

# Washington's Mental Health Referral Service for Children and Teens



## 4 Important Things to Know About our Service

### Families are connected to mental and behavioral health providers

We provide a free service to any Washington family seeking outpatient providers who have availability and accept your child's insurance. The Mental Health Referral Service will provide thorough mental health referrals for children and teens 17 and younger from across Washington.

### Families are served as quickly as possible

Our service strives to connect with families in real-time or to return communication within 48 hours. After calling or submitting an online form, families schedule an intake with a referral specialist. Approximately 2 weeks after their intake, families will receive information for one or two recommended providers.

### Families give the service high marks

A family satisfaction survey found that respondents were very likely to recommend the Mental Health Service for Children and Teens to others who need mental and behavioral health care (4.6 out of 5).

### We offer Interpreter Services

To call our program using an interpreter, call 1 (866) 583-1527. Listen for your preferred language and select the number provided. You will be placed on a brief hold while an interpreter is selected. Once an interpreter is on the line, ask them to call our program directly at (833) 303-5437.

### More about the service:

- Families can access the service by calling (833) 303-5437, Monday through Friday from 8 a.m. to 5 p.m. Pacific time, to connect with a referral specialist.
- All healthcare providers are encouraged to direct families to our service.
- Washington Healthcare Authority funds the referral service and Seattle Children's operates it.
- Teens aged 13+ can contact our service on their own! Parents/guardians do not need to be notified if patient is over 13.
- Providers are screened by our program and Case Managers to ensure active licensure with no outstanding violations.
- We will find referrals that fit your needs
- Visit our website at [www.seattlechildrens.org/wa-mental-health](http://www.seattlechildrens.org/wa-mental-health)