

## Contact Information

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**Greater Columbia  
Behavioral Health**  
101 N. Edison Street  
Kennewick, WA 99336  
(509) 735-8681  
or  
(800) 795-9296

**Hearing Impaired**  
Call the Telecommunication  
Relay Service  
at  
(800) 833-6384  
or dial 711

**Ombuds Service**  
Mental Health Ombuds, Inc.  
2810 W. Clearwater Avenue,  
Suite 103  
Kennewick, WA 99336  
(509) 783-7333  
or  
(800) 257-0660

For more detailed information about  
GCBH services, call for a Mental  
Health Service Benefit Handbook.

This brochure is available in alternative  
formats.

**Greater Columbia Behavioral Health  
101 N. Edison Street  
Kennewick, WA 99336**



## **Regional Support Network**



## **Mental Health Service Benefit Brochure**

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## **A Guide To Mental Health Services Within Greater Columbia Behavioral Health**

SPRING 2009

## About GCBH

Greater Columbia Behavioral Health (GCBH) is one of 12 Regional Support Networks (RSNs) in Washington State. RSNs manage the publicly funded mental health system.

GCBH has a network of community mental health provider agencies located in Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Klickitat, Skamania, Walla Walla, Whitman and Yakima Counties.

GCBH ensures mental health services are available to Medicaid enrollees through its provider network. Please see the insert for provider contact information.


## Non-Discrimination Policy

Discrimination is prohibited in all programs and activities: no one shall be excluded on the basis of race, color, religion, creed, national origin, gender, sexual orientation, marital status, disabled veteran status, Vietnam Era Veteran status, or disability.

## Services Available

Medicaid mental health services are funded by GCBH. As a Medicaid enrollee, you receive services based on medical necessity and Access to Care Standards. You may not be eligible for all covered services. Others not enrolled in the Medicaid program may also be eligible for services depending on provider resource availability. Crisis services are available to those in need.

Hospital and outpatient mental health services are available to you and your family if they are needed. Some of the services include crisis services; group therapy; individual therapy; medication monitoring and medication management. Employment support services, case management and other services may also be available.



You can call the GCBH Regional Office for referral to a provider. You can also call or go to a crisis provider and you will be seen or referred to a provider. DSHS may also refer you to GCBH or one of its providers.

## Ombuds Service

The Ombuds Service is available to help you resolve concerns, file a grievance or an appeal.

The Ombuds Service is provided to you free of charge and will make every effort to work with you to resolve your concerns on an informal basis. By working with the Ombuds Service, concerns are often resolved quickly.

If you have questions or are not happy with your services, you may also talk with your provider or GCBH.



**Mental Health Ombuds, Inc.**  
2810 W. Clearwater Ave, Ste 103  
Kennewick, WA 99336  
(509) 783-7333 or (800) 257-0660

## Translation/Interpreter Services

Your provider can provide information written in another language or alternative format. Oral interpretation services are available free of charge to Medicaid enrollees.

## Participating GCBH Providers

### **Benton & Franklin Counties Crisis Response Unit\***

Kennewick  
(509) 783-0500  
(800) 783-0544

### **Blue Mountain Counseling\***

Dayton  
(509) 382-1164  
(866) 382-1164

### **Catholic Family & Child Service**

Richland  
(509)946-4645

### **Catholic Family & Child Service**

Yakima  
(509) 965-7100

### **Central Washington Comprehensive Mental Health**

Ellensburg/Cle Elum\*  
(509) 925-9861  
Crisis Line: (509) 925-4168

Sunnyside  
(509) 837-2089

Yakima\*  
(509) 575-4084  
After Hours: (800) 572-8122

Goldendale\*  
(509) 773-5801  
After Hours: (800) 572-8122

White Salmon  
(509) 493-3400

### **Garfield County Human Services Pomeroy**

(509) 843-3791

### **Lourdes Counseling Center**

Richland  
(509) 943-9104

### **Lutheran Community Services Northwest**

Kennewick  
(509) 735-6446

### **Nueva Esperanza Community Counseling Center - La Clinica**

Pasco  
(509) 545-6506

### **Palouse River Counseling Center\***

Pullman  
(509) 334-1133  
Crisis Line: (866) 871-6385

### **Quality Behavioral Health\***

Clarkston  
(509) 758-3341  
After Hours: (888) 475-5665

### **Skamania County Community Health\***

Stevenson  
(509) 427-3850

### **Walla Walla County Department of Human Services\***

Walla Walla  
(509)524-2920  
Crisis Line: (509) 524-2999

### **Yakima Valley Farmworkers Clinic - Behavioral Health Services**

Yakima  
(509) 453-1344

\*Providing 24-hour emergency crisis services.