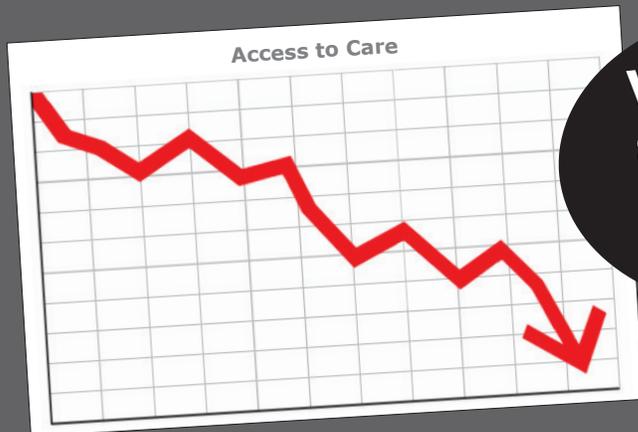


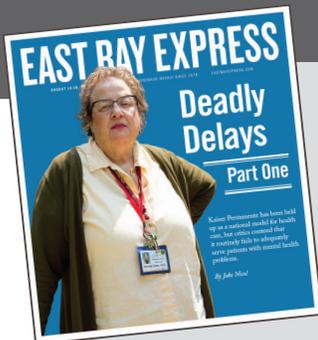
KAISER'S BEST PRACTICES



Withhold services, rake in profits



In 2013, the Department of Managed Health Care fined Kaiser \$4 million for illegally delaying patients' access to mental health services and violating the Mental Health Parity Act. The fine is the second largest in the agency's history. These delays have affected thousands of patients and have sometimes led to tragic results, even suicides.



Problems mirror VA crisis

"A growing chorus of patients, state regulators, and clinicians are raising questions about Kaiser's mental health services," wrote Oakland's East Bay Express in an Aug. 13 cover story. "While

much attention has been focused in recent months on extended wait times at VA hospitals ... far less scrutiny has been given to similar problems involving California's largest health provider."

Thousands denied care

Kaiser's violations continue. In May 2014, Kaiser failed to provide timely access to care for 65% of patients in Oakland and 61% in Richmond, according to Kaiser's own data.

Excessive compensation for top execs

In 2012, Kaiser paid its CEO \$11 million and provided him with a chauffeur-driven car and other perks. Twenty-two of Kaiser's executives earn more than \$1 million each annually. Top executives receive nine pension and retirement plans from Kaiser. Meanwhile, Kaiser is trying to eliminate the only pension plan it offers to its caregivers.

Denying treatment for children with autism

In 2012, the State of California cited Kaiser for illegally withholding treatment from children with autism, prompting Kaiser to settle a \$9 million class-action lawsuit filed by patients' families.

Highest profits in California

While Kaiser delays care to its members, the HMO is bringing in record profits: \$13.5 billion since 2009, including \$2.1 billion in the first half of 2014 — that's a 40% increase over last year's profits.

Three class-action lawsuits

Patients have filed three class-action lawsuits against Kaiser alleging that delayed care has contributed to suicides by Kaiser patients.

For more information, see NUHW.org/Kaiser