

How to Help Children Get Behavioral Health Care Services

Does the child have Medical Assistance (MA)? MA covers many behavioral health services.

If a parent/caregiver is ready to take action, they can call a behavioral health agency. The parent can:

- Call an agency they are already familiar with or one recommended by their child's school or their child care or health care provider.
- Contact Community Behavioral Health (CBH) to find a behavioral health agency. CBH organizes behavioral health care for all Philadelphia residents with MA. Call CBH at 215-413-3100 or search CBH's list of child behavioral health care providers - <https://cbhphilly.org/provider-directory/>.
- Call the behavioral health agency working in their child's school. Find contact information [here](#).

If a caregiver needs help getting services, support is available.

Encourage the parent to use one of the resources below – and consider offering to do a three-way phone call with the parent and the resource agency to help get the child connected to care.

- If the child is school-age, contact the child's school counselor and ask for help. The child's health care provider may also be able to help.
- After speaking with the parent about your concern for their school-age child, if the parent is not ready to seek care, you can directly contact the child's school counselor and/or the behavioral health agency working in the child's school, and they can give you some advice about working with the family and describe the services they offer.

****** Every Philadelphia public school, including charters, has a behavioral health agency providing care, but students must have MA to receive the care. Find contact information for the agencies in the schools [here](#). ******

Does the child have CHIP or private health insurance?

To get behavioral health care –

- Direct parents to call the 1-800 number on the back of their child's insurance card and ask for names of behavioral health agencies, or direct parents to go online to their health plan's provider directory.
- Direct parents to a list of behavioral health care agencies that accept CHIP insurance [here](#).

Is the child uninsured?

Call PCCY's Helpline to find free or low-cost behavioral health care services and to get help applying for health insurance (MA or CHIP). PCCY Helpline services are free and available in any language. Call 215-563-5848 x33. Contact us at:



info@pccy.org * 215-563-5848 * www.pccy.org