

A photograph of a modern, multi-story building with a curved glass facade. The building is illuminated with warm, yellow light, and the sky is a clear blue. The text "Kaiser: Accessing Behavioral Health" is overlaid in blue. The building has a sign that reads "KAISER PERMANENTE" on the right side.

Kaiser: Accessing Behavioral Health

Presented by David Gonzalez and Gabriel Lieu

Wednesday, October 18th, 2023

Presentation Content

- Kaiser HIV and Prevention Services
- Types of Kaiser Insurance Plans
- Behavioral Health Services
- Addiction Medicine and Recovery Services
- Medi-Cal Behavioral Health
- Contact Information

Kaiser San Francisco HIV Prevention and Services San Francisco

- <https://thrive.kaiserpermanente.org/care-near-you/northern-california/sanfrancisco/departments/hiv-care-and-prevention/>

The HIV Care and Prevention Program at Kaiser Permanente San Francisco is a multidisciplinary specialty program within the Department of Adult and Family Medicine. Comprehensive care is provided by HIV specialist physicians, nurse practitioners, pharmacists, nurses, benefit coordinators, health educator and registered dietitian. Our Clinical Trials Unit offers cutting-edge HIV treatment and prevention research studies for members who are interested.

Kaiser San Francisco HIV Prevention and Services San Francisco

- San Francisco Locations

[2238 Geary Blvd, San Francisco CA 94115](#)

[1600 Owens, San Francisco CA 94158](#)

Members with HIV who are new to Kaiser San Francisco can schedule an intake appointment with the HIV Program by calling 415-833-4638.

Kaiser San Francisco HIV Prevention and Services San Francisco

- **Additional Services for People with HIV**

HIV RN Case Manager

Coordinate/direct the health, safety, and psychological care of members living with HIV to ultimately promote quality of life. Serve as an advocate to ensure that they continue to receive individualized and unique quality care, maximizing their overall care experience and health outcomes.

HIV Care Navigation

Referrals, application support and coordination of collaborative services (Project Open Hand, Medi-Cal, IHSS, Case Management services). Help with emergency housing, grocery and meal programs, behavioral health services, and transportation assistance.

Kaiser San Francisco HIV Prevention and Services San Francisco

- **Additional Services for People with HIV**

HIV Benefit Coordination

Help HIV/AIDS positive members understand their health care cost and benefits at Kaiser Permanente.

Educate members regarding long term and short-term disability benefits and enrollment process (State Disability, Private Disability, FMLA, Social Security Disability). Enroll members into the ADAP Medication Assistance Program and HIPP Health Insurance Premium Payment Program.

HIV Clinical Pharmacists

Collaborate with HIV physicians to optimize pharmacologic treatment to manage or prevent HIV. The HIV Clinical Pharmacists strive to ensure that the most effective medications or injection treatments are prescribed, with minimal side effects; that drugs are dosed appropriately, are void of drug interactions, and are convenient.

Kaiser San Francisco HIV Prevention and Services San Francisco

- **Additional Services for People with HIV**

HIV Anal Dysplasia Program

Schedule a routine checkup or transfer of care for anal dysplasia (abnormal cell growth caused by HIV and HPV that may be cancerous).

Kaiser Advice Line

Call for medical advice, scheduling appointments or leaving phone messages for your provider.
Available 7 days a week 24 hours a day.

Kaiser San Francisco HIV Prevention and Services San Francisco

- **Additional Services for People with HIV**

Kaiser Online Access

Create an account if you're a current or former member or have received care at a Kaiser Permanente facility and want to receive your medical records. You can email your doctor, view labs, schedule appointments, and order medication online or through the Kaiser phone app.

Kaiser Release of Information (ROMI)

For completion of state disability, social security disability, private disability, and documents requiring physician signatures. The Release of Information Department can also provide copies of medical records, fees may apply.

Kaiser San Francisco HIV Prevention and Services San Francisco

- **Services for People without HIV**

Kaiser San Francisco PEP Treatment Program

If you are concerned you have been exposed to HIV in the last 3 days (72 hours), immediately call the 24-Hour Kaiser Appointment and Advice Line at 866-454-8855 to request PEP (Post-Exposure Prophylaxis). PEP is an effective 4-week treatment of medications to prevent getting HIV when taken as prescribed.

Kaiser San Francisco PrEP Treatment Program

Pre-exposure prophylaxis (PrEP) is an effective HIV prevention strategy where individuals who do not have HIV takes a pill or injection treatment to stay HIV negative. When taken daily as prescribed, PrEP is highly effective in preventing HIV. PrEP is available by prescription from a Kaiser health provider.







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Types of Kaiser Insurance Plans

- **COBRA/Cal-COBRA**
- **Covered CA**
- **Employer Plan**
- **Medi-Cal**
- **Medicare**
- **Private Insurance**

Types of Kaiser Insurance Plans

● Behavioral Health Cost For Services Example

Individual Therapy	
In Network	<div><div>1</div><div>\$15.00 copay </div><div>Next level after \$15.00 used in T-MHOPVST SERVICE BKT (\$0.00 used, \$15.00 remaining)</div><div>2</div></div>
Group Therapy	
In Network	<div><div>1</div><div>\$7.00 copay </div><div>Next level after \$7.00 used in T-MHOPGRP SERVICE BKT (\$0.00 used, \$7.00 remaining)</div><div>2</div></div>
Medication Management	
In Network	<div><div>1</div><div>\$15.00 copay </div><div>Next level after \$15.00 used in T-MHOPOTHR SERVICE BKT (\$0.00 used, \$15.00 remaining)</div><div>2</div></div>
Psychological Testing	
In Network	<div><div>1</div><div>\$15.00 copay </div><div>Next level after \$15.00 used in T-MHOPOTHR SERVICE BKT (\$0.00 used, \$15.00 remaining)</div><div>2</div></div>
MH Intensive Outpatient Program	
In Network	<div><div></div><div>Fully covered</div></div>
Electroconvulsive Therapy	
In Network	<div><div>1</div><div>\$15.00 copay </div><div>Next level after \$15.00 used in T-MHOPVST SERVICE BKT (\$0.00 used, \$15.00 remaining)</div><div>2</div></div>

Types of Kaiser Insurance Plans

- **Addiction Medicine Cost for Services Example**

Individual Treatment	
In Network	<div><div>1</div><div>\$15.00 copay ⓘ</div></div> <div>Next level after \$15.00 used in T-CDOPINOV SERVICE BKT (\$0.00 used, \$15.00 remaining)</div> <div><div>2</div></div>
Group Treatment	
In Network	<div><div>1</div><div>\$5.00 copay ⓘ</div></div> <div>Next level after \$5.00 used in T-CDOPGRP SERVICE BKT (\$0.00 used, \$5.00 remaining)</div> <div><div>2</div></div>
CD (SUD) Intensive Outpatient Program or Day Treatment	
In Network	<div><div>✓</div><div>Fully covered</div></div>
Inpatient Detoxification	
In Network	<div><div>1</div><div>250.00 unit ⓘ</div></div> <div>Next level after 5 Units used in T-CDIPHOSP DAY(S)/5 ADMISSION(S) (0 used, 5 remaining)</div> <div><div>2</div></div>
CD (SUD) Residential Recovery Services (referred out)	
In Network	<div><div>1</div><div>250.00 unit ⓘ</div></div> <div>Next level after 5 Units used in T-CDIPTRRS DAY(S)/5 ADMISSION(S) (0 used, 5 remaining)</div> <div><div>2</div></div>
Methadone Maintenance (referred out)	
In Network	<div><div>✓</div><div>Fully covered</div></div>

Behavioral Health Services

- Our Kaiser team of health care professionals, including psychiatrists, licensed clinical social workers, licensed marriage family therapists and psychologists provides mental health services to adults, adolescents and children – individually and in groups. We are committed to providing personalized care, and our patients are generally able to see the same therapist or psychiatrist at each visit
- Psychologists, psychiatric social workers or licensed marriage family therapists provide the initial psychiatric evaluations and follow patients in psychotherapy. The number of sessions a patient may have is determined upon medical necessity and diagnosis. After being seen by either a psychologist or psychiatric social worker, a patient may be recommended to be seen by a psychiatrist who evaluate and follow all patients requiring psychiatric medications.

Behavioral Health Services

Appointment and Advice Line: 415-833-2292

Monday – Thursday 7:30AM – 7:30PM

Friday 7:30AM – 5:00PM

- **Autism**
4141 Geary Blvd., 3rd Fl
Phone: 415-833-2292
- **Neuropsychology**
4141 Geary Blvd., 3rd Fl
Phone: 415-833-2292
- **Adult Psychiatry**
939 Ellis Street 6th & 7th Fl
San Francisco, CA 94109
- **Child and Family Psychiatry**
939 Ellis Street 5th Fl
San Francisco, CA 94109

Addiction Medicine and Recovery Services

- Day Treatment
- Intensive Outpatient Treatment
- Co-Dependent Treatment
- Adolescent Treatment
- Specialty Groups for African-Americans, Gender and Sexual Minorities, and Dual Diagnosed Individuals
- Full range of detoxification services (based on medical necessity)
- Psychological and Medical Evaluation
- Group Based Treatment with Individual Counseling
- Education and Skill Building

Addiction Medicine and Recovery Services

Appointment and Advice Line: 415-833-9400

1201 Fillmore Street
San Francisco CA 94115

Monday, Tuesday, Thursday, Friday: 8:00AM– 5:00PM

Wednesday: 8:00AM – 7:00PM

Saturday – Sunday: Closed

- Individuals may call to make their own appointments, and healthcare providers can make direct referrals. Concerned family and friends can also call for information and assistance.
- Specific treatment plans for each individual are based on a clinical evaluation conducted by Kaiser staff. All treatment received by individuals at Addiction Medicine are voluntary and confidential.

Medi-Cal Behavioral Health

- Medi-Cal San Francisco Health Plan works with a company called Carelon Behavioral Health (“Carelon”) to provide outpatient mild to moderate mental health services.
- Individual and group mental health assessment and treatment (psychotherapy). These services can include counseling from a therapist. Sometimes these services are available at your primary care clinic.
- Psychological testing when needed to assess a mental health issue
- Outpatient services that include lab work, drugs, and supplies
- Psychiatry assessment for medications
- You do not need a referral to get Mental Health Services. You can call Carelon Behavioral Health to learn more or get an appointment at 1-855-371-8117 or [carelonbehavioralhealth.com](https://www.carelonbehavioralhealth.com).

Medi-Cal Addiction Medicine and Recovery Services

- Treatment for Alcohol and Substance Use Problems
- Your primary care provider may screen you for alcohol or drug use and provide brief counseling to help you if you have a problem. Your primary care provider is the doctor, nurse practitioner, or physician's assistant who oversees your health care.
- Your provider may also refer you to the San Francisco County Community Behavioral Health Services (CBHS) for more alcohol and drug use treatment services.
- You do not need a referral from your provider.
- If you feel you need help with alcohol or drug use, you can contact the CBHS Access Help Line 24 hours a day, 7 days a week at 1(415) 255-3737 or 1(888) 246-3333 toll free. If you are hearing-impaired, you may call CBHS' TDD line at 1(888) 484-7200.

Kaiser HIV Referral Contacts

- Please leave a message with Name, Kaiser ID#, and Phone Number.

HIV Case Manager

Phone: 415-833-4258

HIV Community Benefits

Phone: 415-833-7737

PrEP Program

Phone: 415-833-7737

Kaiser 24 Hour Appointment and Advice Line

Phone: 866-454-8855

Questions?



Presenter Contact Information

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