

Referral & Intake Guide



Referral Process

- Touchstone Member Services will contact parent/guardian to schedule an intake appointment and gather additional information as necessary.
 - Most intakes are done via telehealth, and there are some in-person appointments available as well.
 - Look ahead to find a few dates and times that work for you and your child to both be present for the intake.
 - Gather necessary documents for intake and send to Touchstone. Your youth's school may be able to help with copies of some of these documents.
 - Write down any questions that come up in the meantime to make sure they are answered.
 - Once the referral is in and you are ready to schedule, **you can call Member Services at 866.207.3882 to schedule.**
- Member Services will make 3 separate attempts to contact parent/guardian.
 - Please make sure your voicemail box is set up so Member Services can leave a message if they call and you cannot answer
 - Many people choose not to answer phone numbers they do not recognize, but keep in mind this may be Touchstone calling.
- If you have an emergency that prevents your attendance or you have to reschedule, please give as much notice as possible and look for a time so that Member Services can work with you to reschedule.



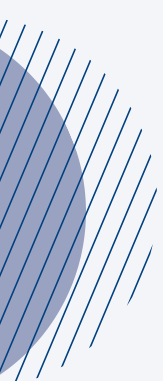
Intake and Start of Services



How to Prepare for the Intake



- Share about current concerns and behaviors in detail in the referral.
- Schedule the intake when you and your child are both available.
- Prepare documents and send ahead of time if appointment is virtual.
 - Birth Certificate
 - Parent/Guardian ID
 - Insurance/AHCCCS Card
 - Any relevant legal or custody papers involving member. If you have joint custody, both parties must consent to treatment.
 - Vaccine records (optional)



What to Expect at the Intake

- Appointment lasts about 1.5 to 2 hours.
- Questions will cover medical history, current concerns, academic performance, strengths of member, and more.

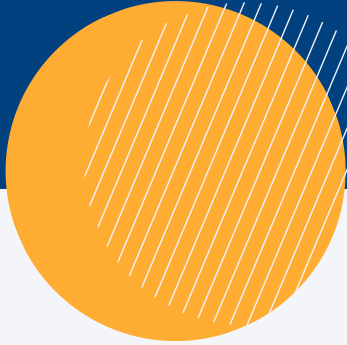
What to Expect After the Intake

- An assigned provider will reach out once intake is reviewed and approved.
- An initial Child and Family Team (CFT) meeting will be scheduled with provider(s), member, and parent/guardian to discuss service planning and goals for services with assigned provider(s). You can request someone from the school be invited if you choose.
- Regular check-ins between parent/guardian and assigned provider(s) are expected to exchange updates on your child's progress.
- The family and member are expected to attend quarterly CFTs, assessments at least every 6 months, and there may be additional expectations including family therapy based on service plan and goals.





Telehealth Tips



Accessing Telehealth Intake

If your intake appointment will take place via telehealth, you will be sent an invite and instructions on how to join. If you need help with technology or need access to technology for the intake, reach out to Member Services or your child's school to ensure you are prepared for the intake. If you are unable to get into the appointment, contact Touchstone Member Services or the intake provider to further troubleshoot.

Other Telehealth Considerations

- Find a spot that is good for audio and video and will not be too distracting, public, or loud in order to help the intake go smoothly.
- Make sure your child is present and able to participate in the intake as needed.
- Get into the intake a few minutes early to be ready on time and address any technology issues that may come up.

