

# UW and Seattle Children's Consultation and Referral Lines for Mental and Behavioral Health

2022 JLARC STUDY

The Legislature directed JLARC to evaluate four mental and behavioral health consultation and referral lines. University of Washington and Seattle Children's manage the lines under contract with the Health Care Authority.

## Three consultation lines provide psychiatric consultation to health care providers for patient care

### Health care providers across WA report high satisfaction with consultation lines

Providers say the lines deliver excellent, evidence-based advice that:

- Allow providers to give reliable, same-day treatment to their patients.
- Increase patient access to care by reducing barriers, training providers, and filling a need in parts of the state that lack of psychiatrists.

#### Provider Consultation Lines

Providers discuss patient's mental or behavioral health with consulting psychiatrist.

	Psychiatry Consultation Line (PCL) <i>Operated by UW</i>	Perinatal PCL <i>Operated by UW</i>	Partnership Access Line (PAL) <i>Operated by Children's</i>
<b>Providers call about</b>	Adults (18+ years old)	Pregnant or postpartum (any age)	Children (0-19 years old)
<b>Participants</b>	1,622	1,411	6,616
<b>Line cost</b>	\$6.8 M	\$1.2 M	\$2.3 M

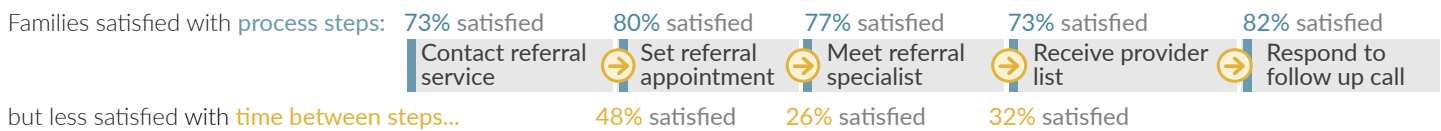
*Notes: Participant data is from Jan. 2019-March 2022. Line cost is fiscal years 2020 through 2022.*

## One mental and behavioral health referral service for families

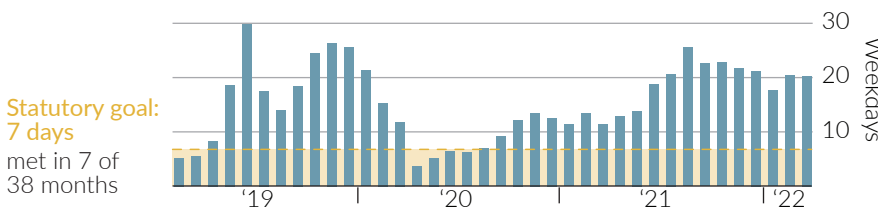
### Families report general satisfaction with Mental Health Referral Service. They are less satisfied with timeliness and access to care.

Seattle Children's referral service helps families find mental or behavioral health providers for minors who need outpatient care. It cost \$2.6 million (fiscal year 2020-2022) and served over 6,700 families.

- Family satisfaction did not differ significantly by race, ethnicity, language spoken, or location.
- 62% of families surveyed say service helped them access care. Income, insurance, and other barriers may still exist.



### Referral service struggles to send provider lists in 7 days, as directed by statute



### 97% of referral service participants are from Western WA

Only 76% of the state's children live in these counties.

It is unclear why families in Eastern Washington are underrepresented.

## LEGISLATIVE AUDITOR'S RECOMMENDATION

HCA and Children's should develop a plan to meet timeliness requirements for the referral service and investigate disproportionately low participation from Eastern Washington families.

The complete report is on the JLARC web site: [www.leg.wa.gov/jlarc](http://www.leg.wa.gov/jlarc)  
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