

HealthChoice Members in Need of Mental Health Assistance

1) What are the ways in which HealthChoice members can access mental health services?

- HealthChoice members can call ValueOptions® at 1.800.888.1965. The Clinical Customer Service team will assist the member with locating providers who participate in the Maryland Medicaid provider network.
- HealthChoice members can skip the referral process by going directly to their local Outpatient Community Mental Health Center.
- The Network of Care Website www.networkofcare.org includes a listing of mental health and other services by county.
- Core Service Agencies (CSAs) also have funding for consumer support services. Member should contact the CSA for specific services in their jurisdiction.

2) What should members know about this process?

- Members should know that the ValueOptions® staff answering the 1.800 number can assist Members with questions about what services are available and how to access them.

3) What kinds of services are available?

- A full range of community and hospital-based rehabilitation, crisis and support services are available for children, adolescents, adults, and families.

4) What is the ValueOptions “help line”?

- Members calling ValueOptions® at 1.800.888.1965 will speak with a clinical or customer service team member (depending on the request) to address questions, referrals, and any need for crisis intervention.

5) What can HealthChoice members expect when they contact ValueOptions?

- Members should expect most of their questions to be handled in the initial call and should expect to know where to go/how to access the assistance they are looking for.

6) What do Primary Care Physicians need to know about ValueOptions? How do PCPs get HealthChoice patients appropriate mental health services?

- PCPs and their office staff should identify themselves as calling from the PCP’s office. When they have done so, they can expect appropriate referrals and/or immediate contact with a clinician for consultation and care planning, as needed.



7) How is mental health treatment coordinated with the PCP's treatment of a patient's other health care needs?

- When a PCP's office wants to coordinate care, they can call and ask for a ValueOptions® Care Manager. Care Managers are available for consultation on cases between 8:00 am and 6:00 pm, Monday through Friday.
- If the PCP's office needs mental health information regarding one of their patients, they can secure and send a "Release of Information" to ValueOptions®. When done, ValueOptions® is able to share any necessary information that the patient has consented to.

8) Does ValueOptions offer online information about mental health problems and available treatment that would be helpful to a) HealthChoice members, and b) Primary Care Physicians?

- ValueOptions® Website <http://maryland.valueoptions.com> is available to the general public. It includes information for consumers, families, and providers. Members can find providers, apply for state programs and services, find support groups, and more.
- The ValueOptions® AchieveSolutions® Website is a confidential behavioral health and wellness site; focused on recovery, resilience and advocacy.
- Members can view their authorizations, benefits, claims, and payment information using MemberConnect. They can send and receive correspondence using the site. The provider section of the Website includes up-to-date information on policies and procedures required for all providers in the public mental health system.

