Proposed Study Questions

UW/Children’s Consultation and Referral Lines for Mental and Behavioral Health

Casey Radostitz  |  Amanda Eadrick
June 2021
In 2020, the Legislature directed JLARC to review four consultation and referral lines for mental and behavioral health. (SHB 2728)
HCA contracts with UW and Seattle Children’s Hospital to operate the lines

3 consultation lines for providers

1 referral line for families
UW Dept. of Psychiatry and Behavioral Sciences administers two consultation lines for health care providers

**Partnership Access Line (PAL) for Moms**

Consultation line for health care *providers* who treat pregnant and postpartum patients for mental and behavioral health.

**Psychiatry Consultation Line (PCL)**

Consultation line for health care *providers* who treat adult patients for psychiatric conditions or substance use disorders.
Seattle Children’s Hospital administers one consultation line for providers and a referral service for families.

**Partnership Access Line (PAL)**

Consultation line for health care providers who treat pediatric patients for mental and behavioral health.

**Mental Health Referral Service (MHRS)**

Helps connect families with outpatient mental and behavioral health services for children and teens in their communities.
Proposed Study Questions

1. What mental and behavioral health services do the lines offer? When are services available, who calls, and how well is call demand met?

2. How do HCA, UW, and Children’s promote and oversee the programs?

3. Are callers satisfied with the programs? Are there disparities in call satisfaction?

4. Have the programs increased access to mental and behavioral health care? Are there disparities in access?