

Template #3: Emergency and After-Hours Access to Services

A “behavioral health emergency” is when an individual is experiencing symptoms and behaviors that can reasonably be expected in the near future to lead him/her to harm self or another individual; or because of his/her inability to meet his/her basic needs he/she is at risk of harm; or the individual’s judgment is so impaired that he/she is unable to understand the need for treatment and that their condition is expected to result in harm to himself/herself or another individual in the near future. You have the right to receive emergency services at any time, 24 hours a day, seven days a week, without prior authorization for payment of care.

If you have a behavioral health emergency, you should seek help right away. At any time during the day or night call:

[the Contractor should insert local emergency telephone numbers and place(s) to go for help]

Please note: if you utilize a hospital emergency room, there may be health-care services provided to you as part of the hospital treatment that you receive for which you may receive a bill and may be responsible for depending on your insurance status. These services may not be part of the Contractor emergency services you receive. Customer Services can answer questions about such bills.

Post-Stabilization Care Services

After you receive emergency behavioral health care and your condition is under control, you may receive behavioral health services to make sure your condition continues to stabilize and improve. Examples of post-stabilization services are crisis residential, case management, outpatient therapy, and/or medication reviews. Prior to the end of your emergency-level care, your local community mental health (CMH) will help you to coordinate your post-stabilization services.