



Washington Mental Health Referral Service for Children and Teens

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Pronouns: She/Her
Intake Coordinator

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Seattle Children's®



Purpose | Goal

- *The goal of the MHRS program is to facilitate mental health referrals to children's and teens' mental health services, and other related resources, for parents and guardians with concerns related to the mental health of the parent or guardian's child or teen, regardless of insurance.*
- *Any Washington family can use this free service. We make referrals for children and teens 17 and younger from across Washington. We connect families with evidence-supported outpatient mental health services in their community.*



Who can use Referral Service?

- We serve children who are 17 and younger*
- They must reside in the state of Washington*
- Children must not be in crisis*
- Must be looking for outpatient services only*
- We only take requests from families directly. Our only exception is for non-English speaking families.*



How to Request Services



- *Families can either call us directly at 1-833-303-5437 or fill out an online form on our website.*
- *For non-English speaking families, someone else can fill out an online form on their behalf. There is a place to write in preferred language on the form so that we can use an interpreter service when calling them back.*
- *NEW: We have added an interpreter option for non-English speaking families calling in. They will be prompted to choose extension 1 for the SCH Family Interpreting Line in order to be connected with an interpreter before reaching our program staff.*

**This information
can be found on
our website:**

<https://www.seattlechildrens.org/clinics/washington-mental-health-referral-service/>



What Happens Next?

- *An intake coordinator will reach out to the family in order to schedule an intake with one of our referral specialists. They will also be sent some interim resources for while they wait for their intake.*
- *Families should have their insurance card handy and any helpful information about your child's diagnosis.*
- *During the intake, we will ask about their child's mental health needs, health insurance plan and where they live.*
- *Then, we will research mental health providers in their area with a goal of finding at least 2 providers that meet the family's need and have openings. We will give them details on how to contact the providers we find.*
- *We will also send the referral suggestions to their primary care provider.*
- *If they have an MCO plan, we will also send a copy of referrals to their plan.*



Provider Screening

- Providers are screened by our team members before referrals are sent to the family. Information about the provider is gathered through surveys and checked by staff. This allows us to check their credentials, scope, and services offered.*
- Case Managers will reach out to providers directly with case information to make sure it's a good fit.*

Which of the following issues do you treat

Abuse and Neglect

ADHD

Adjustment Issues

Anger Management

Anxiety

Bullying

Depression

Grief and Loss

LGBTQ Support

Oppositional Defiant Disorder

Post Traumatic Stress Disorder / Trauma

Self-Injury

Substance Abuse

Suicidal Ideation

Self-Esteem

Sleep/ Insomnia

Social Skills



Services/Modes of Treatment

TREATMENT MODES

COGNITIVE BEHAVIORAL THERAPY

SUPPORTIVE COUNSELING

BEHAVIORAL THERAPY

PARENT MANAGEMENT TRAINING

TRAUMA-FOCUSED CBT

DIALECTICAL BEHAVIORAL THERAPY

PARENT CHILD INTERACTION THERAPY

EXPOSURE AND RESPONSE PREVENTION THERAPY

APPLIED BEHAVIORAL ANALYSIS

EATING DISORDER TREATMENT

HABIT REVERSAL/COGNITIVE BEHAVIORAL INTER-
VENTION

ADDICTION TREATMENT

NEUROFEEDBACK

INCREDIBLE YEARS

INFANT/PARENT DYAD THERAPY

INSIGHT ORIENTED THERAPY

REQUESTED SERVICE

INDIVIDUAL THERAPY

PSYCHOTROPIC MEDICATION MANAGEMENT

PSYCHIATRIST EVALUATION

PARENT TRAINING

DIAGNOSTIC EVALUATION

TELEMENTAL HEALTH

PSYCHOLOGICAL EVALUATION

FAMILY THERAPY

AUTISM EVALUATION

NEUROPSYCHOLOGICAL EVALUATION

GROUP THERAPY

EDUCATIONAL EVALUATION

SUBSTANCE USE EVALUATION



Provider Database

- *Washington's Mental Health Referral Service keeps a database of licensed mental health outpatient providers that we update daily. Information comes from health plan panels of providers and outreach calls we make.*
- *Pediatric mental health providers in Washington state who want to be added to the database can call [833-303-5437](tel:833-303-5437) or fill out our provider survey that is found on our website.*
- *The database includes details such as:*
 - If the provider has openings for new patients*
 - Provider's mental health specialties and types of treatment offered*
 - Which health insurance or state programs the provider accepts*

Data



In addition to providing these services, we also are keeping track of several pieces of data which include:

- *How many cases per county*
- *Medicaid vs. Private- insurance breakdown*
- *Most requested services/modes of treatment*
- *Family satisfaction*
- *Service outcome/Family Follow Up*
- *Systemic Barriers*



Any Questions?



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