

Department of Social and Health Services

Olympia, Washington

**Social Services Manual**

Revision # 70

Category / Mental Health Services

<http://www.dshs.wa.gov/manuals/socialservices/sections/mentalHealth.shtml>

Issued **January 4,2010**

Revision Author: Becky McAninch-Dake

Division HRSA

Phone (360) 725-1642

Email [becky.mcaninch-dake@dshs.wa.gov](mailto:becky.mcaninch-dake@dshs.wa.gov)

**Summary**

The mental Health Services chapter was updated to include current referral information and benefit information.

Mental Health Services

~~Revised December 2, 2008~~

**Purpose:** Provide a basic overview of services available to assist clients in accessing mental health services.

**CLARIFYING INFORMATION GUIDELINES**

The following resources are available to assist ~~clients~~ adults, youth and families with children in accessing mental health services. Depending on the situation access to mental health treatment and services may require facilitating the referral ~~Given the complexity involved in accessing mental health services, you may need to facilitate the referral by consulting with~~ through the person's ~~the~~ primary care provider, Regional Support Network (RSN) or local mental health provider. It is highly recommended that each office know and ~~collaborate with~~ their ~~all~~ local mental health providers ~~and~~ RSNs. A link to the directory of the MHD and RSNs is listed below. Establishing contacts and referral protocols can prove to be very beneficial in helping clients to access mental health services.

## **Mental Health Crisis**

If it appears the client individual is in crisis due to a mental illness having a mental health crisis a referral should be immediately made to the RSN for emergency crisis intervention services. The A Designated Mental Health Professional (€DMHP) will determine if an involuntary mental health evaluation and treatment is warranted. Crisis services are available to any person regardless of income or citizenship status. If the crisis requires the involvement of law enforcement ask the 911 operator to involve Crisis Intervention Team [CIT] officers if they are available in your community. They are trained to de-escalate violent situations in which a mental illness may be a contributing factor.

## **Regional Support Network (RSN) Mental Health Prepaid Health Plans**

RSNs, through licensed mental health agencies, Plans provide medically necessary services to clients eligible for the Title XIX Medicaid program as well as some other persons with a diagnosed mental illness health need. An in-person appointment with the mental health provider will be necessary to make that determination. Services include emergency crisis intervention, case management, counseling and psychotherapy, and psychiatric treatment, including medication management. A directory of RSNs and licensed community mental health agencies is available at the link listed below.

## **Medicaid Healthy Options Program**

Title XIX Medicaid clients who are enrolled in Healthy Options are eligible for limited mental health services through the Healthy Options health plans. The benefits include psychiatric and psychological testing, evaluation and treatment and unlimited medication management when provided in conjunction with mental health treatment covered by the Contractor. Mental health benefits offered through the Healthy Options plans are limited to those Title XIX who do not meet the RSN's Access to Care Standards. Detailed information is provided at the Healthy Options website listed below.

## **General Assistance – Unemployable**

Adults (nineteen and older) must be enrolled in GAU managed care to receive mental health benefits through the Community Health Plan of Washington (CHP). If you believe your client needs mental health services, you may help them schedule an office visit with their Primary Care Provider (PCP). Their PCP will refer them to a GA-U care coordinator for a mental health assessment at the time of the office visit. GA-U clients must pick a primary care clinic and a primary care provider who is contracted with CHP for GA-U managed care or CHP will assign them to the closest available PCP. For questions regarding GA-U managed care and/or mental health services, you may call CHP's customer service center at 1-800-440-1561.

## **Primary Care Provider (Family Physician)**

Clients with depression or anxiety disorders may be served by accessing the person's Primary Care Provider to assist in determining if the mental disorder is treatable by medication or other services covered by health insurance or medical coupons. The primary care provider's medical assessment may also be helpful in documenting the need for

treatment when referring the client to a psychiatrist or other mental health services provider.

### ~~Applications for General Assistance – Unemployable (GAU)~~

~~If the client is applying for GAU services as a result of a mental disorder or illness, see the GAU Incapacity section.~~

### ~~WorkFirst/ TANF~~

TANF/WorkFirst clients may be screened using the Depression and Anxiety Disorder screens in the e-JAS Mental Health Category in the Social Services Assessment. If, as a result of the e-JAS Depression and Anxiety Disorder screenings, it appears the client needs further evaluation, refer the client to his or her primary care provider or local mental health service provider.

---

### ~~OTHER HELPFUL RESOURCES~~

~~Eligibility A-Z Manual – Incapacity~~

[mentalhealth](#) (mental health WAC 388-865)

<http://www.dshs.wa.gov/mentalhealth/rsnmap.shtml> (RSNs)

<http://fortress.wa.gov/dshs/maa/HealthyOptions/index.htm> ((Healthy Options program)

<http://fortress.wa.gov/dshs/maa/gaumc> (GA-U managed care)

<http://www.samhsa.gov> (Substance Abuse and Mental Health Services Administration)

[www.psychtest.com](http://www.psychtest.com)

[www.depression.com](http://www.depression.com)

[www.mentalhealth.com](http://www.mentalhealth.com)

[www.med.nyu.edu.com](http://www.med.nyu.edu.com)

[www.psycom.net](http://www.psycom.net)

[www.selfgrowth.com](http://www.selfgrowth.com)

[▲ BACK TO TOP](#)

---

Modification Date: December 2, 2008

Have comments on the manual? Please [e-mail us](#). You can also use this link to report broken links or content problems.