

I'm concerned about my child's behavioral health. How can I get them support?

What can I do if my child is in crisis?

- **Call 911**, if you or someone you know is experiencing a behavioral health crisis and requires immediate assistance.
- **Call 988**, for any child or adult experiencing a behavioral health emergency.
- **Go to a children's crisis center or urgent care center.**
 - **Philadelphia Children's Crisis Response Center (PCCRC)**, Ages 3-17
 - 3300 Henry Ave, Falls Center 2, Suite 3N | 215-878-2600
 - **CHOP Crisis Response Center**, Ages 5-17
 - 501 S 54th St | 445-428-5800
 - **PATH Children's Urgent Care Center (UCC)**, Ages 3-21
 - 1pm - 5pm, Mon-Fri | 1919 Cottman Ave | 215-728-4651
- **Go to the nearest hospital emergency room.**

What can I expect if I call 988 about my child's behavior?

- **Phone or Text Support** A trained crisis counselor can support de-escalation, offer coping skills and provide resources to support in the moment.
- **Mobile Crisis Team Response** A team can come to you to assess your child and de-escalate the current situation. Teams are trained to support children and individuals with developmental needs, provide safety planning strategies and make recommendations for longer term services.
- **Consent required** Your child can never be hospitalized or receive treatment without your permission.

What can I expect if I take my child to a crisis center?

- **Check in and triage** A nurse will assess your child and provide any urgent medical care, if needed.
- **Evaluation** A mental health evaluator will meet with you and your child to learn more about what happened. This evaluation covers your child's current symptoms, past mental health history, family background and existing supports in the community.

- **Psych Consult** A psychiatrist will then meet with you to gather additional information and discuss the most appropriate level of care for your child, including:
 - i. Inpatient hospitalization and stabilization
 - ii. Partial hospitalization or intensive outpatient
 - iii. Outpatient or intensive behavioral health services in the community
- **Consent required** Your child can never be hospitalized or receive treatment without your permission.

What kind of non-emergency behavioral health supports are available?

- **Outpatient Services** Includes child-led talk therapy, play therapy, or medication management. Outpatient services provide support for issues like trauma, grief or other mental distress, usually in weekly or biweekly sessions.
- **Intensive Behavioral Health Services (IBHS)** Includes Applied Behavioral Analysis (ABA) services. IBHS provides intensive services by mobile therapists, behavioral consultants and behavioral health technicians in one-on-one and group settings.
- **Family Services** Includes Parent Child Interaction Therapy (PCIT). Family services work with both parent and child to promote healthier emotional attachment and behavior management.

How do I get my child evaluated for behavioral health services?

- **Contact member services for your child's behavioral health insurance.**
 - **For children in Philadelphia with Medicaid**, call Community Behavioral Health (CBH) at 888-545-2600.
 - **For children in Delaware County with Medicaid**, call Community Care Behavioral Health at 833-577-2682.
 - **For private insurance**, call the behavioral health services number on the back of your child's insurance card.
- **Contact a service provider directly.**
 - **For medical assistance (Medicaid)**, find in-network providers in the directory: <https://cbhphilly.org/members/provider-directory>.
 - **For private insurance**, go to the provider directory on your child's insurance website.

