



PROVIDER ALERT

MARYLAND'S COMMITMENT TO VETERANS COMMUNITY PROVIDER INFORMATION

MARCH 18, 2013

Background:

Maryland's Commitment to Veterans (MCV) is a program under the Maryland Department of Health and Mental Hygiene. It is strategically positioned to assist veterans with the coordination of behavioral health services, including mental health and substance abuse treatment, within the US Department of Veterans Affairs (USVA) and the State of Maryland's Public Mental Health System (PMHS).

The MCV program is designed to assist with transportation to and from behavioral health appointments. MCV also provides information and referral services to veterans who call with additional needs, including, but not limited to, employment, education, VA benefits, and housing.

For purposes of eligibility for *behavioral health service coordination* through the USVA and PMHS, MCV considers a veteran any individual who has prior active duty service (other than for training), regardless of service era. The veteran must have received an "other than dishonorable discharge".

Information and referral services are provided to all callers, regardless of military service history, veteran status, or discharge.

Referral process:

If a consumer who discloses veteran status presents to Value Options or a PMHS provider, please refer them to MCV.



To ensure a connection is made to MCV, a warm hand off is preferred. If the consumer provides consent, please consider making the referral to MCV while they are physically present or on the telephone line.

Referral Line: 877-770-4801

Calls are accepted 24 hours per day, 7 days per week. Once the call is made, the provider or veteran will be asked to provide their name, contact number, county of residence (or if a PMHS provider, county of employment), as well as a basic overview of the veteran's current needs. A referral (via email) is then sent to a Regional Resource Coordinator (RRC).

Within one business day, an RRC will contact the veteran to make an assessment and provide resource coordination and referrals as needed. Once the veteran is connected with their RRC, they will continually reach the same coordinator to facilitate a strong working relationship that creates the opportunity to best meet their needs.

A warm handoff is preferred; however this may not always be logistically feasible. In this case, or if the veteran does not provide consent for referral, please provide the MCV contact number to the veteran for future reference. If a provider questions whether to refer a consumer, please consider making a professional referral to consult with an RRC.



www.veterans.dhmh.maryland.gov