

Transitioning from Optum EAP to Kaiser Permanente Behavioral Health Services

Optum offers EAP benefits to a large number of members whose behavioral health care is offered through Kaiser Permanente. When a change from EAP to behavioral health services is needed, it is important to make that transition as easy as possible for the member.



No Referral or Pre-Authorization is Required

Kaiser Permanente does not require a referral or pre-authorization to access behavioral health services. EAP providers can call the **Kaiser Permanente EAP Provider Line, 888-677-9993**. A specialized customer service at Kaiser Permanente will work with the EAP provider to identify the correct Kaiser Permanente Behavioral Health Department. Note that this provider line is only for use by EAP clinicians and should not be used by the member.

Contacting the Kaiser Permanente EAP Provider Line

When contacting the Kaiser Permanent EAP Provider Line, Optum EAP providers should be prepared for a possible clinical discussion with Kaiser Permanente staff. EAP providers should have a current, valid, authorized release of behavioral health personal health information signed by the employee/member, as would be needed for other clinician-to-clinician coordination of care activities.

For EAP Providers only, Kaiser Permanente EAP Provider Line — 888-677-9993

If a Kaiser Permanente member has questions regarding care or coverage, they can be directed to Kaiser Permanente Member Services at 800-464-4000.