



The University of California Family Support Program



Having a teenager or young adult with a severe mental illness or substance abuse problem can leave you feeling scared, confused, and hopeless. But we can help.

Kaiser Permanente and Western Health Advantage health plan members have the Family Support Program to help you care for a dependent who has a severe mental illness or substance abuse problem. The program can help you with teenage and young adult dependents.

What does the Family Support Program offer?

The Family Support Program gives you phone access to licensed clinicians who will assess, educate, support and manage cases of children or adult dependents with severe mental illness or substance use disorders (alcohol or drugs). These specialists are licensed mental health clinicians with in-depth knowledge of treatment options and resources.

How does the Family Support Program work?

The program is available to you at no additional charge. When you call the program, a family support specialist will do a complete and in-depth assessment of your situation. He or she will:

- **Educate** you about the disease and community resources available to you and your loved one
- **Guide** you through treatment options and refer you to the appropriate treatment centers or clinicians
- **Support** you in communicating with your child and taking care of yourself and other family members by providing connections to support services

Take the first step.

Call us toll-free from
8:30 a.m. to 5 p.m. PT:

877-229-3440

This number has been specifically designated for the Family Support Program.

TDD/TYY: Dial 711 and enter the number above

Or log on to
liveandworkwell.com.

Access code: 11280

We are here for as long as you need help.

There are no limits on how often you can contact your family support specialist. Recovery takes time. We are here for you.

To learn more, contact:

Our specially designated number for this program

1-877-229-3440

8:30 a.m. to 5 p.m. Pacific time

or log on to liveandworkwell.com.

Access code: 11280

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