

ACCESO Y AYUDA

Para asistir a la comunidad hispana ahora hay Capacidad de ayudarlo a obtener los Servicios en las areas de :

- Su Salud Mental
- Incapacidades de Desarrollo
- Ayuda con El alcohol y sustancias

Usted puede llamarnos al telefono de

1 877 619 3761

Para informacion general, llame:
1-866-375-1315

Hablara con un profesional hispano que le ayudara obtener la ayuda correcta. Tenemos las habilidades para ayudarlo en una hora y un lugar conveniente para usted.

Five County Mental Health Authority Administration

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

If you or a family member needs help for a Mental Health, Developmental Disability or Substance Abuse issue you can call our Call Center, 24 hours a day, 7 days a week at:

1-877-619-3761

**Hearing Impaired:
1-800-735-2962
(Relay NC)**

Five County Mental Health Authority manages Mental Health, Developmental Disability and Substance Abuse services in Franklin, Granville, Halifax, Vance and Warren Counties. Although we do not directly provide services, our job is to ensure that citizens who seek help receive the quality services and supports they need. These services are delivered by a network of private providers who contract with FCMHA.

In accordance with federal requirements, Five County Mental Health Authority recognizes as a priority, services to pregnant woman and IV drug users.

ACCESSING SERVICES

Let us help you find the services you need.



for
Mental Health,
Developmental
Disability
and
Substance Abuse

For an Assessment or Referral Call:

1-877-619-3761

For General Information Call:

1-866-375-1315

We're making it quick and easy to get HELP !

How Can I Receive Services ?

- **Make The Call**
Contact the Call Center 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 you 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 type and severity of your concerns to help determine the best possible services for you
- ♦ Your county of residence
- ♦ Medicaid number or 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 immediate and face to face contact will occur within two hours of contacting the Call Center.

- ♦ **Urgent Care**

When the individual feels hopeless and the condition could deteriorate, face-to-face contact 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, usually within 7 calendar days.