

# There's Hope Ahead

LEARN THE IMPORTANCE OF FOLLOW-UP CARE AFTER A MENTAL HEALTH CRISIS

## Mental illnesses are quite common

According to the Centers for Disease Control and Prevention, **mental illnesses are among the most common health conditions** in the United States<sup>1</sup>.

If you're struggling with a mental health condition or worried about someone you love, please treat it as you would a physical health condition and seek care. You may want to see a medical doctor first to ensure you're physically healthy. Then, seek help from a mental health provider.

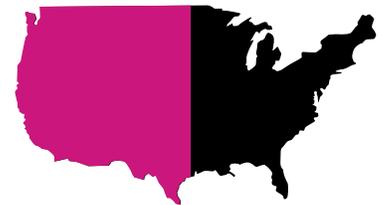
## Why follow-up care is important

There are times when a hospital stay is needed due to a mental health crisis. If that happens, it's important to have follow-up care once you or a loved one has been discharged.

Schedule a follow-up visit with a mental health provider **within seven days after being discharged**. This follow-up visit is important because it:

- **Can help lower your risk** of repeat trips to the hospital
- **Can give you extra support** after leaving the hospital
- **Allows your doctor to review** and adjust your medication
- **Helps ensure support** for your transition back home, work or school
- **Builds on the progress** you made during your hospital stay

*(continued)*



**More than 50% will be diagnosed with mental illness at some point in their lifetime.**



**1 in 5 adults will experience a mental illness in a given year.**



**1 in 5 children, either currently, or at some point, have suffered from mental illness.**

<sup>1</sup>Source: [Centers for Disease Control and Prevention](https://www.cdc.gov/mentaldisorders/).

## Tips to make follow-up easier

Listed below are ways to ensure that your follow-up care runs smoothly:

- **Know your follow-up treatment** (e.g., get a list of what medications you take).
- **Tell the hospital staff that you would like to visit a mental health provider** within one week of being discharged. They can help you:
  - Find an in-network provider (if you don't already have one)
  - Schedule the appointment – just be sure to ask
- **Ask the discharge staff at the hospital for detailed information** about the follow-up visit, including:
  - The provider's name
  - The provider's address
  - The provider's phone number, website or email address
- **Ask the discharge staff to send the records** from your hospital stay to the mental health provider.
  - This helps the provider know about your medical history before your appointment

Having good follow-up care with your doctors can help you improve your physical and mental health. It can also give you a sense of comfort knowing that you have a team of health care professionals who can support you on the path to recovery and well-being.

## How to get help

If you need help, simply call the Mental Health Benefits number on the back of your Health Net Member ID card. Customer service reps and licensed Care Managers, are available 24/7 to take your call.

Customer Service staff can:

- Answer questions about your behavioral health benefits
- Get you help right away if you're having a behavioral health crisis or emergency
- Help find a provider with availability<sup>1</sup>

## [Health Net's Non Discrimination Notice](#)

<sup>1</sup>Upon request, a Behavioral Health rep will reach out to providers on your behalf and will contact you once an available provider is found. Please note routine appointments with an MD/Psychiatrist may take up to 15 business days, or 10 business days for a Therapist.



**If you or a family member is in a mental health crisis situation or feeling suicidal, call 988 or go to the nearest ER. The 988 crisis line has 24/7 access to trained counselors to help members experiencing mental health-related distress or thoughts of suicide. If you or a family member is in need of immediate medical assistance, call 911 or go the nearest ER.**