



*CHAT is a Sea Mar program in collaboration with MultiCare and Elevate Health.*



# CHAT

## Community Health Action Team

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**A new service for our communities in Pierce County**

Intensive Medical Care • Mental Health Services • Care Coordination



## What is CHAT?

Community Health Action Team (CHAT) is a community-based, client-centered mobile response team dedicated to providing intensive medical, mental health, and care coordination services to under-resourced and vulnerable clients. CHAT members include medical, mental health, substance use disorder, and social service professionals.

### CHAT can help your clients by:

- ⇒ Reducing use and costs of emergency and health care systems.
- ⇒ Promoting efficient and appropriate use of community resources.
- ⇒ Improving overall health, independence and well-being.

## Who is eligible to receive CHAT services?

Eligible criteria for referrals include:

1. Frequent utilization of the emergency room and/or hospital services.
2. Medicaid or Medicaid-eligible.
3. Sea Mar and/or MultiCare patients.
4. There may be additional criteria specific to the population. Please contact the Elevate Health for more details.



## What services do CHAT clients receive?

### Mobile-response

The team meets clients at the hospital, in their home, a shelter, or other any other location of the client's preference to provide care and social service coordination.

### Social Services Navigation

The team assesses and facilitates connection to housing, food, and other social services needs for as long as the client needs.

### Home-based behavioral health and medical care

The team provides complex services to clients outside of the traditional clinic or office-based environment. Services may include labs, medication reconciliation, behavioral health assessment and referrals to substance use treatment centers.

## What are the steps in the referral process?

Elevate Health's Care Continuum Network facilitates referrals to the Sea Mar CHAT. To make a referral, please call the Care Continuum Network at: **253.331.2380**.

Referrals must include all the following information:

1. Name of person making referral, organization/company, job title, and phone number
2. Client's name, date of birth and reachable phone or text number
3. Client's reason for hospital admission or ER visit and anticipated hospital discharge date
4. Total number of ER/hospital visits in the past 12 months
5. Information of IV Drug Use, either diagnosed or reported
6. Any information related to client's Medicaid eligibility



*The Care Continuum Network will follow up with Sea Mar within 1- business day of receiving the referral. Sea Mar will be notified to follow up with the client and opt them into CHAT services.*