



***Kaiser Permanente has a statewide phone line dedicated to assisting members who are concerned that their mental health or substance use appointment needs are not being fully addressed. Members can call 1-800-390-3503 Monday through Friday from 8 a.m. to 5 p.m.***

As part of Kaiser Permanente's commitment to continually improve mental health and substance use services for members and patients, Kaiser Permanente recently established a new statewide telephone line for California members to call if they are concerned that their appointment needs are not being fully addressed by their local mental health or substance use service clinic or through regular Member Services support.

With this option, Kaiser Permanente is providing an additional channel for escalation and resolution that will improve service to members.

The new Special Services escalation phone line is for use by members with logistical questions or concerns about obtaining their mental health or substance use service appointments, such as:

- Difficulty making an initial appointment
- Wait times between appointments
- Duration time of their appointment/s
- Long travel distance to the appointment location
- Concerns about their type of appointment (example: group vs. individual therapy)

The phone line is not to be used by members:

- To seek crisis help
- To get advice on the type of mental health or substance use care needed
- To seek general information about our mental health and wellness services
- To schedule a regular appointment
- As a replacement for the formal grievance process

Resolution Specialists will assist with troubleshooting when members encounter problems in obtaining mental health or substance use service appointments. The Resolution Specialists will have the ability to escalate cases for resolution, as needed. This new phone number is 1-800-390-3503 and will be staffed Monday - Friday, 8 a.m. – 5 p.m. During off-hours members will be instructed to call 911 or go to the nearest Emergency Department if they are experiencing an emergency