



**EMPOWERING PEOPLE ~ STRENGTHENING COMMUNITY**

## **ACCESS TO CARE**

**1-877-327-2593 (TOLL FREE)**

**24/7/365**

## **FREQUENTLY ASKED QUESTIONS**

### **Q: How do I get an appointment with you?**

**A:** Mental Health Partners is a Local Management Entity. We are a government funded agency that manages state and federal funding for indigent citizens in need of mental health treatment. We are not a service provider, we do not provide treatment. What we do however is schedule appointments with providers we pay to serve residents of Catawba and Burke County. When you call our Access to Care Unit we will schedule you an appointment with one of these private providers. Your appointment is not at this agency.

### **Q: How can I see a Doctor for mental health issues and how can I get medications for my symptoms?**

**A:** Following your talk with the Access to Care Unit we will schedule you for an appointment with a private provider. That first appointment is not with a Doctor, although it is usually with a licensed mental health clinician. The provider with whom you are scheduled will contact or refer you to a physician to provide psychiatric care for consumers they feel are appropriate for psychiatric services. The Access to Care Unit does not have the ability to schedule directly with a physician at one of our private providers. Psychiatric care is arranged for consumers after they are connected and active to one of our contract providers.

### **Q: When can I call and get an appointment at one of your providers?**

**A:** The Access to Care Unit operates 24/7/365 and has the ability to schedule appointments and respond to crisis during all hours of operations.



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**Q: Who is eligible for scheduling with your contract providers?**

**A:** Any resident of Catawba and Burke County experiencing significant mental health symptoms, substance abuse problems or developmental disability concerns.

**Q: Why am I being asked so many questions to schedule an appointment?**

**A:** The licensed clinician you speak with when you call the Access to Care unit will conduct a standardized interview with you when you call. The standardized interview consists of 45 to 50 questions depending on the nature of the call. These questions help establish an understanding of your symptoms and problems and allow for timely, accurate and appropriate referral for treatment. There are some questions related to insurance to ensure that your insurance company will be utilized as a funding source for your treatment.

**Q: What if I am thinking about hurting myself?**

**A:** Call our Access to Care Unit immediately at 1-877-327-2593 and ask for help.