Children's Mental Health Referral

Primary Care Provider (PCP) Desk Guide

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

PCPs can scan the QR code above or visit the webpage 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 referral JotForm (same as QR code above, and PCPs may add to favorites in their web browser): **https://hipaa.jotform.com/PGHN/help4wv-PCP-referral**

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

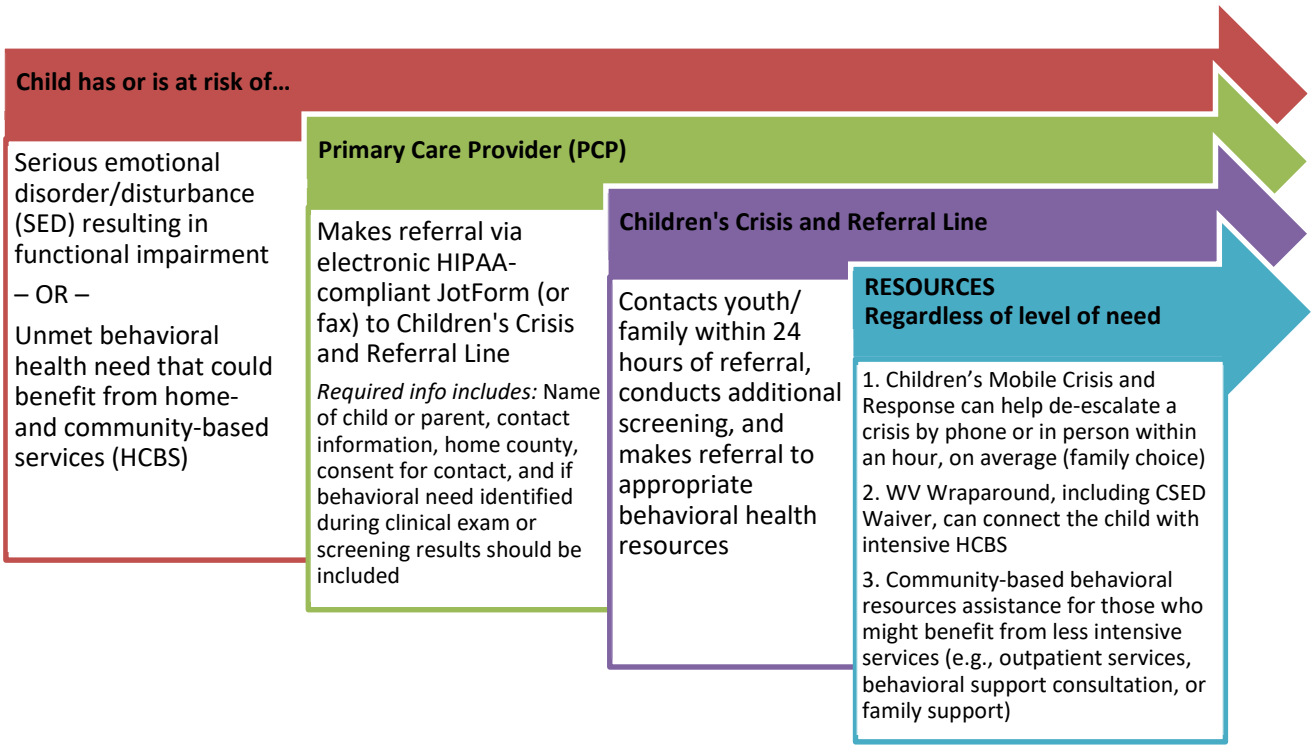
- ✓ The referral line assists the medical home by providing behavioral health referral assistance and available resources to any child who is identified as having an unmet behavioral health need.
- ✓ The referral line is **not just for crises**.
- ✓ Referrals can be made by providers 24 hours a day, 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).

Please see reverse side for more information.



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
- ✓ 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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