



Mental Health Resources

EMERGENCY MENTAL HEALTH RESOURCES

CALL 988 -suicide prevention hotline

CALL 911

CALL CARES CRISIS LINE for Children/Youth: 1-800-345-9049 (Voice), 1-773-523-4504 (TTY). Crisis and Referral Entry Services (CARES) available 24/7 to assist children/youth in Illinois who are a risk to themselves or others due to a mental health crisis. The Screening, Assessment and Support Services (SASS) program has handled calls since 2004 for children in a mental health crisis whose care requires public funding from HFS, DCFS or DHS, providing crisis intervention services referrals to community-based services or facilitating inpatient psychiatric treatment. Many children traditionally served by SASS are now served by Mobile Crisis Response (MCR) programs through their Medicaid Managed Care Organizations (MCOs).

<https://hfs.illinois.gov/medicalproviders/behavioral/sass/sassproviders.html>

NON-EMERGENCY MENTAL HEALTH RESOURCES




Pathways to Success: State program for children/teens up to age 21, enrolled in Medicaid, with a serious emotional disturbance or serious mental illness requiring intensive home-based supports. Standardized behavioral health screening and referral provided by primary care providers (PCPs), and if child/teen is eligible, state plan services may include care coordination and support, including Mobile Crisis Response, high fidelity wraparound services, intensive home-based services, family peer support, respite, therapeutic monitoring and individual support services:

<https://hfs.illinois.gov/medicalproviders/behavioral/pathways.html>

Call 211 if you need assistance locating long-term mental health resources, talking through a problem, or exploring mental health treatment options.

HEALTH INSURANCE NAVIGATION:

Private Health Insurance (employment, Marketplace, private purchase, other (TRICARE))

Who	What	Contact
Your private health insurance plan	Access to in network mental health professionals	See Insurance card phone # for mental/behavioral health
Illinois Dept. of Insurance	Access to Care and Navigating your Network Info; Assistance with insurance complaints	DOI.Complaints@Illinois.gov Toll-free: 877-527-9431
Illinois Attorney General Health Care Bureau:	Free help to resolve private health insurance problems	Health Care Hotline: 877-305-5145; Fill out our Health Care Complaint Form (English)  Large Print  Fill out our Health Care Complaint Form (Español) 

Medicaid Some individuals have Medicaid FFS (fee-for-service) when they also have private health insurance, known as Third Party Liability (TPL); most are enrolled in a Medicaid Managed Care org

Who	What	Contact
Health Benefits Hotline	Questions about FFS Medicaid, including list of providers	1-800-226-0768
IL HealthChoice Medicaid Managed Care organizations (MCOs)	Number for list of providers in network; ask for care coordinator; request written copy of Member Benefits Handbook, including mental health benefits coverage	Contact Health Plans for Members (pdf) ; Blue Cross/Blue Shield: 877-860-2837; Aetna Better Health: 866-329-4701; Molina: 855-687-7861; Meridian: 866-606-3700; Youth in Care: 844-289-2264; County Care: 312-864-8200 Grievance/appeals: https://enrollhfs.illinois.gov/content/dam/digital/united-states/illinois/il-eb/pdf/english/MCOGrievanceAndAppealsProcess.pdf
Community Mental Health providers	For a range of services including mental health case	Call 1-833-234-6343 or use the DHS Office locator to find a Community Mental Health Center near you:

	management, transition linkage and aftercare, assertive community treatment and psychosocial rehabilitation	www.hds.state.il.us/page.aspx?module=12 -choose “Mental Health” in drop-down menu, add County and zip if in Cook Co. list of services: www.dhs.state.il.us/page.aspx?item=32490
Federally Qualified Health Centers (FQHC)	If enrolled as a primary care patient, can access behavioral health services, including psychiatry	www.findahealthcenter.hrsa.gov

ADDITIONAL HELPFUL RESOURCES:

National Alliance on Mental Illness (NAMI): Help, information and resources for families and individuals; <https://namillinois.org>; 1-800-950-6264; <https://www.namichicago.org>, 1-833-626-4244

Community and Residential Services Authority (CRSA): Technical assistance in the planning of services for children up to age 21 with severe emotional disturbances and or behavior disorders; <https://crsa.illinois.gov>; Call 877-541-2772

Illinois Secretary of State Emergency Contact Database:
<https://www.ilsos.gov/departments/drivers/ECD/home.html>
(must have driver’s license or State ID card)

State Help Line:

[Safe2Help](#): a program for students to report school safety issues in a confidential environment.; Call: 844-472-3345; Text: SAFE2(72332)

Help is Here: Talk to Someone:

<http://www.dhs.state.il.us/page.aspx?item=123539>

Advanced Directives, including Declaration for Mental Health Treatment: <https://gac.illinois.gov/content/dam/soi/en/web/gac/forms/documents/dmhtform.pdf> ; Illinois Guardianship and Advocacy Commission: 1-866-274-8023; <https://gac.illinois.gov/forms.html#advancedirectives>