



Recommendation for Behavioral Health Services

It has been recommended for your child to be seen by a mental health provider. We have psychologists at Pediatric Associates of the Northwest (PANW), or you may see a provider outside the practice. Referrals are not needed by most health plans. Your provider has sent a request to our coordinator who will contact you to review the options below.

Behavioral Health at PANW

We are in-network with several health plans. If your insurance is not contracted with the psychologists at PANW, you have the option of seeing them at an out-of-network rate or by self-paying (there is a 25% discount for paying in full at the time of the appointment). You will be added to the wait list and our Behavioral Health Care Manager will contact you when an appointment becomes available. Wait times for appointments may be 60-90 days or more.

If you are experiencing a life-threatening mental health emergency during clinic hours, please contact PANW at 503-968-3480 or 503-227-0671. If you are experiencing a life-threatening mental health emergency outside of clinic hours, please contact the national crisis line at 800-273-8255 or go to the nearest Emergency Room.

Providers in the Community

Many Behavioral Health providers in the community do not accept insurance payments because they do not contract with health plans. If you self-pay for these services, the costs may go toward your deductible. To find a provider, please call the mental health phone number on the back of your insurance card and ask for names of providers or visit their website for a list of in-network mental health providers. We recommend that you select at least 5-6 names of mental health treatment providers. You can then review information on the provider's website and/or reference <http://therapists.psychologytoday.com/rms/state/Oregon.html> for more information about them, including contact information. This website also allows you to search for mental health providers and narrow down options by search filters such as insurance, and type of therapy and location.

If your child is over 18 years of age, you should search for a provider who treats adults. You can still help call and search for availability and insurance coverage but, due to confidentiality laws, the provider may want to talk to your child directly before scheduling an appointment.

Availability of mental health providers in the community varies. The best way to determine whether they are accepting new patients is for you to call them directly. Many providers do not have support

staff in their office. The treatment provider sees patients, does their own billing, and returns calls. When calling these clinicians, you will probably need to leave a message for them. It will be helpful to include your name, child's name and age, your phone number, and the reason you are in need of services. Do not be discouraged if they do not reply to you right away as it can take up to a week to receive a response. For this reason, you should call multiple providers and leave messages with each. Wait times for appointments may be 60-90 days or more.

Once you have set up an appointment, please call our office and ask to have the pertinent medical and behavioral health records sent to the behavioral health provider you have selected. You will need to sign a special release form authorizing us to send the records over.

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The following are a few well known facilities that are contracted with all Oregon Health Plan (OHP) and many commercial insurances:

Lifeworks NW <http://www.lifeworksnw.org/> 503-645-9010

Morrison Child and Family Services <https://www.morrisonkids.org/> 503-258-4381

Western Psychological <http://www.westernpsych.com/services/> Multiple offices.

Cascadia <http://www.cascadiabhc.org/services/child-and-family-services/> 503-674-7777

No referral is required for these facilities, just a phone call from the parent, guardian or patient to start the process. Other facilities that are not listed above may require a referral. If your insurance plan requires a referral for the treatment provider you select, please contact your primary care provider at PANW.

Please note:

In addition to checking whether a provider is in-network or out-of-network, it is recommended that you verify with your insurance if the desired service is a covered benefit. Some services (testing for ADHD, neuropsychology) may not be a covered benefit or may require a prior authorization from your health plan before scheduling an appointment. It is the patient's responsibility to verify that their insurance covers the provider and service.