



Missouri Child Psychiatry Access Project Follow Up and Community Referral Services

How does MO-CPAP help families get connected to community behavioral health services?

Through our partner, Behavioral Health Response (BHR), you now have two options to help your patients and families get linked to the services they need:

- BHR's masters-level behavioral health clinicians can provide general referral information to you (or your staff) to pass on to families.
- You can request that the full time MO-CPAP Follow Up Coordinator contact a family directly and provide resources.

What is the goal of MO-CPAP follow up services?

The Follow Up Coordinator helps families get – and stay – connected with behavioral health resources in their area, like counseling, therapy, and support groups. This ensures that your patients get the ongoing support they need to improve and maintain their behavioral health.

Who answers the phone when I call?

Your call will be answered by a masters-level behavioral health specialist in Behavioral Health Response's (BHR) call center. They will ask you a few questions to focus your request and then contact the MO-CPAP Follow Up Coordinator.

The Follow Up Coordinator is a masters-level behavioral health clinician with several years of experience providing telephonic support and connecting families to the services they need.

What can I expect when I request follow up services from MO-CPAP?

- You can expect the Follow Up Coordinator to reach out to the family by the next business day.
- The Follow Up Coordinator addresses the family's needs by identifying appropriate resources, helping families schedule appointments, and checking in once a week by telephone.
- The Follow Up Coordinator provides short term (90 day) services with families to make sure they get connected until the patient has successfully attended at least two appointments.
- The Follow Up Coordinator will communicate directly with you (or your staff) to keep you updated about referrals made and success in getting your families linked to services.



When can I call to get my patients connected to community resources?

BHR call center staff will answer the phone 24/7 to provide general referral information. If you request the Follow Up Coordinator contact a patient's family directly, she will reach out to them by the next business day.

What information will I need to provide when I call?

- Name of patient and/or family member
- Phone number to contact you (or your staff) to provide follow up information
- Phone number to contact family
- Age of child
- Gender
- New or follow-up consult
- Reason for call

Call MO-CPAP: 844-538-2279

How can I reach MO-CPAP staff with questions or concerns?

Please contact MO-CPAP staff with any questions or concerns! You can reach us via e-mail at umhpsymo-cpap@health.missouri.edu.

Executive Director: Wendy Ell, 573-884-1341

Eastern Region Project Manager: Kate Barbier, 314-799-5449

Central Region Project Manager: Tiffany Clevenger, 660-676-6879

Tri-Region Project Manager: Heather Harlan, 573-882-8646

Learn more online: medicine.missouri.edu/mo-cpap

MO-CPAP is offered through the MU School of Medicine as a collaborative partnership among Behavioral Health Network (BHN), Assessment Resource Center (ARC), Behavioral Health Response (BHR), Missouri Telehealth Network (MTN), WU PAARC, and NAMI-St. Louis.

Funding for this project was provided in part by Missouri Foundation for Health.

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U4CMC32326, Pediatric Mental Health Care Access Program, total award amount \$2,125,000, 17.35% financed with non-governmental sources. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.



**Missouri Foundation
for Health**