

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/2578.htm> and select your county. An ombudsman can help you understand and use mental health services. To reach an ombudsman, call 1-800-555-6424, ext. 1239, 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, like Catholic Charities, university programs that have graduate students providing treatment under the supervision of clinical faculty, and others.
- **Medicaid (all plans):** 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. You will need to choose a doctor and health plan and seek care from providers within your plan.
- **Private Insurance:** Review benefits and limitations, which 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 that mental health be covered 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 a 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 Initiative (CMHI) is a program designed to allow families to access mental health services so that children do not enter the child welfare or probation systems for the sole purpose of accessing services. CMHI relies on community collaboration to ensure care is provided by the appropriate agency or system. To qualify, children must meet a variety of criteria, and because this is a voluntary service, caregivers must be engaged. Contact the Indiana Department of Child Services by calling 317-232-0464 or visit <https://www.in.gov/dcs/3401.htm> for more information.
- Children’s Mental Health Wraparound (CMHW) Services: This program provides youth with serious emotional disturbances with intensive home and community-based wraparound services. Care strategies include, but are not limited to, behavioral health and support services, crisis planning and intervention, parent coaching and education, and community resources and supports. Services available include wraparound facilitation, habilitation, respite care, family support, and training for the unpaid caregiver. Intake for CMHW varies by county, contact 211 or the Indiana Department of Child Services by calling 317-232-0464, for more information.
- Money Follows the Person—Psychiatric Residential Treatment Facility (MFPPRTF) Services Program: This program provides funding for managing home and community-based supports for persons moving from qualified institutions to the community to ensure a safe and satisfactory return to the community. Not every youth in a facility or discharged from a facility will qualify. This is a voluntary program, and a person must meet a variety of eligibility criteria to qualify. Please 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. It is important to note that 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 screening by a community health center. 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. In addition, there are inpatient units for short-term acute care that may be accessed.
- Helplines are available to assist individuals who are in crisis. If you are or a loved one is experiencing a mental health emergency, call 911, or go to the emergency room.
 - [Be Well Indiana](#) Be Well Crisis Helpline 1-866-211-9966 or 211.
 - [SAMHSA National Helpline](#) 1-800-662-HELP (1- 800-662-4357).
 - Indiana Suicide Prevention (<https://www.in.gov/issp/>)
 - [National Suicide Prevention Helpline](#) 1-800-273-TALK (1-800-273-8255).
 - If you have questions or concerns about mental health treatment and services, your rights, policies, procedures, etc., call DMHA’s Consumer Service Line 1-800-901-1133.

For additional information and resources, contact Mental Health America of Indiana (MHAI) 317-638-3501 (www.mhai.net), National Alliance on Mental Illness (NAMI) (<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 June 2022. Please check <https://www.inf2f.org/fact-sheets.html> for the most recent edition.
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