

DHSS' Division of Substance Abuse and Mental Health Launches Online Behavioral Health Treatment Referral Platform

NEW CASTLE (Sept. 17, 2020) – The Department of Health and Social Services (DHSS) announced today the launch of a new online platform that allows Delawareans to find substance use disorder or mental health treatment services for themselves or a loved one.

DHSS' Division of Substance Abuse and Mental Health (DSAMH) partnered with Appriss Health, a national technology company that provides solutions to health care entities and government agencies, to develop the online Behavioral Health Referral Portal for Delaware. The new application – which can be accessed through HelpisHereDE.com and directly through Treatment Connection (www.treatmentconnection.com) – enables those seeking mental health and substance use disorder (SUD) treatment services to anonymously search for nearby providers, evaluate the type of care needed, and submit confidential online referral inquiries to appropriate treatment providers vetted by DHSS.

Delawareans needing support for mental health and substance use disorder challenges will have self-service access to:

- A self-assessment tool to help determine the most appropriate level of treatment.
- A searchable list of trusted treatment services and providers by ZIP code and distance.
- Educational materials.

- Contact information for providers with current treatment capacity.
- Confidential communications with treatment providers about next steps.

“This is critical access for Delaware families who have long sought a way to connect online with substance use disorder and mental health providers about confidential treatment services for loved ones,” DHSS Secretary Molly Magarik said. “In the midst of the COVID-19 pandemic, having this virtual connection is even more important.”

“Time is of the essence. We must do everything we can for individuals and families seeking help when they need it. Our focus has been to close gaps in services and provide choices for individuals in addressing their recovery needs,” said Lt. Governor Bethany Hall-Long, who chairs the Behavioral Health Consortium. “This virtual referral platform provides another level of care coordination to ensure Delawareans have recovery options to support a stronger and healthier Delaware.”

“The ability for someone to know how to be connected to treatment improves equitable access to these critical services,” said Alexis Teitelbaum, DSAMH’s Acting Director. “This tool is a part of our efforts to ensure that when anyone needs help immediately, they can be seamlessly connected to a provider equipped with up-to-date information about caring for that person.”

Through August of this year, Delaware’s Division of Forensic Science has reported 256 deaths from suspected overdoses in Delaware, an increase of about 32% from the same period in 2019. In a study published in August, the Centers for Disease Control and Prevention (CDC) found elevated adverse mental health conditions associated with COVID-19 among U.S. adults. In the study, 31% of respondents reported symptoms of anxiety or depression, 26% reported symptoms of trauma or stressor-related disorder, 13% said they had started or increased

substance use, and 11% reported having seriously considered suicide in the 30 days prior to the study.

In addition to the new online portal, Delawareans can seek behavioral health support for themselves or their loved ones by:

- Calling DHSS' 24/7 Delaware Hope Line at 1-833-9-HOPEDE (1-833-946-7333) and talking with a trained professional.
- Visiting one of DSAMH's Bridge Clinics in person. For an appointment, call the New Castle County clinic at 302-255-1650; for Kent County, call 302-857-5060; for Sussex County, call 302-515-3310.
- Talking with their doctor or another trusted health care professional.

DSAMH will provide behavioral health providers statewide with marketing materials to promote the new online service.

About Appriss Health

Appriss Health provides trusted technology solutions to federal and state governments, payers, health systems, clinicians, pharmacies, and health information exchanges working to improve public health. In collaboration with state governments, Appriss built the nation's most comprehensive, standards-driven data integration platform to combat the nation's opioid epidemic. Appriss' platform connects nearly all U.S. states, close to 1 million prescribers and half a million care team members, more than 30,000 pharmacies, and thousands of hospitals, managing more than 400 million daily transactions. It enables seamless in-workflow visibility to patients' prescription drug history and a comprehensive solution that improves access to needed care for people with behavioral health conditions and social determinants of health challenges. Combined, Appriss' data analytics solutions and bi-directional communication capabilities support whole-person

care and rehabilitation for physical and behavioral health conditions and substance use disorders, improving health outcomes and reducing overall healthcare spending. For more information, please visit www.apprisshealth.com.