



Behavioral Health System Navigation

System Navigation is a non-crisis, but time-sensitive response service that helps individuals and those supporting them — their family members, caregivers, professionals, and community members — understand, access, and connect with behavioral health supports and services across Iowa.

Behavioral Health System Navigation does not provide clinical assessment, treatment, medication prescriptions or counseling services. Instead, it helps people better understand their options and get connected to what they need.

Support is provided by System Navigators – trained and experienced peer support specialists, community health workers and behavioral health professionals. They bridge barriers to care by connecting community partners, health care professionals and the individuals they serve with:

- Confidential support.
- Information and education.
- Referrals to mental health and substance use providers.
- Assistance in finding psychiatric beds, if needed.

Who can benefit from System Navigation services?

- **Individuals who seek services for themselves.**
- **Partnering providers**, such as disability access points (DAPs), social workers, law enforcement, correctional facilities, health care providers, crisis service workers, educators and schools, and others who seek assistance for people they serve.
- **Family members, caregivers, or friends** who seek services for a loved one. *(Adults or guardians must request this service on behalf of a child or adolescent.)*

Behavioral Health System Navigation connects Iowans to services that address:

- Mental health concerns.
- Substance use disorders and recovery services.
- Gambling concerns.
- Addictive disorders

System Navigation addresses financial, housing, social or employment concerns. The service also ensures access to support for rural Iowans and populations with limited access to healthcare.

Who is eligible and how much does it cost?

System Navigation services are **free of charge**. There are no insurance requirements.

Starting July 1, Community Partners can contact System Navigators directly. Call (515) 505-8988.

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How do Community Partners and Providers access Behavioral Health System Navigation?

Starting July 1, Community Partners and Providers can call (515) 505-8988 to coordinate directly with Iowa Primary Care Association's Behavioral Health System Navigators.

Iowans seeking assistance can call Your Life Iowa at 855-581-8111.

Iowans seeking assistance will be connected with a System Navigator via warm hand-off during business hours.

Monday-Friday, 8 a.m.-4:30 p.m.

All calls will be returned within 24 business hours.

All callers will be connected with a System Navigator within one business day. *Immediate crises or medical emergencies should be directed to 911 or 988 (the National Suicide Prevention & Crisis Lifeline).*

Community Partners and/or the people they serve can meet with a System Navigator via a phone call or through online support. *Community Partners will be notified when in-person System Navigation services are available.*

The System Navigator will help all participants explore options and overcome barriers to care. They can also help find beds for individuals who need inpatient psychiatric care or community-based crisis care.

Throughout the process, the System Navigator will offer support and connection, providing “warm hand-offs” to providers and services.

You may continue to reach out to your System Navigator as needed, and they will follow up to ensure individuals received the support they needed.

