

KAISER

Care Coordination Guide

Subject	Instructions
Webpage	www.kp.org
Member Services	Call <u>Health Plan Member Services</u> at: 1-800-464-4000; 1-800-777-1370 TTY/TDD Spanish: 1-800-788-0616; Chinese: 1-800-757-7585
Mental Health Services	Call <u>Mental Health Services</u> at: 916-973-5300 for Sacramento/Roseville; 916-525-6100 for South Sacramento
Substance Use Disorders	Call <u>County Alcohol & Drug System of Care</u> at: 916-874-9754
Advice Nurse – 24 hours	Call: 1-866-454-8855 for Sacramento; 916-688-2106 for South Sacramento; 1-800-735-2922 TTY/TDD
Urgent Care	Call: 1-866-454-8855 for Sacramento; 916-688-2106 for South Sacramento; 1-800-735-2922 TTY/TDD
Transportation – <i>Non-medical</i>	Call: 1-844-299-6230
Transportation – <i>Medical (non-emergency)</i>	Contact the Member’s provider
Linguistic	Call <u>Member Services</u> at: 1-800-464-4000
Case Management – Basic and Complex	Call <u>GMC Care Coordination Program</u> at: 916-486-5140

Note: The Care Coordination Guide is solely to be used as a tool and not in lieu of Kaiser policies, procedures, or Member Handbook Evidence of Coverage.