

**CITY OF ANAHEIM  
CHANGE IN MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES  
JANUARY 1, 2009  
  
FOR KAISER MEMBERS**

Effective January 1, 2009, employees enrolled in the Kaiser medical plan will receive behavioral health benefits (formerly referred to as mental health and substance abuse) from Kaiser instead of Magellan. The City of Anaheim will continue to partner with REACH for the Employee Assistance Program.

**Inpatient Transition**

**What would happen if a patient is hospitalized in an inpatient mental health or substance abuse facility outside of Kaiser Permanent on January 1<sup>st</sup>, when the City's agreement with Magellan ends?**

The patient would remain in the setting until the admitting physician discharges them. Industry standard is that the insurer at the time of the admit pays for the entire stay.

**How would follow-up care be provided, once the patient is released?**

The discharge planner should call to set up a post hospital appointment (please see facility and phone listing, attached. For Orange County members, this call should be made to the Main Intake Line. The member can also refer themselves and seek treatment directly through our Psychiatric Services and Addiction Medicine Services.

A listing of phone numbers Southern CA Kaiser service areas surrounding the City will also be provided to Magellan and to the City's EAP provider.

**Is there a pre-certification process?**

Members in crisis may call our 24-hour crisis hotline, or go to any Kaiser Hospital Emergency department to receive a psychiatric evaluation.

Admissions into an inpatient setting must be pre-approved by a Psychiatrist. If approved, members must have the care provided at a Kaiser facility (in LA Metropolitan area) or a Kaiser contracted facility (outside of LA).

**Outpatient Transition**

**How will members currently involved in outpatient therapy be transitioned into Kaiser's network?**

Again, their provider may refer them or the members may refer themselves directly.

800-464-4000      Statewide Member Service Call Center  
800-900-3277      After Hours Crisis Line (Southern CA)

888-988-2800	Orange County Appointment Center
714-667-6069	Orange County Mental Health Direct Line
888-750-0036	Inland Empire Appointment Center
800-823-4040	Bellflower/Baldwin Park/South Bay Appointment Center

### **How do Kaiser members find out more about seeking care within the Kaiser Permanente network?**

There are several ways that Kaiser Permanente Health plan members can access more information regarding our network of mental health providers. These include publications and web-based services as described below:

#### **Guidebook to Kaiser Permanente Services**

Each new member receives a *Guidebook to Kaiser Permanente Services* specific to the area where they reside. Each Guidebook lists facility locations, departments and services offered, hours of operation, and the phone numbers to call to access services.

We send new Guidebooks to all existing Kaiser members annually in the month of July so that they have updated service area information. If a member cannot locate their Guidebook, they may request a replacement by contacting our Member Service Call Center at 1-800-464-4000, Monday-Friday 7AM to 7PM, Saturday and Sunday from 7 AM to 3 PM.

Electronic copies of our Guidebooks for Southern CA can also be provided to the City for posting to their intranet website.

#### **Kaiser Permanente Healthwise Handbook**

Each new member receives a *Kaiser Permanente Healthwise Handbook*. (One time only at the time they first enroll.)

This self-care guide was authored by physicians and was reviewed by over 300 Kaiser Permanente physicians and other health professionals. It is geared towards helping people make better health decisions, deal with common health problems, partner with their physicians, live better with chronic disease, stay healthy, and avoid unnecessary costs.

Topics related to mental health include anxiety, stress, suicide, anger and hostility, depression and many others. There are instructions including when to call 911, when to call a counselor or physician, signs and symptoms, etc.

The latest edition of this book makes it easier to reach decision-focused, action-oriented content in our health encyclopedia at **kp.org**. Members will see a "Go to kp.org" icon under the various topics in the book that gives them instructions about how to reach the related content by using a code entered into the search function.

Members may order the latest edition by contacting our Member Service Call Center. A copy will be shipped to them at no charge.

(Note: We had a copy of this book at the Kaiser table during the City's health expo earlier this month, and we made sure to mention this to all current Kaiser members who engaged with us.)

### **How can Kaiser members find out more about providers?**

By logging on to **kp.org**, members can access a clinical directory under "Locate our Services", which will allow them to search by area, specialty, etc. When they click on a specific provider's name, it pulls up a biography of the physician, including a photo, their education and internship/residency background, a brief "blog" statement about themselves, their personal interests and health care philosophy.