

# LEVELS OF CARE

## FOR MENTAL HEALTH

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### OUTPATIENT THERAPY

- Occurs typically once per week or less
  - Can include individual therapy, group therapy, or family therapy
  - Least restrictive level of care
  - Can access by scheduling an appointment with the therapist or group practice
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### INTENSIVE OUTPATIENT (IOP)

- Group therapy up to 4 times a week in the evening for up to 3 hours per group
  - Length of program can be up to several weeks
  - No psychiatrist involvement with this program
  - Requires an evaluation at the program to participate
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### PARTIAL HOSPITALIZATION PROGRAM (PHP)

- Day program from 9am–3pm consisting of groups, 1:1 check-ins, family check-ins, and psychiatrist support
  - Length of program is typically 2 weeks
  - Requires an evaluation at the program to participate
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### INPATIENT PSYCHIATRIC HOSPITALIZATION

- Locked, supervised facility with short-term stay
  - Focus is on safety and stabilization, not therapy
  - Access to a psychiatrist and nursing staff
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### CRISIS SUPPORT

- Help evaluate, assess, and stabilize immediate mental health crises
- Provide solution-focused interventions
- Assist with linkage to resources

**\*For imminent risk/concern, contact 911 or go directly to the local ER**

# VALLEY CREEK CRISIS CENTER

(Chester County Residents Only)

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469 Creamery Way, Exton, PA 19341  
(610) 280-3270 or 988  
[Website](#)

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## **SERVICES OFFERED:**

### TELEPHONE CRISIS COUNSELING

*Hours of Operation: 24/7*

- Triage to determine the appropriate level of intervention and provides telephone counseling when more intensive interventions are not required
- Provides counseling, consultation, education and referrals
- Ideally crisis intervention at this level of care alone will preserve the individual's ability to resolve their crisis, utilizing their family or natural supports

### CRISIS WALK-IN CENTER

*Hours of Operation: Monday-Sunday 7am-11pm*

- Provides face-to-face intervention in a confidential location for triage and assessment
- Provides solution-focused interventions addressing immediate problems
- Develop an aftercare plan and linkage to aftercare supports

### MOBILE CRISIS RESOLUTION TEAM

*Hours of Operation: 24/7*

- When contacting crisis, a mobile team can be dispatched upon request for direct support in the home or community

**If there is imminent risk, contact 911 or go directly to the local emergency room.**

# DELAWARE COUNTY CRISIS CONNECTIONS TEAM

(Delaware County Residents Only)

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1-855-889-7827 OR 988  
HOURS OF OPERATION: 24/7

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## **SERVICES OFFERED:**

A mobile dispatch team can deescalate crisis situations and assist the individual in crisis using the least restrictive environments possible.

Calls are answered by a Delaware County Mobile Dispatch Specialist who will determine if the case requires a mobile dispatch. If mobile services are appropriate, a Mobile Team will then dispatch to any location in Delaware County as soon as possible to assist the crisis situation.

**If there is imminent risk, contact 911 or go directly to the local emergency room.**

# NAVIGATING OUTPATIENT THERAPY

## In-Network Providers

*(Providers that are in-network with insurance plans)*

- To find in-network providers, conduct a search on your insurance companies website or call the behavioral health number on the back of the card
- Utilize websites like psychologytoday.com, growththerapy.com (for telehealth)

*Considerations*

- Only responsible for co-pay (depending on insurance plan)
- May have waitlists
- Some insurance companies limit session numbers

## Out-Of-Network Providers

*(Providers that do not take insurance and are private pay)*

- Utilize websites like psychologytoday.com, growththerapy.com (for telehealth)
- Utilize Google searches based on the area and specialty you are seeking (i.e. teen therapist, DBT therapist, anxiety)

*Considerations*

- Shorter wait lists
- Insurance does not dictate treatment
- Out of pocket cost - may offer a sliding scale fee if applicable
- Navigate reimbursement with insurance

## Questions to Ask Potential Providers:

- Do you take my insurance or are you private pay? If private pay, what is your fee?
- If private pay, do you provide a superbill?
- Are you in-person or seeing people telehealth only?
- Do you offer a free consult prior to committing to sessions to see if it's a good fit?
- What is your experience working with teens? How do you involve parents in treatment?
- Are you licensed and what is your training? Do you have any certifications/specialties?

## Therapy FAQ

*What does a superbill mean and how do I get reimbursed for out of network?*

Private pay therapists can provide an invoice (superbill) to submit a claim to your insurance to receive reimbursement. You may be eligible for reimbursement once your deductible is met. Check with your insurance benefits.

*What's better - telehealth or in-person?*

Both have benefits. In-person may allow for more privacy whereas telehealth occurs in the comfort of your own space. Each option has shown to be an effective option for therapy.

# ACCESSING PHP OR IOP

Several organizations in Chester and Delaware County offer a partial hospitalization program (PHP) and/or intensive outpatient (IOP). Parents/guardians may contact these providers to schedule an intake evaluation for their child.

<b>Organization</b>	<b>PHP</b>	<b>IOP</b>	<b>Ages Served</b>
<u>High Focus</u> , multiple locations 610-644-6464	x	x	12+
<u>Embark</u> , Berwyn 833-675-2856	x	x	13+
<u>Sanare Today</u> , multiple locations 610-344-9600	x	x	9+ (PHP), 10 + (IOP)
<u>Ethos</u> , West Chester 267-669-0300		x	14+
<u>Mirmont</u> , multiple locations 484-565-1130	x		14+
<u>Horsham Clinic</u> , Coatesville (800) 237-4447	x		5+
<u>Rockford</u> , Newark 302-996-5480	x		5+
<u>Row Psychiatric</u> , Malvern 844-615-2715		x	5-13

\*This is not an exhaustive list and is not a formal recommendation for these programs. Please consult with your insurance carrier for additional in-network providers.

# DRUG & ALCOHOL RESOURCES

## SUBSTANCE ABUSE ASSESSMENTS

A Substance Abuse Assessment can take 1.5 - 3 hours depending on the program. The program will assess needs, level of care and make recommendations.

**Ethos**, West Chester  
267-669-0300

**Holcomb**, Kennett Square  
610-388-7400

**New Horizons**, Kennett Square, PA  
610-388-7400

## DUAL DIAGNOSIS PROGRAMMING (MENTAL HEALTH/ DRUG & ALCOHOL)

A dual diagnosis programs offer more intensive treatment for adolescents related to mental health and substance use.

**High Focus**, Paoli, PA  
610-644-6464

**New Horizons**, Kennett Square, PA  
610-388-7400

**Ethos**, West Chester, PA  
267-669-0300

\*This is not an exhaustive list and is not a formal recommendation for these programs. Please consult with your insurance carrier for additional providers and to determine if the program is in-network

# ADDITIONAL RESOURCES

[Complete Guide to Getting Good Care](#) (Child Mind Institute)

[Taking A Child to the ER](#) (Child Mind Institute)

[Complete Guide to Emergency Hospitalization](#) (Child Mind Institute)

[Chester County Child and Adolescent Mental Health Services](#)

[Delaware County Child and Adolescent Mental Health](#)