

As a result of the largest wildfires in California history, our community has experienced a significant trauma. Whether directly affected or involved otherwise, we have each been impacted at some level. Listed below are resources available to assist you as a Kaiser Permanente member:

Mental Health & Wellness Services

- If you are experiencing anxiety, emotional ups and downs, irritability, poor sleep, and/or poor concentration, your primary care physician can provide you with assistance.
- If your symptoms are urgent or severe you may also contact the Department of Mental Health and Wellness to speak with one of our mental health providers: (707)-571-3778.
- Additionally, we are offering **free** drop-in classes to assist you:
 - Parenting through Crisis: offers tips and resources for parents and caregivers to support families and children affected by the wildfires.
 - Every Monday from 12:00–1:30 PM at 2235 Mercury Way Suite 240, Santa Rosa
 - Trauma Support Workshop: provides information on trauma and stress responses related to the wildfires and resources for how to address them
 - English: every Tuesday from 5:30–6:30 PM at both 3554 Roundbarn Blvd, Santa Rosa and 2235 Mercury Way Suite 240, Santa Rosa
 - Spanish: every Monday from 5:30–6:30 PM at 2235 Mercury Way Suite 240, Santa Rosa

Benefits, Coverage, and Plan Options

- If you have questions regarding your benefits or coverage, please call the Member Services Call Center at 1-800-464-4000 (open 24 hours/day, 7 days/week).
- If you have questions regarding health plan options or changes, please visit our local Member Services Department (open Monday–Friday 9:00 a.m.– 5:00 p.m., closed for lunch 12:30–1:30 p.m.)
 - Locations:
 - Santa Rosa Medical Center, MOB 2, 1st Floor, 401 Bicentennial Way, Santa Rosa, CA 95403
 - Rohnert Park Medical Offices, 5900 State Farm Drive, Rohnert Park, CA 94928

Medical Financial Assistance

- If you have concerns about your ability to pay co-pays please call our Patient Financial Advisors at (707)-393-4458 or walk-in (open Monday–Friday, 9:00 a.m.–4:30 p.m.)
 - Location: Santa Rosa Medical Center, Business Office – located in Release of Medical Information (ROMI), Hospital, main level, 401 Bicentennial Way, Santa Rosa, CA 95403

Personal Physician Selection

- New, returning, and existing members that need assistance selecting or changing a primary care physician can call the New Member Experience department at (707)-393-3186 (open Monday–Friday 9:00 a.m.–5:00 p.m.)
- New Member Experience can also assist with:
 - Activation of your kp.org account with a personalized tutorial on how to use it
 - Tours of our campus
 - Information to help you refill your prescription
 - Booking appointments