

**We're making it quick
and easy to get help**

How can I get services?

◆ *Make The Call*

Call Helpline at 1-877-619-3761

◆ *Set Up An Initial Assessment*

A staff member will talk with you about your mental health needs. Based on this information, you will be referred to the most appropriate provider for a comprehensive face to face assessment.

◆ *Attend Scheduled Appointment With A MH/DD/SA Provider*

The provider will thoroughly assess your needs and gather information needed to assist in determining a plan of care. You will need to bring insurance information and if under 18 years of age, proof of guardianship.



What will I be asked when I call?

- ◆ The nature and severity of your concerns to help determine the best possible services for you.
- ◆ Your county of residence
- ◆ Medicaid number and private insurance if applicable.

The staff will refer you to a provider agency for further assessment or refer you for immediate assistance in an emergency situation.

Your information is confidential. We are required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) to protect your privacy and confidentiality.

What happens in an emergency?

Help is available 24 hours a day, 7 days a week, including holidays, to assess the caller's need based upon the following levels:

◆ *Crisis or Emergency Care*

A response is made within two hours of calling the helpline when there is a life threatening condition.

◆ *Urgent Care*

When the situation is not dangerous, but the individual feels hopeless and the condition could deteriorate, face to face response is offered within 48 hours.

◆ *Routine Care*

Routine care is given when symptoms interfere with the individual's ability to participate in everyday life. An appointment will be scheduled with a provider for a face to face assessment, or evaluation, usually within 7 calendar days.

**Call
1-877-619-3761**

ACCESO Y AYUDA

Para asistir la comunidad hispana ahora ay Capacidad de ayudarlo a obtener los Servicios en la area de :

Su Salud Mental incapacidades de Salud Mental y desarrollo ayuda con El alcohol y sustancia

Cuando Usted llama el telefono de

ACCESO : 1 877 619
3761

Hablara con un profesional hispano que le ayudara obtener la ayuda correcta que tiene las habilidade para ayudarlo en tiempo y lugar que sea conveniete y acepta su pago.



Five County Mental Health Authority Administration

134 South Garnett Street
Henderson, NC 27536
Phone: (252) 430-1330

For the deaf and hearing impaired, the
TTY phone number is:
1-877-338-0788

(Translation services are available)

Web site: www.fivecountymha.org

Five County Mental Health Authority understands the urgency in finding the treatment or counseling help that pregnant women substance abusers and I V drug users may need.

**If you call our HELPLINE we
will assist you as quickly as
possible.**

1-877-619-3761

Serving Franklin, Granville, Halifax,
Vance and Warren Counties

Jan.7, 2008



ACCESSING SERVICES

For
Mental Health,
Developmental Disability
and Substance Abuse



For Emergent, Urgent and
Routine Screening call:
1-877-619-3761