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An important message to our members: We're here for you.

This week marks the 11th week of a strike called by the National Union of Healthcare Workers (NUHW), the union that represents our mental health professionals. Over the course of the strike inaccurate and misleading information about access to our mental health care has been shared by the union.

It's important you know that any Kaiser Permanente member who needs a mental health care appointment can get one.

We are providing timely appointments to any member seeking care, thanks to our extensive network of more than 13,000 highly qualified external providers, and more than 1,000 NUHW-represented therapists who are working each day. This includes 24/7 crisis care, urgent care, and non-urgent care.

If you need help, reach out to us.

We understand how important mental health care is to our patients. Regardless of the strike's duration, Kaiser Permanente will continue to meet our patients' needs. Any member needing a mental health care appointment can call 1-833-KP-WITH-U (1-833-579-4848), or access care through our member portal at kp.org, or through our Kaiser Permanente app.

This strike is an unnecessary, common bargaining tactic by this union.

Across the board, Kaiser Permanente is a leader in pay and benefits. Our philosophy is to pay our employees up to 10% above market. Our offer includes generous benefits and above-market wages. On average, we already pay our NUHW-represented employees in Southern California 18% more than others in the market and we're offering even more. In addition, we annually contribute to therapists' defined contribution pension plan at almost double the national average — up to 9% of the value of their wages. We have also proposed that up to 25% of therapists' time be available for planning, coordination, meetings and administrative work.

NUHW is demanding more to see fewer patients. The union is calling for wage increases that would put them 40% above what their peers in Southern California are paid. At the same time, they are seeking to reduce the time spent seeing patients to a mere 50% of their weekly schedule. This would decrease available appointments by 15,000 per month.

We're encouraged that NUHW will return to bargaining this week and ask that they engage in meaningful bargaining so we can reach a new contract that benefits our mental health workforce and our patients.

