

THE KAISER PATIENT ADVOCATE



KaiserMentalHealth.com

An **independent** resource for California patients and families who use Kaiser Permanente's mental health services

Have you or a loved one experienced undue delays or denials of care? At KaiserMentalHealth.com, you'll find valuable information and resources about Kaiser Permanente's mental health services, including:

- Your rights as a mental health consumer, including your right to timely and appropriate care under California's new rules.
- Frequently asked questions about getting access to Kaiser mental health services.
- Updates about recent developments pertaining to Kaiser mental health services.
- Resource pages with links to government agencies and consumer organizations, as well as helpful documents and press articles about Kaiser mental health services.
- Step-by-step instructions for filing a complaint on the Kaiser Permanente website.

KaiserMentalHealth.com

This website is presented solely as an informational resource and is not hosted, authored, or endorsed by Kaiser Permanente. For specific information pertaining to your Kaiser health plan policy contact Kaiser Permanente Member Services.



DearCynthiaTelles.com

DearCynthiaTelles.com is a collection of letters sent by Kaiser Permanente patients and clinicians to the only member of Kaiser's Board of Directors who has mental health experience. Psychologist Cynthia Telles has refused to meet with Kaiser clinicians and has ignored scores of letters they've sent to her imploring her to fix the serious failures in mental health services that are causing severe hardships for Kaiser patients.

To contribute your story, visit www.DearCynthiaTelles.com



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