



# Our goal is to find you available providers matched to your needs. Here is what to expect:

## Step 1: Screening

Complete our screening form online or by phone call. (Please note: Care Companions will contact you from the number 888-515-0595 during the care coordination process.)

Be prepared to provide the following information:

- Basic contact information for client and guardian (if applicable)
- Insurance provider and plan
- Brief description of what client is experiencing
- Type of service desired\*

Care Solace can connect you with:

- Therapy
- Couples/family counseling
- Psychiatry
- Intensive outpatient program
- Partial hospitalization program
- Residential / inpatient program

The speed of connection is affected by how quickly you respond to us.

## Step 2: Matching

This step may take several days.

We will:

- Seek out providers on your behalf and keep you updated via text or email along the way
- Call you to present at least two options
- Offer to assist you in scheduling your appointment

Families have voice and choice. Let us know what is and isn't working for your unique needs.

## Step 3: Check In

We will:

- Touch base after your appointment about your satisfaction with the provider match
  - If the provider isn't a good match, let us know so we can continue searching
- Answer questions every step of the way

Please note: Care Solace is not an emergency response service or mental health services provider. In the event of a life threatening emergency, call 911 or the Suicide and Crisis Lifeline at 988.