

# SEARHC Behavioral Health

## Service Overview



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## SEARHC Behavioral Health Services Overview

### Introduction

SEARHC offers a wide range of behavioral health services including outpatient psychiatric care, mental health, and comprehensive addiction services. Additionally, we provide a residential youth program focused on mental health. Behavioral health services vary by site and program. SEARHC provides services in person, by phone or over other approved telehealth platforms. Please contact your local clinic or provider for more information on which services are offered locally.

### Our Mission, Vision and Values

#### MISSION

Alaska Native People working in partnership to provide the best healthcare for our communities.

#### VISION

Partnering with our communities to promote a healthy balance of mind, body and spirit.

#### VALUES

Respect, Cultural Identity, Service, Professionalism Compassion

### The People We Serve

SEARHC provides services to children, adolescents and adults who choose to address their mental health or substance use issues. SEARHC provides community-based behavioral health, psychiatric, psychiatric emergency, and comprehensive addiction services. In addition, SEARHC has a Residential Youth Program for adolescents who are severely, emotionally disturbed.

### Bringing Healing Closer to Home

SEARHC provides services throughout Southeast Alaska. The Behavioral Health department provides services primarily in Haines, Juneau, Ketchikan, Klawock, Petersburg, Sitka and Wrangell, with traveling, in-person clinics operating in Angoon, Hoonah, Hydaburg, Kake and Klukwan. Comprehensive addiction services, including Opioid Treatment Programs are offered in Juneau, Sitka, Klawock and most recently, Ketchikan. Additionally, tele-health services are provided to patients residing in Alaska.

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## Outpatient Behavioral Health Services

SEARHC offers community-based outpatient services to individuals and families with diagnosed behavioral health conditions. All services begin with a comprehensive evaluation and treatment plan. Depending on the client's treatment plan, supportive care can include therapy-based services, family support services, conflict resolution skills, fundamental community living skills, productive behavior modeling, problem-solving skills building, services and supports connecting, community agencies and in-home services advocacy.

## Treatment Approach/Goals

Our goal is to help you achieve the therapeutic goals that you establish with your treatment team. We believe the best treatment outcomes are achieved when there is an open and honest partnership between the patient and the care team. We take a whole person approach to patient care. In this spirit, we work alongside our clients to develop a holistic understanding of the biological, psychological and cultural aspects of their mental health and substance use concerns.

## Care Team

Qualifications include psychiatrists, nurses, therapists, counselors, behavioral health aides, case managers and other support staff. As clinic staffing varies by facility, please contact your local clinic to inquire.

## Our Patients

SEARHC's behavioral health services are offered to all children, adolescents and adults in Southeast Alaska, who have emotional and mental health concerns.

## Facilities

Settings include SEARHC offices and community-based facilities, as appropriate (i.e., school, work or library). Other settings may include tele-behavioral health services, offering video or phone-only services.

## Hours

Most clinics operate Monday- Friday 8 a.m.- 5 p.m. Please see our locations on [searhc.org/locations](https://searhc.org/locations) for a comprehensive listing.

**Juneau Front Street Clinic** | Monday – Friday 8:30 a.m.- 4:30 p.m.

**Juneau Vintage Park Campus** | Monday – Saturday 8 a.m.- 5 p.m.

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## Service Frequency

Frequency of services will vary depending on the active treatment plan or plan of care.

## Payers

SEARHC accepts self-pay and insured patients. SEARHC's Patient Health Benefits team provides help at no cost to the patient, in signing up for health insurance and our Financial Assistance Program.

If you need assistance with Medicaid, Medicare, Veteran's Benefits, the Health Insurance Marketplace, Tribally Sponsored Health Insurance Program, HRSA sliding discount or our Financial Assistance Program, we can help you. Please contact us toll-free at **1.855.966.8684** or email us at **[outreach@searhc.org](mailto:outreach@searhc.org)**.

Healthcare for Alaska Native and American Indians is provided through the Indian Health Services (IHS). Additional options and services for health coverage are available.

## Fees

To make the billing and payment process as easy to understand and convenient as possible, we have staff available to help.

For those using insurance, we will bill your insurance carrier directly. We encourage you to review your benefits and coverage limitations to avoid unanticipated financial issues.

If you have questions or concerns about your SEARHC bill, please contact us toll-free at **1.866.204.8097**, Monday through Friday from 8 a.m. to 5 p.m. Alaska Standard Time. Our representatives are available to help:

- Explain your SEARHC bill
- Add new insurance
- Provide a statement of your SEARHC account
- Tell you your SEARHC balance
- Assist you in making a payment

You can find more information about billing resources, financial assistance, price transparency and price quotes at **[searhc.org/billing](https://searhc.org/billing)**

## Referral Sources

Referrals into SEARHC programs can come through various sources including but not limited to:

- Self-referral
- Family/Guardians
- Schools
- Medical Providers
- Department of Juvenile Justice
- Office of Children’s Services
- Other Behavioral Health Programs
- Other Substance Use Programs
- The Judicial System (Courts)

Referrals can be made by calling your local clinic or requesting an appointment online at [searhc.org/request-appointment](https://searhc.org/request-appointment)

## Psychiatric Services

SEARHC's psychiatric prescribers take a whole person approach to patient care. Once a comprehensive evaluation is completed, our prescribers take an evidence-based approach to medication management and work in partnership with our clients, our team and medical providers to achieve the best results.

## Treatment Approach/Goals

We believe the best treatment outcomes are achieved when there is a partnership between the patient and the treatment team. Our goal is to help you achieve the therapeutic goals that you establish with your treatment team. We take a whole person approach to patient care. In this spirit, we work alongside our clients to develop a holistic understanding of the biological, psychological and cultural aspects of their mental health and substance use concerns.

## Care Team

Staff qualifications include psychiatrists, psychiatric nurse practitioners, nurses and other support staff.

## Our Patients

Our prescribers provide psychiatric assessments and treatment including psychopharmacology when indicated, for children, adolescents, and adults with psychiatric mood and behavioral disorders, including depression, other mood disorders, anxiety, psychosis, attention deficit hyperactivity disorders and disruptive behaviors.

## Facilities

Settings include SEARHC offices in Juneau, Sitka, Klawock and traveling clinics as available. Services are available in-person or via tele-health.

## Hours

Monday- Friday 8 a.m.- 5 p.m.

## Frequency

Frequency of services will vary depending on the patient's individual treatment needs.

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- Family/ Guardians
- Schools
- Medical providers
- Department of Juvenile Justice
- Office of Children's Services
- Other Behavioral Health Programs
- Other Substance Use Programs
- Courts

Referrals can be made by calling your local clinic or requesting an appointment online at [searhc.org/request-appointment](https://searhc.org/request-appointment)



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## Comprehensive Addiction Services

SEARHC provides compassionate, evidence-based treatment and recovery services for Southeast Alaskans struggling with substance addiction, including alcohol, opioids, stimulants and more. Recovery is not about a cure; it is about healing and restoration and SEARHC is here to help.

Establishing and maintaining recovery is about community and a network of support – a team. And that includes you. When you are a client, you are part of the team. Each client receives a customized treatment plan that supports their personal journey toward recovery.

We provide a comprehensive model of addiction healthcare, utilizing traditional and modern treatment options to fit the needs of every Southeast Alaskan. Qualified addiction professionals provide a clinical assessment to evaluate current needs and develop a personalized treatment plan. Utilizing an innovative blend of in-person and virtual options, SEARHC Comprehensive Addiction Services (CAS) are available throughout the region.

## Treatment Approach/Goals

We believe the best treatment outcomes are achieved when there is a partnership between the patient and the treatment team. Our goal is to help you achieve the therapeutic goals that you establish with your treatment team. We take a whole person approach to patient care. In this spirit, we work alongside our clients to develop a holistic understanding of the biological, psychological, and cultural aspects of their mental health and substance use concerns.

## Care Team

Staff qualifications include medical providers, therapists, counselors, case managers and other support staff.

## Our Patients

Target population includes adults who are seeking services to address substance use disorders.

## Facilities

Settings include SEARHC offices and community-based settings, as appropriate. (i.e., school, work, or library). Other settings may include tele-behavioral health services including video or phone-only services.

## Hours

Ketchikan CAS | Monday – Friday 6 a.m.- 5 p.m. and Saturdays from 7- 10 a.m.

Juneau CAS | Monday – Friday 6 a.m.- 2 p.m. and Saturdays from 7- 10 a.m.

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Sitka OTP | Monday – Friday 7 a.m.- 3 p.m. and Saturdays from 7- 10 a.m.

Klawock OTP | Monday – Friday 6 a.m.- 5 p.m.

## Frequency

Frequency of services will vary depending on the active treatment plan or plan of care.

## Payers

SEARHC accepts self-pay and insured patients. SEARHC’s Patient Health Benefits team provides help at no cost to the patient, in signing up for health insurance and our Financial Assistance Program.

If you need assistance with Medicaid, Medicare, Veteran’s Benefits, the Health Insurance Marketplace, Tribally Sponsored Health Insurance Program, HRSA sliding discount or our Financial Assistance Program, we can help you. Please contact us toll-free at **1.855.966.8684** or email us at [outreach@searhc.org](mailto:outreach@searhc.org).

Healthcare for Alaska Native and American Indians is provided through the Indian Health Services (IHS). Additional options and services for health coverage are available. Additionally, there are some services that may not be covered such as prescribed medication.

## Fees

To make the billing and payment process as understandable and convenient as possible, we have staff available to help.

For those using insurance, we will bill your insurance carrier directly. We encourage you to review your benefits and coverage limitations to avoid financial surprises.

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## Referral Sources

Referrals into SEARHC programs can come through various sources including but not limited to:

- Self-referral
- Family/ Guardians
- Schools
- Medical providers
- Department of Juvenile Justice
- Office of Children’s Services
- Other Behavioral Health Programs
- Other Substance Use Programs
- Courts

Referrals to SEARHC CAS can be made by contacting the SEARHC SUD admissions team at **1.907.966.8787** or email [sudservices@searhc.org](mailto:sudservices@searhc.org). Referrals can also be made directly at your local clinic.

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## Residential Youth Services

SEARHC Raven's Way provides individualized, strengths-based services to children and their families, in the most comfortable and least restrictive setting. The programs at our SEARHC Raven's Way campus simulate home-like environments that emphasize the development of positive, nurturing relationships. We offer social and recreational opportunities because we believe they assist in the child's development and a successful return to the community. SEARHC provides residential treatment for youth ages 12 to 18 on our Raven's Way Campus in Juneau. Residents receive individual, group and family counseling. They also go through skill-building and educational programming, according to their treatment plans.

### Services

Includes an individualized treatment and safety plan upon admission to the program; comprehensive clinical services including integrated behavioral health, individual therapy, group therapy and family therapy, psychiatric assessments and medication management conducted by a psychiatrist; and professional case management services to coordinate medical and educational services as well as aftercare planning.

### Treatment Approach/Goals

The program is strength-based and uses the "Teaching Family Model," an evidenced-based system of care that offers daily opportunities for emotional, relational and social skills learning. Our primary goals are to help the child achieve the therapeutic goals that they establish with their treatment team and maintain or reunite the child with their family when it is in the child's best interest. We take a whole person approach to patient care. In this spirit, we work alongside our clients to develop a holistic understanding of the biological, psychological and cultural aspects of their mental health and substance use concerns.

### Care Team

Staff qualifications include therapists, behavioral health aides, case managers and other support staff.

### Our Patients

Target population includes youth ages 12 to 18 that are severely emotionally disturbed.

### Facilities

Settings include SEARHC residential facilities and community-based settings as appropriate.

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## Hours

24-hour residential program. Office hours are Monday- Friday 9 a.m. - 6 p.m.

## Frequency

Continuous 24-hour care is provided.

## Payers

SEARHC accepts self-pay and insured patients. SEARHC's Patient Health Benefits team provides help at no cost to the patient, in signing up for health insurance and our Financial Assistance Program.

If you need assistance with Medicaid, Medicare, Veteran's Benefits, the Health Insurance Marketplace, Tribally Sponsored Health Insurance Program, HRSA sliding discount or our Financial Assistance Program, we can help you. Please contact us toll-free at **1.855.966.8684** or email us at [outreach@searhc.org](mailto:outreach@searhc.org).

Healthcare for Alaska Native and American Indians is provided through the Indian Health Services (IHS). Additional options and services for health coverage are available.

## Fees

The cost of the program varies depending on the duration of stay and the services provided. There may be additional costs associated with any medical, dental or pharmacy services received by the child. The cost of each procedure is on the Billing and Financing page of the SEARHC website: [searhc.org/billing](http://searhc.org/billing)

## Referral Sources

Referrals into SEARHC Raven's Way Program can come through various sources including but not limited to:

- Family/ Guardians
- Schools
- Medical providers
- Department of Juvenile Justice
- Office of Children's Services
- Other Behavioral Health Programs

Referrals can be made by calling **1.907.789.7610** during office hours or completing a referral form and faxing it to **1.907.789.8443** or emailing [rwintake@searhc.org](mailto:rwintake@searhc.org).

The referral form can be found on our website at: [searhc.org/location/ravensway](http://searhc.org/location/ravensway)

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## Psychiatric Emergency Services

SEARHC provides support for psychiatric emergency services in Haines, Klawock, Petersburg, Sitka and Wrangell. In these communities trained staff are available to assist in providing emergency mental health services 24 hours a day, seven days a week. Local staff will assist in providing community-based services or assess clients to determine the need for a referral to higher levels of services that can help.

## Treatment Approach/Goals

We believe the best treatment outcomes are achieved when there is a partnership between the patient and the treatment team. Our goal for crisis services is to help you achieve safety and stability. We take a whole person approach to patient care. In this spirit, we work alongside our clients to develop a holistic understanding of the biological, psychological, and cultural aspects of their mental health and substance use concerns.

## Our Patients

Population served includes children, adolescents and adults who are experiencing a crisis.

## Care Team

Staff qualifications include therapists, counselors, behavioral health aides, case managers and other support staff. Clinic staffing varies, contact your local clinic to inquire.

## Facilities

Settings include SEARHC offices, emergency departments, police departments, or other community settings, as appropriate.

After hours in person response is limited to Haines, Klawock, Petersburg, Sitka and Wrangell clinic or hospital locations. In some instances, after-hours reporting to local jails is also available in the communities listed above.

## Hours

Haines, Klawock, Petersburg, Sitka and Wrangell have on-call clinicians available 24/7. Other clinics offer walk in based crisis services during normal business hours.

## Frequency

Frequency of services will vary depending on the acuity of the crisis.

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## Referral Sources

Referrals into SEARHC programs can come through various sources including but not limited to:

- Self-referral
- Emergency Departments
- Local Law Enforcement