

211 Behavioral Health Care Coordination Program

for Hospital Emergency Departments

Hospital staff, discharge planners, and social workers in emergency departments: Need help identifying behavioral health referrals for your patients?

The 211 Behavioral Health Care Coordination Program is here to help.

Refer patients that are in the Emergency Department to the Care Coordination Program when assistance is needed in locating the behavioral health resources they need.

**To make a referral, visit
211md.org/carecoordination or
dial 211 and press 4 immediately.**



1

Hospital staff may refer an eligible patient for 211 Care Coordination by completing the referral at 211md.org/carecoordination or by dialing 211 and pressing 4 immediately. (Daily, 8 a.m. to 8 p.m.)

2

211 Care Coordinators will acknowledge your referral within 30 minutes of receipt and will immediately begin identifying available resources.

3

211 Care Coordinators will connect hospital staff and patients to available, conveniently located behavioral health services.

4

211 Care Coordinators will follow up to ensure a successful placement and update the electronic record to close the loop with discharge planners.