



Public Mental Health Access & Eligibility Frequently Asked Questions

Who is eligible for Community Mental Health services in Oakland County?

Oakland County residents who have an intellectual/developmental disability, mental illness, children with serious emotional disturbance, and people with substance use disorders may be eligible to receive specialty public mental health services. Most of these people have Medicaid/Healthy MI Plan coverage. However, individuals who are uninsured and underinsured can be linked to mental health services and may still receive services for mental health and substance use disorders through Federal Block grant funding.

How do I request an Access screening to receive public mental health services through Oakland Community Health Network (OCHN)?

OCHN's screening process helps to determine where your needs can be met, based on the severity and urgency of your situation. Screenings can be requested by calling our main line at 248-464-6363 or by visiting the Resource and Crisis Center (1200 N Telegraph, Bldg. 32E, Pontiac, MI). If an access screener is available, a screening can be completed at this time. Walk-in appointments are received on a first-come, first-serve basis.

What is the process for a screening?

Once an individual/family calls, our access and referral specialists collect demographic information to identify the individual/family's needs. If it is determined that an access screening is necessary, the referral specialist then checks on the availability of an access screener. If an access screener is not available, the individual/family is offered the opportunity to schedule an appointment with a screener or be added to the call back queue.

SUD screenings are scheduled as soon as possible and upon contact. If an individual is having difficulty getting to the RCC for a face-to-face meeting, than a phone screening can be provided.

How long does it take for a callback?

Screeners generally call back individuals/families within 24 to 48 hours. This may vary based on the call volume during the day.

What happens if I am not able to answer the call when Access calls back?

The access screener will leave a message and request for you to call back the access main number when you are available. The screeners call individuals/families on a rotation basis. When a screener calls, he/she will complete the screening at that time if the individual/family is available.

What are the hours of the Access Department?

The hours of operations for non-emergency Access services to Oakland County's Public Mental Health system are:

- Monday- Friday from 8 a.m. to 8 p.m. (7:00 p.m. is the latest time that a screening can begin)

How long does an Access screening last?

On average, an access screening is 45 minutes to one hour.

Are Access screenings face-to-face?

We will determine what type of screening best meets your needs, face-to-face or over the phone. While not mandatory, OCHN prefers face-to-face screenings for individuals with intellectual/developmental disabilities. All other access screenings, including adults with a mental illness and children with a serious emotional disturbance, can take place over the telephone.

Again, SUD screenings are scheduled as soon as possible and upon contact. If an individual is having difficulty getting to the RCC for a face-to-face meeting, then a phone screening can be provided.

Once individuals are connected to an access and referral specialist, an appointment will be scheduled to meet with a screener. Information about the necessary paperwork to complete this process will be provided at this time.

Do Access screenings take place elsewhere in the community?

Access screenings are generally completed by telephone or on a walk-in basis at the Resource and Crisis Center. Other community opportunities for screenings can be done if there is enough volume.

What can I expect during the screening process?

Licensed clinicians will ask questions about mental health/developmental and/or family history, risk of harm, physical health needs, medications, functional status, family relationships and stress, substance use, socialization, school, symptoms etc. It is important to be as honest as possible to get the correct information, so that the individual/family is placed in the appropriate level of care. If a child/minor is screened, the clinician will want to speak with both the minor and their guardians.

SUD screenings are also conducted prior to a person being discharged from a hospital setting to ensure appropriate follow-up care is in place.

What happens if I am eligible for services?

If you qualify for services, you will be given a choice of providers and linked with the provider of your choice for an intake. Intake appointments occur no more than 14 days (if not sooner for adults), 7 days (if not sooner for children) after the screening determination is made. Special screening consideration is given to pregnant women and injecting drug users.

What if I am not eligible for services?

If you do not qualify for services, there are a variety of community resources that can be given to help meet your needs. These vary between insurances, locations, and are given based on individualized need.