



Do Your Associates Know about Our Behavioral Health Navigator Program for Non-Crisis Inquiries?

(Harrisburg, PA) ---- Unlike the nationwide 988 system for mental health crises that is scheduled to activate on July 16th this year, the Behavioral Health Navigator Program of the

Mental Health Association in Pennsylvania (MHAPA) handles non-emergency questions and concerns from individuals across the state--and the USA--about behavioral health issues.

Alex J. Hazzouri, CEO of The Advocacy Alliance and President of the MHAPA Board of Directors, notes that MHAPA's Behavioral Health Navigator Program was created in 2013 to help individuals (youth, adults, and older adults), families, friends, and professionals access information on behavioral health. The program has been funded since its inception by Pennsylvania's Department of Human Services, Office of Mental Health and Substance Use Services. MHAPA's Navigator duties include the following:

- Help individuals identify and connect to resources for mental health and/or substance use services and supports.
- Answer questions about the publicly-funded behavioral health system (via Medicaid and/or Medicare).
- Assist individuals in navigating other service systems.
- Follow up as needed and give help with calls and connections.

In non-pandemic times, MHAPA's Behavioral Health Navigator participates at school and community health fairs and conferences throughout the state.

There are two ways to contact the MHAPA Behavioral Health Navigator:

- Phone: 717-346-0549 ext. 4 or toll-free at 1-866-578-3659 ext. 4
- Email: navigator@mhapa.org

Contact: When contacting the Navigator, you may remain anonymous or share your name. You should be sure to leave contact information so the Navigator can respond to you. Please provide both a phone number (with area code) and email address.

Reminder: Navigator help is not designed for emergency situations. If there is a crisis/emergency, callers should use 911 or contact their local crisis/emergency services.

Response Time: The Navigator will return calls and emails within two business days.

Questions: If you have questions regarding the MHAPA Behavioral Health Navigator Program that are not addressed in the information provided here, please contact: Connie Hammann, Acting Director of Program Advocacy, chammann@mhapa.org, or phone: 610-737-9718

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