

HEALTH SOLUTIONS OPEN ACCESS

Health Solutions understands the behavioral health impact of the current health crisis and we are here to help. Our Open Access process makes it easy and convenient to get connected for treatment services through phone and televideo connections without any scheduled appointment.

What is needed to complete Open Access?

- **Client Consent:** Any individual wishing to initiate services must be capable of consenting to treatment; if a guardian is in place, that individual must be available for the Open Access process and willing to consent to treatment.
- **Technology:** At minimum, access to a landline. Preferably, access to a smart phone, computer or tablet.
- **Privacy:** A private location for telephone or televideo services will be needed for Open Access and for on-going treatment appointments

- **Time:** The goal of Open Access is to complete the new client process all in one day, which allows us to get to the work of treatment as soon as possible.

Open Access is broken into two parts:

- An initial call to verify insurance and complete enrollment paperwork which takes 30-45 minutes
- A televideo (or phone) assessment that typically takes 75-90 minutes.

If an individual is unable to complete both steps back to back on the same day, we will develop a plan to complete the process within 48-hours or as soon as possible.

How do I get started?

- Simply call **719-545-2746** between **8AM-3PM Monday-Friday** and request to get started in services. One of our dedicated Connect 2 Care staff members will take basic information and transfer the call for the enrollment process. During the enrollment we will coordinate a plan for completion of the assessment.

What happens after Open Access?

- We will assist in scheduling for on-going treatment appointments to be completed by televideo (or phone, if necessary).
- Medication services are also provided through televideo (or phone, if needed). New clients may be scheduled for a medication intake once all new client processes and the treatment plan are complete; this is typically complete within seven days of the Open Access process and the staff member completing the assessment can provide more specific information about this.



When you're ready, we're here.
www.Health.Solutions

Hope. Health. *Together*