

Kaiser Permanente's Behavioral Health Services operates within the multi-specialty Mid-Atlantic Permanente Medical Group (MAPMG). It is a regional service committed to providing high quality, appropriate, and evidence-based treatment of mental health and chemical dependency disorders. The Kaiser Permanente Behavioral Health Delivery System includes psychiatrists, psychologists, social workers, nurses, addictionists, and chemical dependency counselors at Kaiser Permanente Medical Centers, as well as a network of Participating Behavioral Health Providers.

When a patient is seen by a Behavioral Health Clinician within the Kaiser Permanente Delivery System, the following critical elements characterize our model of care:

- Establishing clearly defined and mutually agreed upon treatment goals
- Targeting interventions to address the member's present difficulties and destructive thinking patterns.
- Consistent monitoring of the patient's goal with written documentation
- Use of adjunct approaches to obtain progress, e.g., homework, community programs, suggested reading, etc.
- Treatment planning that addresses specific goals and strategies, supports medical appropriateness, and considers duration and frequency of treatment

### **14.1 Access to Behavioral Health Services**

Kaiser Permanente members have direct access to mental health and chemical dependency services. They do not need a referral from their Primary Care Physician. Members can arrange services independently calling the Behavioral Health Access Unit where licensed clinicians (social workers and nurses), and intake schedulers assist members in arranging appropriate services.

#### **Members call:**

Kaiser Permanente Behavioral Access Unit at ☎1(866) 530-8778

#### **All Providers arranging for behavioral health services for members call:**

Kaiser Permanente Behavioral Health Unit at ☎1(866) 530-8778

**Select Prompt # 6 for non-urgent inquiries**

**Select Prompt #9 for Emergency Services**

If you have an administrative questions or issue, please call ☎(703) 249-7911.

## **14.2 Referrals and Authorizations for Behavioral Health Services**

When members call the Behavioral Access Unit they are given an appointment with the appropriate Behavioral Health Clinicians in a Kaiser Permanente Medical Center. If it is determined that a referral to a Network Participating Provider is appropriate, the member is given the names of appropriate providers to contact for an available appointment. The member is advised to call the Behavioral Health Referral Confirmation Mailbox at ☎(703) 249-7905, after scheduling their initial appointment, and to leave the name and number of the provider selected. This process ensures that the appropriate authorization is entered into the Kaiser Permanente Referral System. Once the member notifies Kaiser Permanente that they have contacted a participating provider, that provider is sent a KP External Referral authorizing the service for the patient.

Each referral contains a brief description of the patient's condition along with the following information:

- Member's Name
- Referral ID Number
- Number of visits authorized
- Expiration date

All treating providers must ensure that they receive an approved referral prior to the patient's visit. If a referral has not been received for the patient, please contact the Behavioral Health Referral Management Assistant for assistance at ☎(703) 249-7908.

### ***Continuing Consultations and Treatment***

Prior to the last approved visit or the expiration date on the referral, the treating provider must complete **The State of Maryland Uniform Treatment Plan**.

The treatment plan must be faxed to the attention of the Behavioral Health Utilization Review Nurse at ☎(301) 897-2353. Upon receipt of the treatment plan, the Behavioral Health Utilization Review Department will fax or mail a Continuing Treatment Authorization form indicating the review determination.

### **14.3 Emergency and Acute Care Services**

Network Participating Providers are expected to be available for their patients with appropriate after-hours or on-call coverage for their practice.

Emergency Services can be authorized 24-hours a day, 7-days a week.

#### **To arrange for Psychiatric Hospitalizations:**

Call the **Kaiser Permanente Hospital Hotline** at ☎1(800) 810-4766.

#### **To arrange for Partial Hospitalizations:**

Call the Behavioral Health Utilization Review Department at ☎(301) 897-2409 or (301) 897-2406.

#### **To arrange for Intensive Outpatient Treatment:**

Call the Behavioral Access Unit at ☎ 1 (866) 530-8778.

Requests for Non-routine or Additional Outpatient Services such as psychological testing, ECT, or psychiatric consult:

Call the **Behavioral Health Utilization Review Department** at ☎, (301) 897-2409 or (301) 897-2406.

### **14.4 Behavioral Health Claims**

As a Participating Provider billing for behavioral health services, please follow the procedures and adhere to the requirements outlined in Section 8.0-Claims of this manual.

### **14.5 Coordination of Care with Primary Care Physicians (PCPs)**

Kaiser Permanente has been a leader in promoting the integration of behavioral and medical health care. Many psychiatric problems present as medical conditions and many medical conditions present with psychiatric symptoms. Communication between all providers caring for a patient is essential to assure the best care. The patient benefits greatly when their PCP is fully informed regarding all aspects of their health care. Communication between the behavioral health provider and the PCP is particularly important when a patient has:

- Initiated behavioral healthcare treatment
- Been prescribed psychotropic medication
- Had a recent inpatient stay related to their mental health or substance abuse
- A substance abuse problem that affects their physical health and which may require the patient to seek additional medication from their PCP or other providers.

Behavioral Health providers are asked to obtain the member's consent, and communicate the following to the patient's PCP within seven (7) days of the visit and/or treatment.

- Date of Service
- Patient's Diagnosis and brief assessment of their findings
- Treatment Plan or Recommendations, such as medication prescribed or continued therapy required.

You may send written communications, findings, and/or treatment plans to the PCP directly, or to the following address:

**Kaiser Permanente-Prince George's Medial Center  
Regional HIMS  
6525 Belcrest Road, Suite 207  
Hyattsville, Maryland, 20782**

You may also fax this information to 📠(301) 209-6065.

Should the member decline to have information released to their PCP, please indicate this on the Treatment Plan Form.

#### **14.6 Additional Kaiser Permanente Center-Based Services**

In addition to general outpatient mental health and chemical dependency treatment services, Kaiser Permanente offers a range of behavioral health clinical services. These services are offered at our Kaiser Permanente Medical Centers located in Virginia, District of Columbia, and Suburban Maryland.

##### ***Intensive Outpatient Program (IOP)***

Intensive Outpatient Treatment programs are offered at the Merrifield and Summit Treatment Centers. Intensive outpatient treatment is a time-limited, multi-disciplinary program meeting held four (4) days weekly.

The program provides crisis intervention and stabilization. It is designed to help avert hospitalization and to provide a step-down for patients leaving the hospital. The treatment team consists of a psychiatrist, psychiatric nurse, clinical social worker and case manager.

##### ***Acute Care Services***

Physicians and staff in our Behavioral Health Department maintain availability to see our members on an urgent basis.

##### ***Case Management Services***

Case Management Services play an integral role in the overall care and coordination of treatment for many behavioral health patients. Child and adult case managers play an important role in facilitating hospital discharge planning. They maintain contact with

high-risk patients and assist with coordinating the patient's treatment plan. Case Management Services ensure that the appropriate therapeutic and community supports are available to the patient.

### ***24 Hour Medical Advice***

Registered nurses are available 24 hours a day to assist, handle, or direct urgent as well as routine medical questions over the telephone.

### ***Behavioral Health Urgent Care Services***

As the treating physician, it is your responsibility to coordinate and meet the acute and urgent needs of the patients referred to you for treatment. However, if a patient requires urgent/emergent appointment after-hours or during a weekend or holiday, members may call the Medical Advice Line at ☎ 1 (800) 777-7904 to arrange for services.

### ***Behavioral Health Education***

Kaiser Permanente's Behavioral Health Education Program offers a variety of classes at six (6) locations throughout the Washington, DC area. Clinical social workers, psychologists, counselors, or Clinical Nurse Specialists conduct these classes. The classes focus on skill building and include topics such as, "Managing Stress and Anxiety", "Overcoming Depression and Low Self-Esteem", and "Problem Solving for Couples".