

# Why Follow-Up Care Matters After a Mental Health ER Visit



## What parents and caregivers should know

A trip to the emergency room (ER) for your child's mental health can feel scary and stressful. What happens after you leave is very important. Follow-up care helps your child feel safe, supported, and on the path to feeling better.

## Why follow-up care matters

The ER visit is often just the first step. Your child may still feel upset or at risk after going home.

Getting follow-up care soon with your PCP or Mental health provider can:

- Lower the chance of another crisis
- Help your child handle strong feelings
- Support safer routines at home and school
- Help your child heal over time

## What happens after an ER visit

After you leave the hospital, your care team may reach out to you to:

- Check on how your child is doing
- Help set up a follow-up visit within **7 days** with your **PCP** or **Mental Health provider**
- Review next steps and safety plans
- Connect your family to helpful services

Visits may be in person or by video, based on what works best for your family.

## Who helps care for my child?

Your child's care team may include:

- Your child's primary care doctor (PCP)
- Mental health providers
- School or community supports
- Care managers

These team members may work together to give your child the best care.

## Reviewing your child's care plan

After a crisis, your child's care plan may need to change.

Providers may:

- Adjust how often your child has therapy
- Review or change medications, if needed
- Suggest more support at school or in the community

Making changes early can help your child feel more stable.

## How to get help

- **Aetna Better Health® Kids Member Services**  
**1-800-822-2447 (TTY: 711)** Available 24/7
- **Behavioral Health Support**  
**1-855-346-9828 (TTY: 711)**
- **Find a provider:**  
[AetnaBetterHealth.com/pennsylvania/find-provider](https://www.aetna.com/betterhealth/pennsylvania/find-provider)

## After-hours or crisis support

**If your child is in danger or having a mental health emergency:**

- Call **911**
- Call or text **988** (Suicide & Crisis Lifeline, free, 24/7)
- Call the Aetna Better Health Kids Behavioral Health Crisis Hotline  
**1-800-822-2447 (TTY: 711)**, prompt 1

### Staying connected helps

Ongoing care—like therapy, medication checkups, or programs—can help your child build skills and confidence.

It is normal to feel unsure or overwhelmed. You are not alone. Your care team is here to help guide you and your child.

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This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs. **Your managed care plan may not cover all your health care expenses. Read your member handbook carefully to determine which health care services are covered. Call Aetna Better Health® Kids at 1-800-822-2447 (TTY: 711).**

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**ATTENTION:** If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-385-4104 (TTY/PA RELAY: 711) or speak to your provider.

**ATENCIÓN:** Si habla otro idioma que no sea inglés, tiene a su disposición servicios gratuitos de asistencia lingüística. También, están disponibles sin cargo ayudas y servicios auxiliares apropiados para brindarle información en formatos accesibles. Llame al 1-800-385-4104 (TTY/PA RELAY: 711) o hable con su proveedor.

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