

May 22, 2023

Mental Health Resources for Members and Providers

Dear providers,

May is Mental Health Awareness Month and we wanted to offer thanks for all you do to support the Health Plan of San Mateo (HPSM) members' well-being. Our network is only as strong as our providers so this year we wanted to do something different and offer resources for both members and providers who may be struggling with post-COVID-19 burnout and other stressors.

This notification is divided into two categories: member resources (for treating members' mental health needs) and provider resources. Please use the resources as needed, and as always, thanks for all you do for our community.

Member Resources

Please continue talking with members about their emotional wellness, including mental health and substance use, and provide screenings, brief interventions, referrals and care within your scope.

If you need assistance in screening members, here are some useful tools to get you started:

- Screening for Adverse Childhood Experiences (ACEs): www.acesaware.org/
- Instructions and Scoresheet for Screening Members: www.hpsm.org/docs/default-source/provider-forms/behavioral_health_screening_scoresheet.pdf
- Initial Screening Tool: www.hpsm.org/docs/default-source/provider-forms/behavioral_health_screening_part_a.pdf
- Extended Screening Tool: www.hpsm.org/docs/default-source/provider-forms/behavioral_health_screening_parts_b-d.pdf

For a full list of our behavioral health resources please visit:

www.hpsm.org/provider/behavioral-health/

For members you have screened and who are interested in receiving mental health services or exploring their relationship with drugs and alcohol, please use HPSM's Behavioral Health Referral Form: www.hpsm.org/docs/default-source/provider-forms/bhrs_referral_form.pdf

A provider referral is not required for services: members and/or their families can inquire by calling the ACCESS Call Center at **800-686-0101, TDD: 800-943-2833**.

Provider Resources

Here are resources to support HPSM providers through some of the challenges they face:

- AHRQ's resource on physician burnout includes a list of promising interventions to alleviate stress: <https://www.ahrq.gov/prevention/clinician/ahrq-works/burnout/index.html>
- What are the three cardinal symptoms of provider burnout, and do you have them? Check out this resource from AAFP: <https://www.aafp.org/pubs/fpm/issues/2015/0900/p42.html>
- The Centers for Disease Control and Prevention (CDC) offers support for public health workers and health professionals. Find tips and a list of resources here: <https://www.cdc.gov/mentalhealth/public-health-workers/index.html>

Please contact HPSM Provider Services with any questions at PSInquiries@hpsm.org.

Thank you for your continued commitment to our community,
The Health Plan of San Mateo