

Mental Health Services as Part of a Medical Home

Accessing Mental Health Services

An effective primary care medical home results in better health outcomes. (For more information on medical home, see the “*Medical Home: What is It?*” [fact sheet](#).) An essential part of the medical home model is treating the whole patient, including addressing issues of mental and behavioral health. It is important for families to express concerns about their child’s mental and behavioral health needs and to actively advocate for screenings and services. This is particularly true when the child has a primary intellectual or developmental disability diagnosis. Often, in these cases, family members and health care professionals alike attribute psychological and behavioral concerns to the primary diagnosis rather than considering an additional mental health diagnosis.

Indiana is working to improve access to and quality of mental health services for Indiana youth and families through its “Systems of Care” model in hopes of improving the overall wellness of Hoosiers.

Mental Health Services

- **Mental Health Clinics:** To find a clinic offering mental health services, visit <https://www.in.gov/fssa/dmha/find-a-local-service-provider/> and select your county. An ombudsman can help you understand and use mental health services. To reach an ombudsman, call 1-800-647-5326 or visit <https://mhai.net/legal-and-client-services/>.
- Schools are responsible for identifying students with mental/behavioral health challenges that interfere with learning. The parent/guardian may request Educationally Related Mental Health Services (ERMHS) in writing to see if the student qualifies for Educationally Related Intensive Counseling Services (ERICIS). Student Assistance Services (SAS) Teams coordinate services. A student with a suspected or confirmed diagnosis may require a special education evaluation for an Individualized Education Plan or 504 Plan.
- Community-based clinics may offer free or low-cost options for mental health services. Clinics may be offered by faith-based organizations, university programs that have graduate students providing treatment under the supervision of clinical faculty, and others.
- **Medicaid:** Under the Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) benefit, Medicaid provides comprehensive and preventive coverage, including mental health services, for persons under 21. For plans that require a choice in package, you will need to explore and choose services and providers under that plan. For Traditional Medicaid, you will need to choose a provider that accepts Medicaid.
- **Private Insurance:** Benefits and limitations vary by plan. Note that if insurance denies coverage, you have the right to appeal. The Mental Health Parity and Addiction Equity Act of 2008 (MHPAEA) requires that mental health benefits be no more restrictive than general medical benefits.
- **Affordable Care Act (includes Marketplace Plans)** requires mental health coverage as an essential health benefit, including preventive services. Some children’s benefits may be fully covered with no co-pay/co-insurance.
- **Self-pay** on an income-based or sliding scale is available at many clinics if the person seeking treatment does not have other coverage options like Medicaid or private insurance.

- Children’s Mental Health Wraparound Program (CMHW) and Children’s Mental Health Initiative (CMHI) offer a comprehensive, holistic, youth- and family-centered way of responding when children or youth ages 6-17 experience serious mental health or behavioral challenges that interfere with daily life. Both programs are voluntary and require caregiver participation. Service examples include behavioral health and support, crisis planning and intervention, parent coaching and education, and connection to community resources and supports.
 - Child Advocates is the Access Site for all referrals. Apply online: <https://incmhwportal.fssa.in.gov> or call 211. Application screening will direct the child to the program that is right for them.
 - **CMHW**: Children who have Medicaid coverage and meet the eligibility requirements.
 - **CMHI**: Children who meet the diagnostic criteria for CMHW but do not have Medicaid coverage or have an exclusionary diagnosis. Children with an open DCS case are not eligible for this program.

CMHW Description: <https://www.in.gov/fssa/dmha/youthservices/program-description/>

CMHW Handout: <https://incmhwportal.fssa.in.gov/CHMWHandoutV2.png>

CMHW Guide: <https://www.in.gov/medicaid/members/files/CMHW-Guide-for-Youth-Families.pdf>

CMHI Description: <https://www.in.gov/dcs/childrens-mental-health-initiative/>

- **Money Follows the Person—Psychiatric Residential Treatment Facility (MFPRTF)**
This home and community-based service program provides funding to ensure a safe and satisfactory return to the community for persons moving from qualified institutions. This is a voluntary program, and a person must meet a variety of eligibility criteria to qualify. Contact the Indiana Division of Aging at 1-888-673-0002 for more information.
- **Crisis Services**: Each Community Mental Health Center (CMHC) operates a 24- hour crisis hotline, and no one will be denied services for inability to pay. State psychiatric hospitals (State Operated Facilities, or SOFs) may only be accessed through CHMCs. These SOFs are inpatient units for persons in need of intensive treatment following a CMHC screening. These centers also provide case management services to facilitate transition from the hospital back to the community. Admission cannot be denied due to a lack of ability to pay. Inpatient units may be accessed for short-term acute care.
- **Helplines** are available to assist in times of crisis. If you are or a loved one is experiencing a mental health emergency, call 911, or go to the emergency room.
 - [988 Suicide & Crisis Lifeline](https://www.in.gov/988/)- Call or Text 988
 - [Be Well Indiana](https://www.in.gov/be-well/) Be Well Crisis Helpline- dial 211, enter your zip code, and press 3.
 - [SAMHSA National Helpline](https://www.samhsa.gov/) 1-800-662-HELP (1- 800-662-4357).
 - Indiana Suicide Prevention (<https://www.in.gov/issp/>)
 - Call [DMHA’s Consumer Service Line](https://www.in.gov/dmha/consumer-service-line/) 1-800-901-1133 for questions or concerns about mental health treatment and services, your rights, policies, procedures, etc.

Additional information and resources: Mental Health America of Indiana 317-638-3501 www.mhai.net, National Alliance on Mental Illness <http://www.nami.org>, or Indiana Family to Family at 1-844-323-4636.

Programs and systems change often. It is important to ensure that you are using the most current information. This fact sheet was updated November 2023. Please check <https://www.inf2f.org/fact-sheets.html> for the most recent edition.

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