



**ROBERT RIVAS**  
SPEAKER OF THE ASSEMBLY

November 13, 2024

Greg Adams  
Chair and Chief Executive Officer  
Kaiser Permanente  
One Kaiser Plaza, 22nd Floor  
Oakland, CA 94612

Dear Mr. Adams,

Since my last letter, dated October 31, 2024, it has come to my attention that over the course of the current strike by the National Union of Healthcare Workers (NUHW), large numbers of behavioral health appointments are being cancelled across Kaiser's Southern California region, and that these reductions in vital services are having adverse impacts on Kaiser patients.

The 2023 California Department of Managed Health Care (DMHC) settlement agreement with Kaiser to address serious deficiencies in its delivery of behavioral health services was intended to ensure that all of Kaiser's California enrollees would maintain full access to the behavioral health services they are entitled to under California law, including in the event of a strike.

I have seen the strike contingency plan that Kaiser submitted to DMHC, and I am greatly concerned that the plan does not provide sufficient detail regarding Kaiser's arrangements to prevent widespread appointment cancellations without timely and appropriate replacement services. I have learned that patient appointments are indeed being cancelled at an alarming rate, and that these cancellations are leading to sometimes indefinite delays, or worse, denials of care.

Given this context, my undersigned colleagues and I urge you to resume good faith negotiations with NUHW as soon as possible, and to agree to the union's reasonable contract proposals in order to ensure the delivery of timely and appropriate behavioral health services to your patients.

Sincerely,

A handwritten signature in blue ink, consisting of a stylized 'R' followed by a horizontal line and another 'R'.

**ROBERT RIVAS**  
Speaker of the Assembly