

14.0 Behavioral Health Services

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, addictionologists, 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. Members seeking in-house care should obtain a referral from their primary care physician (PCP), but no referral is required for care from external contracted providers. Members can arrange services independently by calling the Behavioral Health Access Unit where licensed clinicians (and intake schedulers assist members in arranging appropriate services).

Members call ☎ 866-530-8778

- Monday – Friday from 7:00am – 7:00pm: Select Option 1 – “Behavioral Health”
- Outside of the above hours: Say “Representative” or stay on the line.

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 a member with network benefits declines to be seen within a Kaiser Permanente medical center Behavioral Health department and chooses to see a network provider, a referral for psychotherapy and/or medication management is not needed.

For higher levels of care (IOP – Intensive Outpatient, PHP – Partial Hospital Program, RTC – Residential Treatment, or inpatient), prior authorization is required. All treating providers must ensure that they receive an approved referral prior to rendering those services. If a referral has not been received for the patient, please contact Behavioral Health Utilization Management for assistance at ☎ 301-552-1212.

Continuing Consultations and Treatment

Prior to the last approved visit for care other than psychotherapy or medication management and before the expiration date on the referral, the treating provider must complete the most recent version of [The State of Maryland Uniform Treatment Plan](#).

The treatment plan must be faxed to the attention of the Behavioral Health Utilization Review Nurse at ☎ 855-414-1703. Upon receipt of the treatment plan, you will receive by fax or mail a letter 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 ☎ 800-810-4766.

To arrange for Partial Hospitalizations, Intensive Outpatient, or Residential:

Fax clinical to Behavioral Health Utilization Management at ☎ 855-414-1703. For further information, call ☎ 301-552-1212.

To arrange for Non-routine or Additional Outpatient Services (Psychological Testing, ECT -Electroconvulsive Therapy, or Psychiatric Consult):

Fax clinical to Behavioral Health Utilization Management at ☎ 855-414-1703. For further information, call ☎ 301-552-1212.

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 PCPs

Kaiser Permanente has been a leader in promoting the integration of behavioral and medical health care. Many mental health problems present as medical conditions, and many medical conditions present with psychological 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-Marlow Heights Medical Center
5100 Auth Way
Suitland, MD 20746**

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 located in many Kaiser Permanente behavioral health clinics throughout Maryland, DC, and Northern Virginia. Intensive outpatient treatment is a time-limited, multi-disciplinary program meeting held three to four (3-4) 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. 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 or provider, 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 ☎ 800-777-7904 to arrange for services.

Behavioral Health Education

Kaiser Permanente's Behavioral Health Education Program offers a variety of classes in various locations throughout behavioral health clinics in the Washington, DC, Baltimore, and Northern Virginia 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" and many more. To register for classes, members should contact the Kaiser Permanente medical center where the class is offered.