



Mental Health Resources

EMERGENCY MENTAL HEALTH RESOURCES

CALL 988 -suicide prevention hotline

CALL 911

CALL CARES CRISIS LINE for Children/Youth: 1-800-345-9049 (Voice), 1-773-523-4504 (TTY). Crisis and Referral Entry Services (CARES) available 24/7 to assist children/youth in Illinois who are a risk to themselves or others due to a mental health crisis. The Screening, Assessment and Support Services (SASS) program has handled calls since 2004 for children in a mental health crisis whose care requires public funding from HFS, DCFS or DHS, providing crisis intervention services referrals to community-based services or facilitating inpatient psychiatric treatment. Many children traditionally served by SASS are now served by Mobile Crisis Response (MCR) programs through their Medicaid Managed Care Organizations (MCOs).

Crisis/emergency mental health partners/providers:

<https://www.dhs.state.il.us/page.aspx?item=30893>

NON-EMERGENCY MENTAL HEALTH RESOURCES

Pathways to Success: State program for children/teens up to age 21, enrolled in Medicaid, with a serious emotional disturbance or serious mental illness requiring intensive home-based supports. Standardized behavioral health screening and referral provided by primary care providers (PCPs), and if child/teen is eligible, state plan services may include care coordination and support, including Mobile Crisis Response, high fidelity wraparound services, intensive home-based services, family peer support, respite, therapeutic monitoring and individual support services:

<https://www2.illinois.gov/hfs/MedicalProviders/behavioral/pathways/Pages/default.aspx>

Family Support Program (FSP) for youth under age 18: Access to intensive mental health services and supports, including residential treatment when medically necessary,

to youth with a severe emotional disturbance: 217-557-1000 or email:

HFS.BBH@Illinois.gov.

<https://www2.illinois.gov/hfs/SiteCollectionDocuments/AbouttheFamilySupportProgram.pdf> Mobile crisis response providers can assist with obtaining, completing and submitting an FSP application, see list:

submitting an FSP application, see list:

<https://www2.illinois.gov/hfs/MedicalProviders/behavioral/sass/Pages/sassproviders.aspx>




Specialized Family Support Program (SFSP): 90-day program of crisis stabilization, community mental health, and assessment services to identify behavioral health needs of youth at risk of custody relinquishments and link them to appropriate clinical services. SFSP is an expansion of the Illinois behavioral health crisis response system for youth, jointly utilizing resources found in the [Screening, Assessment and Support Services \(SASS\)](#), [Comprehensive Community-Based Youth Services \(CCBYS\)](#), and Intensive Placement Stabilization (ISP) programs:

<https://www2.illinois.gov/hfs/SiteCollectionDocuments/SFSPOverviewSlides3917.pdf>

Call 211 if you need assistance locating long-term mental health resources, talking through a problem, or exploring mental health treatment options.

HEALTH INSURANCE NAVIGATION:

Private Health Insurance (employment, Marketplace, private purchase, other (TRICARE))

Who	What	Contact
Your private health insurance plan	Access to in network mental health professionals	See Insurance card phone # for mental/behavioral health
Illinois Dept. of Insurance	Access to Care and Navigating your Network Info; Assistance with insurance complaints	DOI.Complaints@Illinois.gov Toll-free: 877-527-9431
Illinois Attorney General Health Care Bureau:	Free help to resolve private health insurance problems	Health Care Hotline: 877-305-5145; Fill out our Health Care Complaint Form (English)  Large Print  Fill out our Health Care Complaint Form (Español) 

Medicaid Some individuals have Medicaid FFS (fee-for-service) when they also have private health insurance, known as Third Party Liability (TPL); most are enrolled in a Medicaid Managed Care org

Who	What	Contact
Health Benefits Hotline	Questions about FFS Medicaid, including list of providers	1-800-226-0768
IL HealthChoice Medicaid Managed Care organizations (MCOs)	Number for list of providers in network; ask for care coordinator; request written copy of Member Benefits Handbook, including mental health benefits coverage	Contact Health Plans for Members (pdf) ; Blue Cross/Blue Shield: 877-860-2837; Aetna Better Health: 866-329-4701; Molina: 855-687-7861; Meridian: 866-606-3700; Youth in Care: 844-289-2264; County Care: 312-864-8200 Grievance/appeals: https://iamhp.net/page-18193
Community Mental Health providers	For a range of services including mental health case management, transition linkage and aftercare, assertive community treatment and psychosocial rehabilitation	Call 1-833-234-6343 or use the DHS Office locator to find a Community Mental Health Center near you: www.hds.state.il.us/page.aspx?module=12 -choose “Mental Health” in drop-down menu, add County and zip if in Cook Co. list of services: www.dhs.state.il.us/page.aspx?item=32490
Federally Qualified Health Centers (FQHC)	If enrolled as a primary care patient, can access behavioral health services, including psychiatry	www.findahealthcenter.hrsa.gov

ADDITIONAL HELPFUL RESOURCES:

National Alliance on Mental Illness (NAMI): Help, information and resources for families and individuals; <https://namillinois.org>; 1-800-950-6264; <https://namichicago.org>, 1-833-626-4244

Community and Residential Services Authority (CRSA): Technical assistance in the planning of services for children up to age 21 with severe emotional disturbances and/or behavior disorders; www.crsa.illinois.gov; Call 877-541-2772

Illinois Secretary of State Emergency Contact Database:

<https://www.ilsos.gov/departments/drivers/ECD/home.html>

(must have driver's license or State ID card)

State Help Lines:

[Safe2Help](#): a program for students to report school safety issues in a confidential environment.; Call: 844-472-3345; Text: SAFE2(72332)

[Call4Calm](#): an emotional support text line; text TALK to 552020 for English, or HABLAR for Spanish

Advanced Directives, including Declaration for Mental Health Treatment:

<https://gac.illinois.gov/content/dam/soi/en/web/gac/forms/documents/dmhtform.pdf> ; Illinois Guardianship and Advocacy Commission: 1-866-274-8023