NEW YORK STATE | Office of Mental Health

Hope. Recovery. Resilience.

Kathy Hochul, Governor | Ann Marie T. Sullivan, MD, Commissioner

How can I find help after I leave the hospital?

Planning ahead can help people living with mental illness avoid a crisis situation. By talking with your doctor and treatment team, you can develop a plan that will help you if you feel your symptoms are returning. **Be sure to have the number of a contact person to call before you leave the hospital.**

The first thing to do if you feel your health worsening is to call your contact person or your mental health professional. If you don't currently have a mental health professional, make an urgent appointment with a primary care physician just as you would for the flu or an infection, so that you can begin finding support quickly.

You can also make an appointment with a mental health professional through OMH's "Find a Mental Health Program" or in New York City by calling NYCWell at **1-888-NYC-WELL** or texting **"WELL" to 65173.**

Find a Mental Health Program

You can use the OMH **"Find a Mental Health Program"** guide (https://my.omh.ny.gov/bi/pd/) to find clinic, outpatient, crisis, and emergency services in your area. The Program Directory provides a list of all programs in New York State that are operated, licensed, or funded by the Office of Mental Health. The directory provides information on all types of mental health services.

Are you experiencing a crisis?

Don't have a mental health provider or can't reach them?

Fortunately, there are many organizations that offer help for people going through a difficult time. They can be an important first step in getting the help you need. Some hotlines that can help you find support and services include:

National Suicide Prevention Lifeline

If your life or someone else's is in imminent danger, **please call 911.** If you are in crisis and need immediate help, please call: **1-800-273-TALK (8255)**.

Crisis Text Line

New York State has partnered with Crisis Text Line, an anonymous texting service available 24/7. Starting a conversation is easy. Text **GOT5** to **741741.**

Domestic Violence

If you or someone else is in a relationship is being controlled by another individual through verbal, physical, or sexual abuse, or other tactics, please call: **1-800-942-6906**.

National Empowerment Center

An advocacy and peer-support organization run by consumers and ex-patients in recovery. Call: **800-power2u (800-769-3728)**

National Alliance on Mental Illness

NAMI offers a hotline **(1-800-950-NAMI (6264)** and email address (info@nami.org) to help answer your questions about local support groups, services and treatment options.

The Trevor Project

Provides crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender and questioning youth. Call: **1-866-488-7386**

If you still cannot get the help you need

and are experiencing a crisis, you should:

- **Call 911 —** Tell the operator that it is a "mental health emergency" and ask for emergency responders with Crisis Intervention Team (CIT) training. Many first responders will approach a mental health situation differently if they know what to expect.
- **In New York City,** you can call NYC Well for help in a crisis at **1-888-NYC-WELL** or texting **"WELL" to 65173.**
- **Go to the emergency room at your local hospital.** If you are in crisis and it's not possible to get in touch with a mental health or crisis specialist, a visit to an emergency room is your best option.

Know your rights for insurance coverage

New York State has a new program to help people access their insurance coverage for substance use disorders and mental health services.

The new Ombudsman Program, called **Community Health Access to Addiction and Mental Healthcare Project (CHAMP)** can help you better understand your legal rights to behavioral health insurance coverage and help you to access treatment and services. The Ombudsman's Office can also help with health insurance coverage. A general mailbox (Ombuds@oasas.ny.gov) and a hotline number **(888-614-5400)** have been established for questions.

Remember, it's OKAY to seek support.

Far too many people who have behavioral health concerns for themselves or their family members are reluctant to seek advice or treatment because of the stigma surrounding mental illness. Fortunately, that is changing.

People are realizing that mental illness is not a weakness or personal failing. There is no shame in seeking out mental health services, just as there's no shame in seeking medical treatment for high blood pressure, diabetes, or physical rehabilitation.

The New York State Office of Mental Health operates psychiatric centers across the state, and also regulates, certifies and oversees more than 4,500 programs, which are operated by local governments and nonprofit agencies. To contact OMH or one of its Field Offices located across the state:

New York State Office of Mental Health
Albany (800) 597-8481, www.omh.ny.gov

Western New York Field Office
Buffalo (716) 533-4075

Central New York Field Office
Syracuse (315) 426-3930

Hudson River Field Office
Poughkeepsie (845) 454-8229

New York City Field Office
Manhattan (212) 330-1650

Long Island Field Office
West Brentwood (631) 761-2886

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