

## **Rapid Access Hampton-Newport News Community Services Board**

Beginning January 2, 2019, the Hampton Newport News Community Services Board (H-NNCSB) will offer **Rapid Access to service enrollment. Rapid Access**, the H-NNCSB's Same-Day Access program, offers walk-in assessments for adults and children seeking services for mental health and substance use disorders.

***Please note that this process does not include seeing a psychiatrist or obtaining a prescription on the same day that an individual comes in to be assessed.***

Please read our **Frequently Asked Questions** below for more information about Rapid Access. If you have questions that are not answered below, please call our office at 757-788-0243 for questions related to Rapid Access for Adults and 757-788-0600 for questions related to Rapid Access for Children up to age 17 (or 18, if enrolled in school). You may call Monday through Friday from 8:00 a.m. to 4:00 p.m.

### **Frequently Asked Questions**

#### **What is Rapid Access?**

Instead of scheduling an intake appointment in advance, you may walk in without an appointment and be seen the same day to complete registration paperwork and a clinical assessment. After the completion of the clinical assessment, you may be referred for other services such as therapy and case management. Appointments for therapy services will be scheduled within 10 working days of this initial clinical assessment.

#### **Can I see a doctor right away?**

Currently, we do not offer Rapid Access to psychiatric services. However, when you walk in for your first visit, one of our qualified clinicians will conduct your clinical assessment to determine what services would best meet your needs. Once the clinical assessment is complete, he/she will provide information on your next steps, including how you can arrange to see a psychiatrist to get medication.

#### **Who can walk-in?**

Individuals seeking access to mental health and substance use disorder services who are not currently enrolled in H-NNCSB services can walk in to request services. Clients who are currently enrolled and seeking an appointment outside of their next scheduled follow-up or looking for additional H-NNCSB services should contact their current provider for assistance.

#### **When can I walk in?**

**Adults** can walk in *Monday through Thursday* 8:00 a.m. to 12:30 p.m.

**Children** can walk in *Monday through Wednesday* from 8:00 am to 12:30 pm.

Please plan to be here at least 2 1/2 hours to complete the assessment.

You are encouraged to call in advance to best determine your wait time.

**Where do I walk in?**

**Adults** are seen at 200 Medical Drive, Hampton, Virginia 23666, Suite B

**Children** are seen at 600 Medical Drive, Hampton, Virginia 23666, Suite B

**How much does it cost?**

If you have insurance, you will be responsible to pay the copayment established by your insurance company and we will bill your insurance company for the balance.

If you do not have insurance, you may qualify for a discounted rate based on your income and family size. H-NNCSB's Financial Services staff will assist you during your initial visit to provide more information.

**What if I don't have insurance?**

If you do not have insurance and you live in Hampton or Newport News, you may be eligible for a reduced fee based on your income and family size, according to the sliding fee scale (available to verified Hampton and Newport News residents only).

If you do not live in Hampton or Newport News, we can give you the contact information for the Community Services Board where you live.

**Do I need to bring anything?**

Yes. The list below details what you must bring. **We will not be able to complete the registration process if you do not have all the required documentation with you. Please bring the following items:**

***Photo identification*** (DMV or other government-issued photo ID, school or work picture ID)

***Verification of your social security number*** (social security card, IRS tax return or transcript, W-2, social security award letter)

***Proof of family size*** (custody/guardianship documents, birth certificates, insurance cards, separation/divorce papers, etc.)

***Proof of address*** (recent bill, probation & parole letter, homeless/shelter verification, mail addressed to you within the last month)

***Proof of income*** (last 2 paystubs, W-2, social security eligibility letter)

***Insurance Card***

**Payment** - your payment is required at the time of service. If you have insurance, you will be expected to pay your full copayment. If you don't have insurance, and you have proof of residency in Hampton or Newport News, your fee may be determined based on your income and family size. H-NNCSB's Financial Services staff will assist you during your initial visit to provide more information.