



BEHAVIORAL HEALTH REFERRALS



When & How to Refer to a Behavioral Health (BH) Provider

CareSource members can connect with a behavioral health provider at anytime. Behavioral health services are based on self-referrals and do not require a referral from a primary care provider. The following criteria can help determine when a referral to a BH provider should be considered.

Complex Behavioral & Emotional Issues

If a member:

- Has behavior or emotions that **pose a threat of harm** to the safety of self, a child, or others (e.g. suicidal behavior, severe aggressive behavior, and an eating disorder that is out of control, self-destructive behavior)
- Has a significant **disruption in day-to-day functioning** or loss of contact with reality
- Had a recent behavioral health **hospitalization** and is not linked to a behavioral health provider
- Had a recent emergency department visit related to behavioral health and is not linked to a behavioral health provider
- Has **complex diagnostic concerns**
- Has a mood or anxiety disorder and would **benefit from Cognitive Behavioral Therapy (CBT)**

Complex Social & Environmental Issues

If a member:

- Has a **caretaker with serious emotional issues** or a problem with substance use, or there are other serious environmental issues such as a hostile divorce situation
- Has a **history of abuse, neglect**, and/or removal from the home and has significant issues related to the abuse or neglect
- Has a **significant change in emotions or behavior** for which there is no obvious precipitant, (e.g. sudden onset of school avoidance, a suicide attempt in a previously well-functioning individual)

Complex Medical Issues

If a member:

- **Partially responds** to a course of medications or is being treated with more than one psychotropic medication
- Has a family history that suggests treatment with psychotropic **medications may have an adverse effect** (e.g. prescribing stimulants to a child with a family history of schizophrenia or bipolar disorder, children under the age of five who require ongoing use of a psychotropic medication)
- Has a **chronic medical condition** and behavior or emotions that prevent the medical condition from being treated properly
- Has had a course of treatment for six to eight weeks with **minimal improvement**

Participating providers who are credentialed with CareSource can be located by accessing our Find-a-Doc tool located on our website at: [CareSource.com](https://www.caresource.com) > Provider Overview > [Find a Doctor](#).

For members who would benefit from additional support with their behavioral health, providers can refer members for Care Management through the Provider Portal at: **CareSource.com** > Login > [Provider Portal](#) or by calling Member Services at: **1-844-607-2829**.

CareSource supports and encourages coordination of care between physical and behavioral health providers. It is recommended that providers share information with referring providers when applicable. CareSource provides a *Coordination of Healthcare Exchange of Information Form* to help facilitate this exchange of information. To access the form, please visit **CareSource.com** > Providers > Tools and Resources > [Forms](#).

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- Criteria established by the American Academy of Child and Adolescent Psychiatry