

CHAT ONLINE WITH A MENTAL HEALTH SPECIALIST



Real-time support for your concerns and conditions

Kaiser Permanente has made it easier for you to get the care you need. Chat with a Mental Health Specialist allows you to connect online, in real time, for assistance with mental health concerns or conditions. By answering a few questions, our specialists can get you to the right resources or level of care.

Explore your care options at kp.org/getcare.

Get help with questions about:

- Stress
- Depression
- Constant worry
- Frequent loneliness or sadness
- Exhaustion and excessive sleep
- Unhealthy drinking
- Drug use
- Other mental health concerns

Our specialists can also schedule a behavioral health appointment for you, if needed. And you can use chat for support in between appointments.

How do I use chat?

If you are registered on kp.org, simply log on, choose the “Get Care Now” button, and then select “Start a chat now.” You can also chat with a doctor on the Kaiser Permanente mobile app.

When can I use chat?

Monday through Friday, from 8:30 a.m. to 6:30 p.m.

If you feel you are experiencing a psychiatric emergency, please call **911** or go to your nearest emergency room. You may also speak to our crisis team at **303-338-3900 (TTY 711)**, Monday through Friday, from 7 a.m. to 7 p.m. Outside these hours, please call **303-338-4545 (TTY 711)** to speak with a member of your Kaiser Permanente care team.

Chat with a doctor or mental health specialist, video, and phone services are offered at no additional cost for most health plans. For these services, some PPO or high deductible health plans are subject to a copayment, coinsurance or deductible first before being provided at no additional cost. Review your Evidence of Coverage, Membership Agreement, or Certificate of Insurance, or call Member Services at **303-338-3800** or **1-800-632-9700 (TTY 711)**, Monday through Friday, from 8 a.m. to 6 p.m., for your plan details.