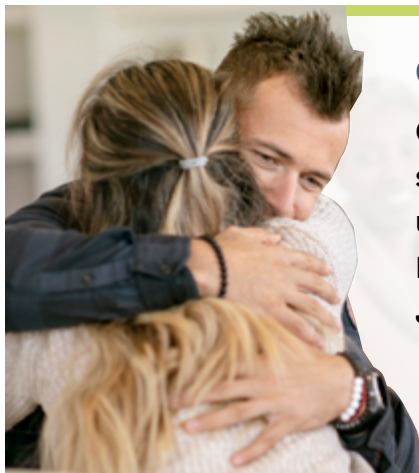


What is the Behavioral Health Service System?



Overview

On May 15, 2024, a new law (House File 2673) was signed. This law combines mental health and substance use services into one system, now called the Behavioral Health Service System. This new system starts on July 1, 2025, and will make it easier for mental health and substance use providers to help Iowans get the care they need, no matter where they go for help.

Why is it important?

- ▶ **There is no wrong door** to accessing mental health and substance use services.
- ▶ **No matter where you are** in the state, you can get the help you need.
- ▶ The Administrative Service Organization (ASO), Iowa Primary Care Association, **will handle tasks on the backend** that make it easier for behavioral health providers to focus on giving quality care.

What will change as of July 1, 2025?

Nothing will change for Iowans who have Medicaid or private insurance, services and providers will stay the same. Iowans who do not have insurance or very limited insurance will be able to get help through the Behavioral Health Service System. All Iowans can use Your Life Iowa to get support through calls, texts, or chats. Behavioral Health System Navigators will guide people to the right care and services.

What is a Safety Net provider?

A “safety net provider” is a healthcare provider, like a certified community behavioral health clinic (CCBHC), community mental health center (CMHC), community health center (CHC), or public hospital, that helps people with low income or no insurance. These providers offer care even if someone can’t pay.



What are Safety Net Services?

Safety Net Services will include:

- ▶ Mental health and substance use education, prevention and early intervention
- ▶ Crisis services for Iowans who need help right away
- ▶ Services to support individuals' recovery
- ▶ Outpatient treatment for mental health and substance use disorder
- ▶ High-intensity treatment for serious needs
- ▶ Alternatives to hospital care
- ▶ Inpatient and residential treatment
- ▶ Help for people involved in the justice system



What is System Navigation?

System Navigation is a process that helps individuals understand and access the services they need. System Navigators help Iowans by:

- ▶ Educating them on available services and options
- ▶ Helping schedule appointments
- ▶ Connecting to support groups and other resources
- ▶ Helping to address barriers to care and troubleshoot when access is challenging

Anyone can use the System Navigation—there are no rules about who qualifies.



Where should I call about services?

If you or someone you know needs help with mental health or substance use services and you're not sure where to go, call Your Life Iowa at 855-581-8111. They are here to help you find the support you need.

District 2

Dickinson, Emmet, Kossuth, Winnebago, Worth, Clay, Palo Alto, Hancock, Pocahontas, Humboldt, Wright, Sac, Calhoun, Webster

District 3

Mitchell, Howard, Winneshiek, Allamakee, Cerro Gordo, Floyd, Chickasaw, Fayette, Clayton, Franklin, Butler, Bremer, Hardin, Grundy, Marshall, Tama

District 1

Lyon, Osceola, Sioux, O'Brien, Plymouth, Cherokee, Buena Vista, Woodbury, Ida, Monona, Crawford, Carroll, Harrison

District 4

Shelby, Audubon, Guthrie, Pottawattamie, Cass, Adair, Mills, Montgomery, Adams, Union, Fremont, Page, Taylor, Ringgold

District 5

Hamilton, Greene, Boone, Story, Dallas, Polk, Jasper, Madison, Warren, Marion, Clarke, Lucas, Decatur, Wayne

District 6

Benton, Poweshiek, Iowa, Mahaska, Keokuk, Washington, Monroe, Wapello, Jefferson, Henry, Appanoose, Davis, VanBuren, Lee

