



Behavioral Health Navigation Team

Have patients with behavioral health needs? We can help

PacificSource Community Solutions is pleased to introduce our Behavioral Health (BH) Navigation Team. As a program now serving Oregon Medicaid members, the BH Navigation Team is a valuable resource for patients and providers.

BH Navigation bridges the behavioral health care gap

The team is composed of a Clinical Team Lead with behavioral health expertise and support staff called Member Support Specialists. These specialists help members find behavioral health providers who meet mental health and/or substance use treatment needs. Our goal is to help members overcome barriers to accessing behavioral health services.

How the BH Navigation Team can help

Our Member Support Specialists connect with members and providers by phone. To help members overcome the barriers that impede access to behavioral health services, we:

- Help Medicaid members find a mental health or substance use disorder provider.
- Facilitate referrals to Care Management for complex care needs or social determinants of health (SDOH) needs.
- Determine if a physical health clinician, pharmacist, and/or behavioral health clinician within PacificSource should be involved in a member's care.

Reaching the BH Navigation Team is easy

Call the BH Navigation Line at **458-240-8018**. Members will be asked to participate in a brief behavioral health assessment to help identify their treatment needs. Members can also connect through your provider referral or internal referrals from our Customer Service and Care Management teams.

Questions? We're happy to help. Call or email us:

Phone: 458-240-8018

Email: MedicaidBHNavigation@PacificSource.com
CommunitySolutions.PacificSource.com



As a provider, you can help spread the word

Help members get the behavioral health care they need. Call the BH Navigation Team at **458-240-8018** to make a referral or gentle transfer call.



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.