

Your Roadmap to

Children's Behavioral Health Care



1. BUCKLE UP: DOES MY CHILD NEED HELP?

It can be difficult to identify mental health concerns in children.

Some warning signs include:

- Mood changes
- Difficulty focusing or learning in school
- Poor appetite or sleep habits
- Physical symptoms, like headaches or stomachaches
- Drastic behavior changes, including violent or risk-taking behavior
- Intense worry or fear that gets in the way of regular activities
- Self-injury or making plans to harm themselves
- Ongoing sadness or withdrawal for two weeks or more
- Repeated drug or alcohol use

If your child is in crisis, call the Arizona Behavioral Health Crisis Line at **1-844-534-4673** or text **HOPE** to **4HOPE** anytime, 24/7.

If a situation is life-threatening, always call **911**.

Arizona policy and law require that children and youth receive appropriate and timely behavioral health care. Your child should NOT be placed on a waiting list. If you're told they will be, call us.



2. HOW TO START YOUR JOURNEY

If you or your children are eligible for benefits through the Arizona Health Care Cost Containment System (AHCCCS), you're eligible to receive services from Mercy Care. Call Mercy Care Member Services Monday – Friday, from 7 a.m. to 6 p.m. at **602-263-3000** or **1-800-624-3879** (TTY **711**). There are many services and supports available to your child and family. We contract with a wide network of community providers.

3. WHICH PATH IS RIGHT FOR YOUR FAMILY?

There are a lot of options when choosing how to care for your child. You have the choice and the right to decide where you and your family go for services. We believe that treating the whole child, within the context of the family, helps children and families thrive. As an important part the process, you'll help decide who is on your child's team – including services providers, teachers, extended family, friends and family support partners – and make decisions together.



4. PULL OVER AT THE NEXT REST STOP

The process of caring for a child with behavior health concerns can be exhausting. It's important that caregivers take care of themselves. Time to rest and recharge helps keep you healthy and relationships strong. This could be for a few hours during the day, or for a weekend. Respite services are available to give you a temporary break. Ask the Child and Family Team (CFT) about this and other support services by contacting your behavioral health service provider. If you don't know who your behavioral health service provider is, you can call Mercy Care Member Services at **602-263-3000** or **1-800-624-3879** (TTY **711**).



Navigating the Facts

1/5

1 in 5 young people in the U.S. have a diagnosable mental health disorder

8-10

The average delay between first symptoms and intervention is 8-10 years

3rd

Suicide is the third leading cause of death in children ages 15-19

20%

Only about 20 percent of children with mental, emotional or behavioral disorders receive care from a mental health care provider.



Early intervention increases school success and decreases trouble with the law

70%

70 percent of youth in juvenile justice systems have a diagnosed mental illness



mercy care