



# Support for your mental and behavioral health



## Peer support providers

There are four different types of peer support workers. Each one offers hope and support in your journey. They offer support for the same or similar conditions that they are managing for themselves.

**Peer Support Specialists** are recovering from drug or alcohol addiction or a mental health condition. They support others who are experiencing similar challenges.

**Peer Wellness Specialists** are recovering from drug or alcohol addiction or a mental health condition. They also have experience managing a physical health condition, such as diabetes, heart disease, or problems with their hearing or vision. They support others who are recovering from a drug or alcohol addiction and a physical health condition.

**Family Support Specialists** have parented a child who experienced the foster care system, houselessness, drug or alcohol addiction, mental health conditions, learning disabilities, or other challenges. They help you care for your child's complex needs.

**Youth Support Specialists** are age 33 or younger. They may have experienced the foster care system, houselessness, drug or alcohol addiction, mental health conditions, learning disabilities, or other challenges, and they offer guidance to those who have. They provide youth-to-youth peer support.

We encourage you to reach out with questions about peer support specialists. Call us at **888-970-2507**, TTY: 711.

## Contact us for more information

### Phone

**888-970-2507**

TTY: 711

We accept all relay calls.

### Email

[MedicaidMSS@  
PacificSource.com](mailto:MedicaidMSS@PacificSource.com)

[PacificSource.com/  
Medicaid](https://www.pacificsource.com/medicaid)

## Need immediate help?

If you, or someone you know, is in emotional distress or suicidal crisis call the [National Suicide Prevention Lifeline](https://www.national suicide prevention lifeline.org).

**Call 988**, TTY: 711



**PacificSource**  
Community Solutions

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## Get help from your local crisis line, based on where you live

If you're experiencing a mental or behavioral health crisis, you can speak with someone close to home. Find local crisis phone numbers on InTouch, your secure member portal, or in your member handbook.

Sign in or create an InTouch account at [InTouch.PacificSource.com/Members](https://InTouch.PacificSource.com/Members).



## Support your ongoing mental health

You can select from many types of providers, including therapists, Traditional Health Workers, psychiatrists, and counselors in our online provider directory.

Visit [ProviderDirectory.PacificSource.com/Medicaid](https://ProviderDirectory.PacificSource.com/Medicaid).

Please note that you may have access to peer support providers who do not appear in the provider directory. We can assist in connecting you with a provider. Call **888-970-2507**, TTY: 711.



## Crisis support that's specific to your needs

Here are some more organizations that can help with specific mental and behavioral health needs.

### Alcohol and Drug Helpline

**800-923-4357**, TTY: 711

Text RecoveryNow to 839863

[LinesForLife.org/Alcohol-and-Drug-Helpline](https://LinesForLife.org/Alcohol-and-Drug-Helpline)

### Teen Helpline

**877-968-8491**, TTY: 711

Text teen2teen to 839863

[OregonYouthLine.org](https://OregonYouthLine.org)

### Oregon Military Helpline

**888-457-4838**, TTY: 711

Text MIL1 to 839863

[LinesForLife.org/mhl](https://LinesForLife.org/mhl)

### Oregon Behavioral Health Support Line

**800-923-4357**, TTY: 711

[LinesForLife.org/OBHSL](https://LinesForLife.org/OBHSL)

### Senior Loneliness Line

**503-200-1633**, TTY: 711

[SeniorLonelinessLine.org](https://SeniorLonelinessLine.org)

### Recovery Now Treatment Access Line

For substance use disorder.

**855-612-5576**, TTY: 711

[TreatmentAccessLine.org](https://TreatmentAccessLine.org)

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You do not need a referral to speak with a Traditional Health Worker (THW). If you want to access these services on your own, this is called a self-referral. If you would like to talk with a THW Liaison, or be connected to THW services in the community or at a provider's office, please call **541-640-8742**, TTY: 711. If you would like to speak to our MSS Team, call **541-330-2507**, TTY: 711 or toll free at **888-970-2507**. If your Liaison changes, we will let you know by mail.

You can get this document in another language, large print, or another way that's best for you. You can also request an interpreter. This help is free. Call 800-431-4135 or TTY: 711. We accept all relay calls.

Usted puede recibir este documento en otro idioma, impreso en una letra más grande o de otra manera que sea mejor para usted. También puede solicitar un intérprete. Esta ayuda es sin costo. Llame al 800-431-4135 o por TTY al 711. Aceptamos llamadas del servicio de retransmisión.