



What Happens Now?

Review your discharge instructions. Be sure to ask questions about anything you don't understand before leaving.

Do you have a follow-up appointment with your provider? If so, write the information below:

 **Date:** _____

 **Time:** _____

Telehealth **In Person**

If you do not have a follow-up appointment, please call WellCare Member Services at **1-866-799-5318** (TTY: **711**). Seeing a professional is important for your healing process, even if you are feeling better. Your symptoms may have improved, but there may be feelings and symptoms that remain after returning home. We care about you and want to be with you on the road to recovery.



Frequently Asked Questions

I'm having trouble getting my medications filled. What should I do?

Please call your case manager or Member Services at **1-866-799-5318** (TTY: **711**). Ask for the pharmacy department.

What should I do if I don't have a ride to my appointment?

Please call your case manager or Member Services at **1-866-799-5318** (TTY: **711**). Ask for the transportation department for help getting a ride.

What do I tell my family, friends, or coworkers about where I was?

When there has been a change in your mental health, some people around you may have trouble adjusting to this new knowledge. If you feel comfortable, you can talk to your family, friends, or coworkers about your condition. However, there is no pressure to share anything you don't want to. Remember that getting help is a sign of strength, and you should never feel embarrassed about this new or ongoing condition.

Will my psychiatric medication(s) interact with other medications I take or with recreational drugs or alcohol?

This is a possibility. That's why it is important to talk to your mental health provider and case manager about any other medications, recreational drugs, or alcohol you use. If you feel you need a change, your mental health provider or case manager can help you get treatment for any substance use issues you would like to address.

I don't feel safe at home and/or am worried about abuse. What should I do?

If you do not feel safe at home, talk to your mental health provider or case manager. They can help you find local resources. If you ever feel that your life is in danger, call **911** right away.

Auxiliary Aids and Interpreter Services

You can get free materials in large print and other auxiliary aids and services. Call **1-866-799-5318 (TTY/TDD 711)**. If English is not your first language, free interpreter services are available. Call **1-866-799-5318 (TTY/TDD 711)**.

Español (Spanish): Puede obtener materiales gratuitos en letra grande y otras ayudas y servicios auxiliares. Llame al **1-866-799-5318 (TTY/TDD 711)**. Si el inglés no es su lengua nativa, dispone de servicios gratuitos de interpretación. Llame al **1-866-799-5318 (TTY/TDD 711)**.

中国人 (Chinese): 您可以免费获得各种资料的大字版以及其他辅助工具和服务。请致电 **1-866-799-5318 (TTY/TDD 711)**。如果英语不是您的首选语言，我们提供免费的翻译服务。请致电 **1-866-799-5318 (TTY/TDD 711)**。



Coming Home from Psychiatric Treatment



WellCareNC.com/nemt

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Care Management

WellCare of North Carolina offers care management to members at no cost. One of our care managers will call you. They will answer questions and give you additional support if needed.

Your care manager can:

- ✓ Connect you to a behavioral health worker to address your needs.
- ✓ Help you find providers for needed services.
- ✓ Help you understand your healthcare benefits.
- ✓ Talk to you about any health conditions or medications and how to manage them.
- ✓ Refer you to providers for individual, group, and family counseling sessions.



WellCare Care Manager Name:

Phone:



When to Get Help Right Away

If you feel any of these signs or symptoms, call your mental health provider or a crisis line right away. Crisis resources are listed below. Call if you have:

- Thoughts of hurting yourself or others.
- An urge to talk or write about death or suicide.
- A serious reaction to any medication you are taking.
- Depression or sadness all the time.
- Changes in eating or sleeping habits.
- Weight changes (losing or gaining weight) without any obvious cause.
- A loss of interest in activities you used to enjoy.
- Concerns about how you are using drugs or alcohol.
- No interest in spending time with family or friends.
- Feelings of hopelessness, helplessness, guilt, shame, or being trapped.
- Strong feelings of anger or rage.
- An urge to act impulsively or recklessly.



You can reach the National Suicide & Crisis Lifeline by calling or texting 988. You can also chat online at 988lifeline.org. Help is available 24 hours a day, seven days a week.

If you or a loved one is in immediate danger, call 911 right away.



Where to Get Help Any Time

Here are more resources for additional information:

WellCare of North Carolina
Member Services
1-866-799-5318 (TTY: 711)

WellCare of North Carolina
Behavioral Health Crisis Line
1-833-207-4240

National Institute of Mental Health
1-866-615-6464
[nimh.nih.gov](https://www.nimh.nih.gov)

Mental Health America
1-800-969-6642
[mentalhealthamerica.net](https://www.mentalhealthamerica.net)

National Alliance on Mental Illness
1-800-950-6264
[nami.org](https://www.nami.org)

Substance Abuse & Mental Health
Services Administration
1-877-SAMHSA-7
[samhsa.gov](https://www.samhsa.gov)

