Children's Mental Health Referral Primary Care Provider (PCP) Desk Guide





Children's Crisis & Referral Line (844)HELF4 WV

When and how should PCPs make a referral for a child's mental health?

PCPs can scan the QR code above or utilize the <u>online form</u> to make a referral. A referral is recommended when:

- ✓ A child has a positive mental health screening.
- ✓ Any risk indicator of serious emotional disturbance is identified.
- ✓ If any mental or behavioral health concern is identified during surveillance.
- ✓ Link to online referral JotForm (add to web browser favorites if helpful): <u>https://hipaa.jotform.com/PGHN/help4wv-PCP-referral</u>

What does the Children's Crisis and Referral Line do?

- ✓ The referral line assists the medical home by providing behavioral health referral assistance and available resources to any child who is identified as having an unmet behavioral health need.
- ✓ The referral line is **not just for crises**.
- ✓ Referrals can be made by providers 24 hours a day, 7 days a week.
- ✓ PCPs receive a confirmation upon email delivery of any electronic referral.

What can the family expect from the referral follow-up?

- ✓ The family receives a call within 24 hours of referral and can turn away services at any time.
- ✓ Follow-up begins within a week on average.
- ✓ A coordinator will contact the family to talk about types of help or supports available.
- ✓ WV Wraparound or the Children with Serious Emotional Disorder (CSED) Waiver may be discussed with the family.
- ✓ Assistance with completing the CSED Waiver application is available. The family and coordinator can discuss what the child/family is experiencing, with questions tailored to the family.
- ✓ While eligibility for wraparound or CSED is being reviewed, the coordinator shares local services and county contacts available for the family.
- ✓ The family should be encouraged to call the referral line directly if they have not been contacted within two days of the PCP making the referral.

For immediate assistance at any time, the family or PCP may call the Children's Crisis and Referral Line directly at 844-HELP4WV (844-435-7498).

Child has or is at risk of			
Serious emotional disorder/disturbance (SED) resulting in functional impairment – OR – Unmet behavioral health need that could benefit from home- and community-based services (HCBS)	Primary Care Provider (PC Makes referral via	CP) Children's Crisis and Referral Line	
	electronic HIPAA- compliant JotForm (or fax) to Children's Crisis and Referral Line <i>Required info:</i> Name of child or parent, contact information, home county, consent for contact, and if behavioral need identified during clinical exam or screening results should be included	Contacts youth/ family within 24 hours of referral, conducts additional screening, and makes referral to appropriate behavioral health resources	RESOURCES Regardless of level of need 1. Children's Mobile Crisis and Response can help de-escalate a crisis by phone or in person within an hour, on average (family choice) 2. WV Wraparound, including CSED Waiver, can connect the child with intensive HCBS 3. Community-based behavioral resources assistance for those who might benefit from less intensive services (e.g., outpatient services,

What types of WV Wraparound services are available for the child?

Available services may include any of the following, depending on level of need and county or region:

- ✓ In-home and out-of-home therapy
- ✓ In-home family support
- ✓ Respite, in-home and out-of-home
- ✓ Specialized therapy
- ✓ Community transition
- ✓ Mobile crisis response

✓ Peer parent support

family support)

✓ Independent living/skills building

- ✓ Individual supported employment
- ✓ Assistive equipment
- ✓ Job development
- ✓ Non-medical transportation

Contact Information

Please contact your regional HealthCheck specialist for information and assistance on accessing the Children's Crisis and Referral Line.

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