

HUNTSVILLE ACCESS TO CARE

What is Access to Care?

- WellStone's Access-to-Care Department (Client Registration and Crisis Services)
- Single point of entry into WellStone's programs and services
- Provides information about WellStone services

How do I contact Huntsville Access to Care? Call 256.705.6444

When can I register for services at WellStone Huntsville through Access to Care?

- Monday – Friday, 8:00 am – 5:00 pm
- Registration completed over the phone

Access to Care professional staff members provide:

- Confidential, individual screenings over the phone
- Hospital referrals
- Hospital aftercare appointments
- Linkage to and information on external community resources
- Crisis intervention services
- Coordination within and between services and levels of care
- Insurance and financial resource verification

Speaking directly with the individual seeking services, Access to Care staff members address any crisis presented, complete a brief screening or, if needed, refer the caller to another community provider.

What information is needed to complete phone registration for services through Access to Care?

- Name
- Date of Birth
- Social Security Number
- Gender
- Complete Physical Address
- Telephone number
- Personal Demographics
- Insurance Information or
- Proof of Income (check stub, bank statement, notarized letter, food stamp card or benefit letter, Social Security benefit letter, W-2 or tax return)
- Special Needs & Accommodations (hearing, visual, mobility challenges)
- Emergency Contact (name, address, telephone number)
- Prior diagnosis, hospitalizations, current or past substance use.

What do I need to bring with me when I come in for my first appointment at WellStone?

- ID
- Insurance Cards
- Proof of Income (check stub, bank statement, notarized letter, food stamp card or benefit letter, Social Security benefit letter, W-2 or tax return) or
- Insurance co-payment if required
- Complete medication list

Walk-In Assessments are available Monday-Friday from 8:00 am – 3:00 pm.

WellStone Crisis Services are available 24 hours per day by calling 256.533.1970.