

Children's Specialty Mental Health Services & Wraparound



Overview

- CCO's
- How to Access Mental Health Services
- Insurance Questions
- Wraparound and Care Coordination
- Questions

2

CCO's in Oregon

- Coordinated Care Organizations (CCOs) are networks of all types of health care providers who have agreed to work together in their local communities for people who receive health care coverage under the Oregon Health Plan (Medicaid).
- 16 CCOs in the State of Oregon

3

FamilyCare and Health Share of Oregon

- Two distinct CCOs that administer OHP benefits for the same region
- Health Share is divided into 3 **county-based** mental health plans, 4 physical health plans, and 9 dental plans
- FamilyCare is one integrated mental health and physical health plan for all three counties
- Families are able to choose enrollment with FamilyCare or Health Share

4

Mental Health Service Array

- Crisis Services – Crisis Line, Crisis Team, Urgent Walk-In resources
- Mental Health Outpatient Treatment
- Higher Levels of Care

5

Crisis Services

- How do I access services in a crisis?
 - Call county crisis line (24/7) for assistance and/or consultation:
 - Washington County: 503-291-9111
 - Clackamas County: 503-655-8585
 - Multnomah County: 503-988-4888
 - Urgent Walk-In Centers
 - Washington County – Hawthorn Walk-In Center, Hillsboro
 - Clackamas County- Riverstone Urgent Walk-In Clinic, Happy Valley
 - Multnomah County- Cascadia Urgent Mental Health Walk-In, Portland

6

Mental Health Outpatient Treatment

- Outpatient treatment may include individual/family/group therapy, case management, skills training, medication management.
- Treatment is for youth 0-18 years.
- Specialized outpatient treatment models for Early Childhood Mental Health (0-5 years).
- An intake appointment will generally be offered within 2 weeks of the initial request for treatment.
- Staff who speak different languages can be found at many agencies. Interpreters are utilized as needed.

{ 7 }

Scheduling an Intake Appointment

- Call Outpatient mental health providers directly to schedule an intake appointment
- Provider Directory:
 - Health Share- www.healthshareoregon.org/for-members/my-health-plan/find-a-doctor
 - FamilyCare - www.familycareinc.org/

{ 8 }

The youth has an intake with a mental health provider, now what?

- Mental Health Assessment
 - Youth will be offered treatment dependent on outcome of Mental Health Assessment
- Types of supports available are based on need

{ 9 }

Mental Health Higher Levels of Care

- Mental Health Respite
- Hospital Crisis Diversion
- Intensive Community-based Treatment
- Psychiatric Day Treatment
- Psychiatric Residential Treatment
- Subacute
- In-Patient Psychiatric Hospitalization (Unity and Providence Willamette Falls)
- Referrals to all levels of care except outpatient require a referral from a mental health provider and prior-authorization by the CCO

{ 10 }

Health Share – Access numbers

Washington, Clackamas, and Multnomah
County Mental Health

- Washington County Member Services: 503-291-1155
- Multnomah County Member Services: 503-988-5887
- Clackamas County Member Services: 503-742-5335
- Health Share Customer Service: 503-416-8090
- Uninsured youth may still be eligible for mental health treatment through funding from the county of residence. Contact County member services for more details.

{ 11 }

FamilyCare- Access

- Member and Provider Access Line for referrals and questions:
503-222-2880

{ 12 }

Care Coordination - ICC & Wraparound

13

Intensive Care Coordination (ICC)

- Care coordination is a benefit available to any member
- FamilyCare and Health Share assign care coordinators to members who are utilizing higher levels of care
- Care Coordinators provide support with navigating the mental health system and coordination between systems

14

Wraparound Care Coordination

- Members of FamilyCare and Health Share may be eligible for Wraparound
- Wraparound is a care planning process for multi-system involved youth
- Based on System of Care Principles
 - 10 Wraparound Principles

15

What do I need to know about Wraparound?

- What does Wraparound provide?
 - Care Coordination for youth and families
 - Child and Family Team formed to identify strengths, needs, and make a plan
 - Additional supports are determined for each client by the Child and Family Team

16

Wraparound Eligibility

- Birth-prior to 18th birthday
- Multiple System Involvement: (DHS, MH, DD, JJ, SPED, Complex Medical)
- OHP eligible and assigned to FamilyCare or Health Share

17

Wraparound Referral Process

- Anyone can refer
- Fill out and submit the referral packet
- It will be helpful to have someone knowledgeable of the youth/family available in person or via phone during the screening.
- The person or system referring needs to be willing to be a part of the Wraparound team.
- Parents/guardians must consent, Wraparound is voluntary

18

Referral Contacts for Wraparound

- **FamilyCare:** Call 503-222-2880 and request a Children's Behavioral Health Intake Coordinator.
- **Health Share Washington County:** 503-846-4557
- **Health Share Multnomah County:** 503-988-4161
- **Health Share Clackamas County:** 503-742-5335

[19]

Questions ?



[20]

Contact information:

Maureen Seferovich, Child Provider Services
Supervisor

Maureen_Seferovich@co.washington.or.us
503-846-3161

Brian Whitmer, Wraparound Coach

brianwh@familycareinc.org
503-444-1433

[21]