



How do I find  
behavioral health  
providers?



## Things to know

Behavioral health is like specialty care (think cardiologists, neurologists, oncologists, etc), so we can expect the following:

- **Many providers are booked out weeks to months, or have waitlists.** If they are a great fit, this may be worth it. **If you are in a crisis, see end of document.**
- **Many providers have limited availability that is most convenient for you.** Many work partial weeks and partial days, don't offer appointments on weekends or in the evening, or certain parts of their day fill up quickly (after-school times, for example).
- **Many providers that are good fits are often farther away than you expect.** Think Randall Children's Hospital, OHSU, or even your Primary Care Office may not be close to you, but the quality of care you receive is high.
- Like any kind of specialty care, the more flexible you are able to be, the easier it will be to access.

What is **goodness of fit**?

- The way that a service matches the given criteria. In counseling and psychology, this *means how well a therapist matches with the needs you have.*
- This includes, but not limited to:
  - Provider specialties and modalities (types of therapy interventions used), expertise and experience, level and areas of training, level of licensure, complexity or risk of the client's needs, comfortability of the provider with given client needs, personality (between provider and client), ease of accessibility (does the provider respond quickly or did you wait weeks to hear back?).
- Other things you may value:
  - Location, insurance and payment, sex or gender of the provider, availability.

Other things you can expect:

- It may take some time to find a good-fit provider.
- Many providers offer free or low-cost consultations. These can be over the phone and/or in person. **This is the provider and client's opportunity to determine final goodness of fit.** You may consult with multiple providers before landing on the right one.
- Parents can call for children under the age of 14 years old (the age of consent in Oregon). Anyone over 14 years old will need to call themselves, or be present during the call.

**Need transportation?** Ride-to-Care provides rides, gas money, and transit tickets **at no cost** with OHP.  
ridetocare.com • 503.416.3955 • 855.321.4899 • Call to register and schedule at least 48 hours in advance

**\* Oregon Health Plan insurance \***  
**Searching for providers:**

In crisis?  
See last page

Have you accessed outpatient services before, or been psychiatrically hospitalized?

No

Yes

Call the Health Share office in your county of residence to discuss the options in your area.

Clackamas County: 888.315.6818  
 Multnomah County: 888.620.4555  
 Washington County: 503.291.1155

[www.healthshareoregon.org](http://www.healthshareoregon.org) > For Members > Mental Health and Substance Use Benefits

Have you accessed or done any of the following?:

- CCS (Catholic Community Services)
- Trillium ICTS (Intensive Community Treatment Services)
- Morrison ICTS
- Options Family Builders ISRS (Intensive Safety & Reunification Services)
- Options PCIT
- Portland DBT
- Emergency Department/Room admittance for suicide ideation or self-harm
- County mental health urgent care clinic at least twice
- Been seen by 3 or more counselors

And/or have been formally diagnosed with:

- Psychotic disorder
- Bipolar disorder
- Autism Spectrum Disorder

If you live in Yamhill County and have YCCO insurance, contact Yamhill County Health and Human Services for options in your area.

YCHHS Family and Youth Program:  
503.434.7523

[www.yamhillcco.org](http://www.yamhillcco.org) > For Members > Behavioral Health Resources > Finding Providers > Yamhill CCO Mental Health Roles and Resources

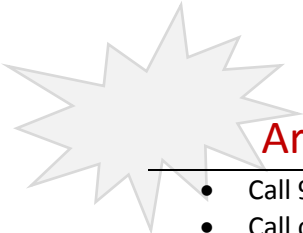
No

Yes

1. Compile the following information:
  - a. Patient diagnostic information
  - b. When, where, and how long you accessed these services
  - c. Outcomes of the services
2. Call the Health Share or YCHHS office in your county of residence.
3. Ask for access to a **specialty care provider**, using above information as for why it is needed.
4. You may be assigned or connected to an intensive care coordinator.

Still having issues?  
Contact your provider care team. Your nurse or care coordinator may be able to help you.

Free Transportation:  
ridetocare.com  
503.416.3955  
855.321.4899  
48hr advance notice



## Are you or your child in crisis and/or cannot be safe?

---

- Call 911
- Call county Mental Health Crisis line
- Go to the ER
- Go to the county Mental Health Crisis clinic

### Multnomah County:

Cascadia  
24/7 Crisis call center: 503.988.4888 / 800.716.9769  
Urgent walk-in clinic: 4212 SE Division St Portland  
Hours: 7am – 10:30pm, 7 days/week

### Washington County:

Hawthorn  
24/7 Crisis call center: 503.291.9111  
Urgent walk-in clinic: 5240 NE Elam Young Parkway, Suite 100, Hillsboro  
Hours: 9am – 8:30pm, 7 days/week

### Clackamas County:

24/7 Crisis call center: 503.655.8585  
Urgent walk-in clinic: 11211 SW 82<sup>nd</sup> Ave Suite O, Happy Valley  
Hours: M-F 9am-7pm, Sat 10am-7pm, Sun CLOSED

### Psychiatric Emergency Service

Unity Center for Behavioral Health  
Open 24/7  
1225 NE 2<sup>nd</sup> Ave Portland 97232  
503 944.8000

### Yamhill County:

24/7 Crisis call center: 844.842.8200  
Urgent walk-in clinic: 627 Birth Evans Street McMinnville  
Hours: M-F 8:30am – 5pm

### Marion/Polk/Yamhill County:

24/7 Crisis call center: 503.585.4949  
24/7 Urgent walk-in clinic: 1118 Oak St SE, Salem

### Other services:

National Suicide Prevention Lifeline: 800.273.8255 (TALK), en español: 888.628.9454

David Romprey Oregon Warmline (peer support):  
800.698.2392

Oregon Youthline: 877.968.8491  
TEXT: teen2teen to 839863

The Children's Clinic Portland  
Peterkort Centre I  
9555 SW Barnes Road., Suite 301  
Portland OR 97225  
Ph: 503.297.3371  
Fax: 503.297.7975

The Children's Clinic Tualatin  
Meridian Park Medical Plaza 2  
19260 SW 65th Avenue., Suite 340  
Tualatin OR 97062  
Ph: 503.691.9777  
Fax: 503.692.6736

The Children's Clinic Newberg  
Deborah Building 700  
Deborah Road., Suite 150  
Newberg, OR 97132  
Ph: 503.538.6791  
Fax: 503.544.0549