

VI. MENTAL HEALTH SERVICES

How Do I Get Mental Health Services?

If you think you have mental health problems and need help, call the Public Mental Health System, at 800-888-1965, call our member services hotline or speak with your PCP. Your PCP will ask you questions to help decide if you need mental health treatment. Your PCP may decide that he or she can help by giving you some medications for your problem and you will not need to go to the Public Mental Health System or your PCP may help refer you to the Public Mental Health System. If you decide to call the Public Mental Health System yourself, their toll-free help line is open 24-hours a day, 7 days a week and is run by mental health staff called care managers. The care managers are trained to handle your call and will help you get the services you need.

If you have received mental health care services in the past, and would like to see the same provider, let the care manager know and every effort will be made to get you to the same provider.

If the Public Mental Health System finds that you do not need specialty mental health services, your PCP (with your permission) will be informed so that you can receive any needed follow-up care.

If I Need Mental Health Services From the Public Mental Health System (PMHS), How Quickly Will I Get It?

How quickly you are seen for specialty mental healthcare will depend on the type of treatment you need. The following describes the time rules for getting you to a mental health specialist:

Emergency

If the PMHS care manager finds that your problem is an emergency, you will be seen within the same day, usually within four hours.

Urgent

If your problem is not an emergency, but you still have an urgent need to see a mental health specialist, you will be seen by the next day, within 24 hours.

Scheduled

If you are not having a crisis, but you still need to see someone for an evaluation, an appointment for specialty care will be scheduled within 10 work days.