

## FACT SHEET: Did Kaiser Boost Its Mental Health Staff by 25%?

Kaiser Permanente claims to have boosted its staff of California mental health clinicians by 25% between 2011 and 2014. Kaiser officials cite this figure in responding to the regulatory sanctions and criticisms directed at its mental health services, including the \$4 million fine levied by the Department of Managed Health Care, 4 class-action lawsuits filed by patients, and criticisms voiced by its own mental health staff.

### ***Kaiser's claim is both inaccurate and misleading.***

First, Kaiser's 25% figure is contradicted by its own internal workforce data. According to these records, the number of full-time equivalent (FTE) mental health clinicians increased by only 11.8% during this period, not 25%. See Table 1 below.

Secondly, Kaiser fails to disclose that during the same three-year time period, its statewide HMO membership grew by 10.3% (694,672 members). Furthermore, a substantial portion of this population (more than 100,000) are Medi-Cal enrollees who were formerly treated in county-operated facilities and who typically have more acute mental health conditions requiring more intensive services. On January 1, 2014, these Medi-Cal enrollees began receiving outpatient psychiatric services from Kaiser under state rules referred to as the "Medi-Cal carve-in." See Table 2 below.

In sum, Kaiser – rather than boosting its staffing levels – has barely kept pace with its membership growth and has failed to fix the massive historical staffing deficit that resulted in its 2013 violation of California's timely access regulations and the DMHC's \$4 million fine.

Region	Sept. 1, 2011	July 7, 2014	Difference	% Difference
Northern California	986.1	1,084.6	98.5	10.0%
Southern California	970.5	1,103.2	132.7	13.7%
<b>TOTAL</b>	<b>1,956.6</b>	<b>2,187.8</b>	<b>231.2</b>	<b>11.8%</b>

Source: Kaiser Permanente.

	Sept. 30, 2011	June 30, 2014	Difference	% Difference
Total Enrollees	6,732,488*	7,427,160	694,672	10.3%

Source: California Department of Managed Health Care.

<sup>1</sup> "Mental health workforce" includes Psychologists, Licensed Clinical Social Workers, Marriage & Family Therapists, and other therapists represented by NUHW. On a monthly or bimonthly basis, Kaiser prepares and delivers to NUHW a spreadsheet containing the names, classifications, work hours and other information of each of the clinicians who comprise this workforce. The figures in Table 1 computed using data supplied by Kaiser.

<sup>2</sup> Kaiser's enrollment figures are available on the DMHC's website at <http://wps0.dmhc.ca.gov/flash/> Table 2 accounts for the number of Medi-Cal enrollees who became eligible for our patients mental health services delivered by Kaiser on January 1, 2014 by utilizing enrollment figures for "Medi-Cal risk" enrollees published by the DMHC.