



# The Availability of Mental Health Services in Gaston County

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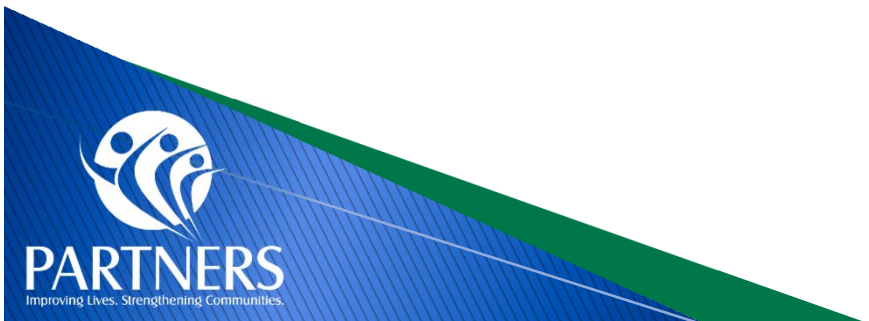
# Services operate on a continuum

Least Restrictive:

- ▶ Outpatient Services  
(Counseling/Medication)

Most Restrictive:

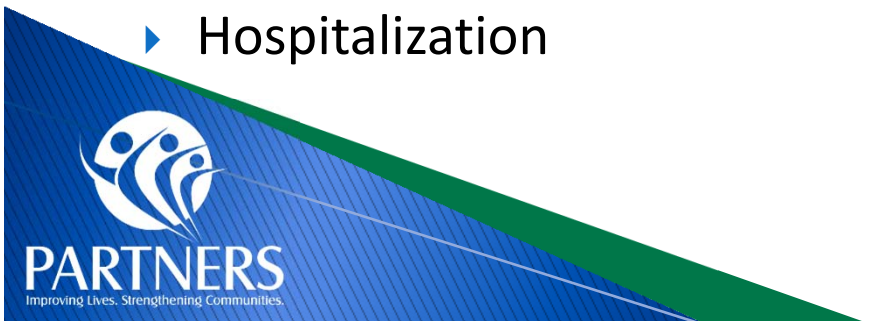
- ▶ Locked Inpatient Services  
(Hospitalization/Psychiatric Residential  
Treatment Facility)



# Adult Services Available in Gaston County

## (From least to most restrictive)

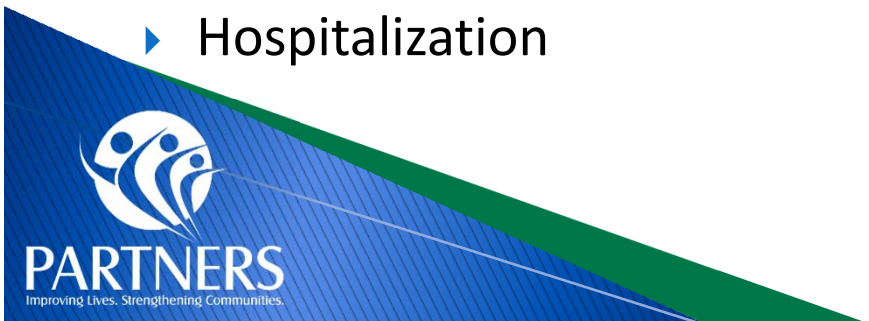
- ▶ Support Groups
- ▶ Individual and Group Outpatient Counseling
- ▶ Medication Management
- ▶ Intensive Outpatient Therapy
- ▶ Psychosocial Rehabilitation
- ▶ Gaston Complete Health-Behavioral and Physical Health Services
  - CaroMont Integrated Physician Practices
- ▶ Walk-in Services
- ▶ Mobile Crisis
- ▶ Facility Based Crisis Center
- ▶ Hospitalization



# Child Services Available in Gaston County

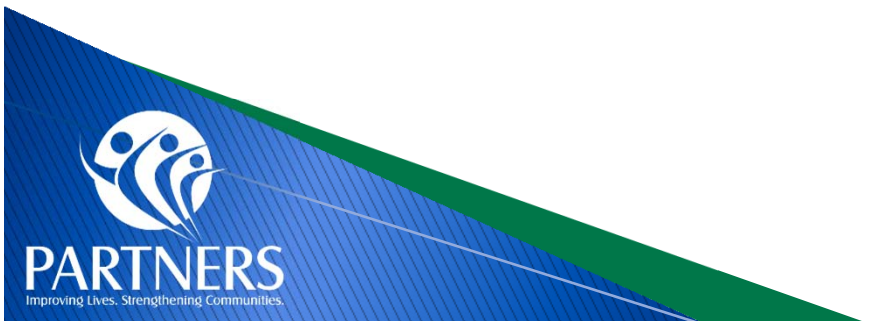
## (From least to most restrictive)

- ▶ Support Groups
- ▶ Individual and Group Outpatient Counseling
- ▶ School Based Therapy
- ▶ Medication Management
- ▶ Mobile Crisis
- ▶ Day Treatment
- ▶ Partial Hospitalization
- ▶ Residential Treatment
  - Therapeutic Foster homes, Group Homes
- ▶ Hospitalization



# Additional Resources

- ▶ Family Doctor
  - Mild to Moderate Depression & Anxiety
- ▶ Your Pastor
  - Grief & Loss, Marital Counseling
- ▶ School Counselor/Psychologist
  - Behavioral, developmental, emotional issues
- ▶ EAP(Employee Assistance Program)
- ▶ Community Support Groups
- ▶ Hospice



# How to Access Care

## Behavioral Health Crisis:

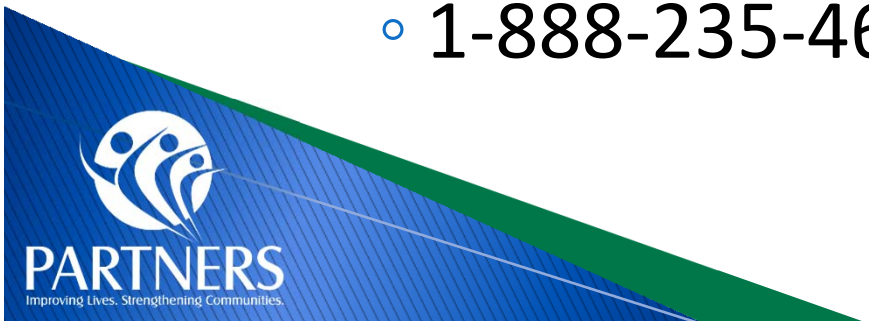
- ▶ Call 911

- CIT Trained Law Enforcement/EMS
- Mobil Crisis

Or

- ▶ Partners' Access to Care Line

- 1-888-235-4673



# How to Access Care

## Private Insurance:

- ▶ Call number listed on back of card to access in-network providers/services



**BlueCross  
BlueShield**

Claims are subject to review. **Participating NC providers** are responsible for obtaining prior review/certification. For **nonparticipating providers and non-NC providers**, providers and members should both ensure prior review/certification is obtained to avoid penalties.

BlueCross and BlueShield of North Carolina, an independent licensee of the BlueCross and BlueShield Association, provides administrative services only and does not assume any financial risk for claims.

### **BCBSNC.COM**

Customer Service: 1-877-275-9787

Locate Non-NC Provider: 1-800-810-2583

Nurse Support Line: 1-877-477-2424

**Mental Health: 1-800-359-2422**

Provider Service: 1-800-214-4844

Prior Review/Certification: 1-800-672-7897

Pharmacist Help Desk: 1-888-274-5186

Providers should send claims to their local BlueCross BlueShield Plan.

**Medical:** BCBSNC PO Box 35, Durham, NC 27702-0035



Pharmacy Benefits Administrator





# How to Access Care

Medicaid/Uninsured:



Join the Conversation



Behavioral Health FOCUS  
subscribe.partnersbhm.org



www.PartnersBHM.org



@Partnersbhm.org



@BehavioralFocus

**Need Help?**  
**1-888-235-HOPE (4673)**  
TTY: 1-800-749-6099  
Always available 24/7/365