Maui Mental Health Pediatric Access Line (MPAL)

Overview of MPAL Program
- Same day BH consultative support to PCP (prescribing provider) by child and adolescent psychiatrist/BH team
  - Mental health and substance use
  - Diagnostic issues, medication management and treatment planning
- Target Population
  - Children ages 0-21
- Monday- Friday 8:00 am- 4:30 pm (excluding Holidays)
- Geographic Area
  - Maui County including Lanai’, Molokai’
- Care Coordination provided by social work team
  - Assist PCP in connecting patient to BH care and resources
- Training Sessions for PCP’s by CAP Team
- Topics and dates to be determined

Workflow
- Participating providers to be registered in a data tracking system - social work associate (SWA) will get pertinent provider information with first call and share recommended training and resources guide.
- De-identified data will be tracked on patients including age range, Medicaid vs non-Medicaid recipient.
- Verbal consent to be obtained by referring provider from patient/guardian to “consult” with MPAL BH team and that they may receive a call from a “Queens” number for follow up/care coordination
- Call 1-808-691-MPAL (6725)- be prepared to share patient name, DOB, gender reason for call and best call back number.
- Fax Patient Demographic Sheet including insurance info to: 1-808-691-4053
- SWA will obtain pertinent information and contact CAP team with anticipated call back in less than an hour and ideally less than 30 minutes.
- Expect a call summary note with recommendations from the CAP/BH team within 24 hours- will be faxed to the PCP office.
- Care Coordination will be provided by social work team as needed

Contact Us
- Hours Monday -Friday 8:00-4:30pm, excluding Queen’s observed holidays
- Call 1-808-691-MPAL (6725)
  a. If voice mail- leave name, call back number and reason for call
2. Fax referral information to: 1-808-691-4053
  a. Face sheet with demographics and insurance (patient will not be billed for services)
Resources:

Websites:

a. Collaborative care training: https://www.psychiatry.org/psychiatrists/practice/professional-interests/integrated-care/get-trained

b. References for screening tools:
   ii. https://www.coppcap.org/screening-tools

Other references, with emphasis on infancy and early childhood (0-5), and early detection/intervention, hopefully facilitated with warmline support - see also attachments:


DOH support:

a. REACH training for interested pediatricians https://thereachinstitute.org/training/

b. Identifying interested providers