

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Whole-body health made easier

Get help reaching your wellness goals

Choose a One Pass Select Affinity fitness plan that fits your lifestyle

Make a commitment to your overall well-being by joining One Pass Select Affinity from Optum.¹ Choose a fitness plan and get unlimited access to all locations available within that plan, plus extensive digital resources.

- 5 membership tiers with different monthly fees²
- 19,000+ gym locations and boutique studios
- 24,000+ on-demand and livestreamed classes
- Digital tools to track progress and an AI workout builder
- 10% off memberships for family and friends
- No long-term contracts – change tiers monthly or cancel within 30 days
- Groceries and household essentials delivered with Walmart+ and Shipt

Save on wellness services

Kaiser Permanente members can access Optum's affinity musculoskeletal program.³

Get 20% off chiropractors, acupuncturists, and massage therapists when you visit a participating provider and show your Kaiser Permanente ID card.

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Learn more at kp.org/exercise





Help us fight stigma, raise awareness, and spread hope

Talking about mental health can be hard. It's time to make it easier — and empower more people to ask for help, take action to help themselves, and support others.

[Read more](#) ▾

Real stories of hope and support

Hear real conversations between people living with mental health conditions and the loved ones who support them. We partnered with [StoryCorps](#) to capture their stories — you may see yourself or someone you care about reflected in their words.

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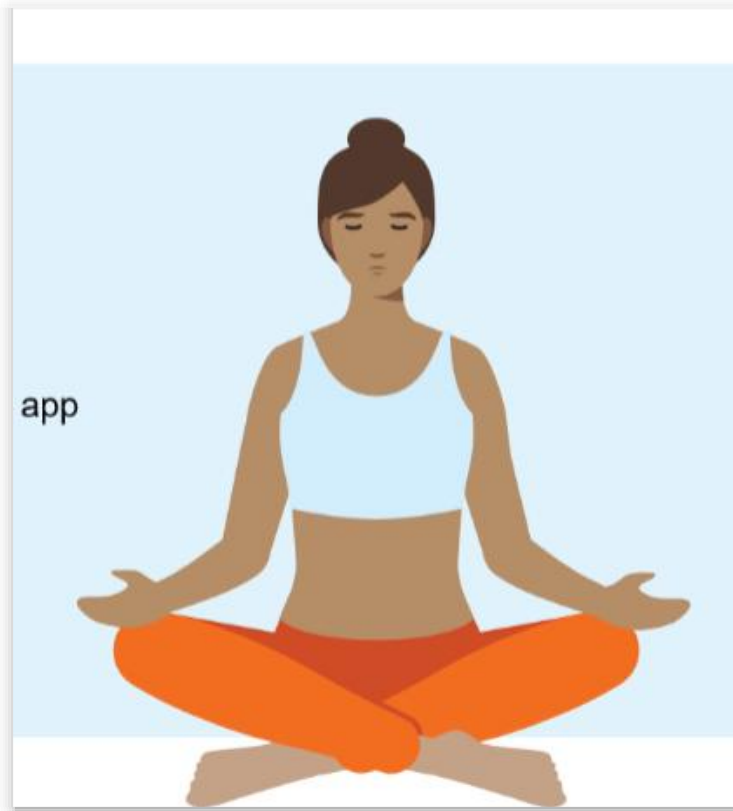
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