

Provider Notification

RE: Mental Health Matters Quick Reference Guide (QRG), SDoH team services flyer

Dear Providers,

Mental health is more important than ever. During Mental Health Awareness Month, we want to share vital information to help you assist your patients and our members. Attached, you will find the following information:

- Mental Health Matters: QRG for Providers - for assistance with identifying agencies available to assist in a mental health crisis (information includes resources for adolescents up to age 18). This QRG is for Providers.
- SDoH team flyer (in English and Spanish) - describes specialized services offered to those who struggle with complex social issues. You may distribute this to your patients and our members.

Thank you for your continued partnership.

Questions?

We're here to help. Contact your Provider Services Representative or email the Provider Services team at NVProviderRelations@MolinaHealthcare.com.

Mental Health Matters: Quick Reference Guide for Providers



Most crises can be prevented with early support from skilled health care providers. If a Molina member is having a crisis of any kind, providers should first make sure the member is safe and then immediately call for help.

The following agencies are available to provide assistance in an emergency:

- National Suicide Prevention Hotline: 988
- Crisis Support Services of Nevada: 988 or (775) 784-8085
 - (800) 799-4889 (deaf or hard of hearing)
 - Provides free, private, and caring support to people in crisis
- Molina Nurse Advice Line: (888) 275-8750 (TTY: 711), English; (866) 648-3537, TTY: (866) 735-2929, Spanish
 - For behavioral and medical health
- Molina Healthcare of Nevada Member Services: (833) 685-2102 (TTY: 711)

Assessment Needs:

- Human Behavioral Institute (Southern Nevada): (800) 441-4483 (select option 7)
- WC Health (Northern Nevada): (775) 238-3155

For adolescents up to age 18: Provides mental health resources and short-term stabilization for patients in crisis.

- Children's Mobile Crisis Response Team 24/7, 356 days a year:
 - Southern Nevada/Rural Nevada: (702) 486-7865
 - Northern Nevada: (775) 688-1670
 - If resources cannot be found, emergency rooms are prepared and can address the crisis.

We all can work together to avoid unnecessary emergency room visits by seeking care early, getting care with a primary care physician (PCP), and in a crisis, getting help as soon as possible.

MolinaHealthcare.com/NV



Distributed by Molina Healthcare. To get this information in other languages and accessible formats, please call Member Services. This number is on the back of your Member ID card. You can get this information free in other formats, such as large print, braille, or audio. Call (833) 685-2102, TTY/TDD: 711, Monday - Friday, 8 a.m. to 6 p.m., PST. The call is free. Molina Healthcare of Nevada (Molina) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (833) 685-2102 (TTY: 711). ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call (833) 685-2102 (TTY: 711).

Molina Healthcare's Social Determinants of Health team

What is the Social Determinants of Health (SDoH) team?

The SDoH team is part of Molina's Healthcare Services program. This team coordinates specialized services available to those who struggle with complex social issues.

Our SDoH team includes:



Employment Specialist

- Help with finding a job, writing a resume, filling out applications, mock interviews and more
- Help getting a Nevada ID or driver's license, birth certificate, and Social Security card



Housing Specialist

- Connections to resources to help pay for housing and utilities
- Help finding short-term, long-term, or transitional housing



Justice System Liaisons

- Resource guidance to minimize legal barriers to employment, housing, and stability



Chemical Dependency Counselors

- Options for substance abuse disorder treatment support
- Options for behavioral or mental health care and support



Peer Support Specialists

- Support and guidance for those seeking recovery



Free phone (free talk, text and international calling to select countries)

Molina wants to work together with our providers to improve the overall health of our members. To refer a Molina member to the SDoH unit, email NVSDoH_Referrals@MolinaHealthCare.Com.

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Determinantes sociales del equipo de salud de Molina Healthcare

¿Qué es el equipo de SDoH (Determinantes sociales de salud)?

El equipo de SDoH es parte del programa de servicios de atención médica de Molina Healthcare. Este equipo coordina los servicios especializados disponibles para aquellas personas que luchan contra problemas sociales complejos.

Nuestro equipo de SDoH incluye:



Especialista en empleos

- Ayuda para encontrar empleos, escribir currículums, completar solicitudes, simular entrevistas y más.
- Ayuda para obtener identificación o licencia de conducir de Nevada, certificados de nacimiento y la tarjeta del Seguro Social.



Especialista en viviendas

- Conexiones con recursos para ayudar a pagar los gastos de viviendas y servicios públicos.
- Ayuda para encontrar viviendas a corto plazo, a largo plazo o de transición.



Enlaces del sistema judicial

- Orientación de recursos para minimizar las barreras legales al empleo, a la vivienda y a la estabilidad.



Asesores en dependencia de sustancias químicas

- Opciones de apoyo de tratamiento para trastornos por consumo de sustancias.
- Opciones para el cuidado y el apoyo de salud conductual o mental.



Especialistas de apoyo de pares

- Apoyo y orientación para aquellas personas que buscan recuperarse.



Teléfono gratuito (llamadas, mensajes de texto y llamadas internacionales gratuitos a determinados países).

Molina desea trabajar conjuntamente con nuestros proveedores para mejorar la salud general de nuestros miembros. Para referir a un miembro de Molina a la unidad de SDoH, envíe un correo electrónico a NVSDoH_Referrals@MolinaHealthCare.com.

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