

# Guiding you to care: Veterans admissions process

How to connect to the right level of mental health and substance use treatment at Charlie Health.

## Your path to care starts here:

To access mental health, substance use, or eating disorder care at Charlie Health through a referral from Veterans Affairs (VA), follow the steps below.

### Admissions Process

1. Schedule an appointment with your primary care provider at your local VA medical center or clinic.
  - a. You may also request assistance through your local Veteran Service Organization (VSO) or State Department of Veterans Affairs.
2. During your clinical evaluation, ask your VA provider whether you qualify for community care. Your provider will determine if community care is appropriate based on your needs and eligibility.
3. If community care is approved, request that your provider submit a referral to Charlie Health.
  - a. Note: In VA systems, Charlie Health may appear as "CH MH Services."
4. Once the referral is received, a Charlie Health Admissions Coordinator will contact you to begin the intake process.

## We're here to help

We know reaching out for support is a big step, and we're here to make this process as smooth as possible.

Contact Charlie Health at (986) 206-0414 or email us at [admissions@charliehealth.com](mailto:admissions@charliehealth.com) with any questions about the admissions process.

