



Psychiatry FAQs

**Pathways Mosaic Behavioral
Health**

**Psychiatry Department
Frequently Asked Questions**

December 2023



Psychiatry Dept. FAQs

1. How do I request services for my child?

- Requests for psychiatry and other behavioral health services are made on the Pathways website at <https://pathway.org> and then by clicking on the tab at the top of the page: "Request Behavioral Health Services." [Here](#) is a direct link to the request form.
- The same form can be used to request psychiatry, therapy, CANS 2.0 Assessments, and skills training simply by checking the boxes of the services you want at the top of the form.
- Once the form is submitted and processed by Pathways, you will receive an email from alerts@extendedreach.com. Inside the email is a link to the psychiatry intake packet, which you can review and then easily add your digital signature using your mouse or finger. Once the intake packet is signed, we will call you to schedule your appointment.

2. Who can request services?

Anyone can fill out the form to request services. Only the legal guardian or medical consenter can sign the intake packet and schedule the appointment.

3. How soon can my child get an appointment with the psychiatrist?

Normally, we are able to schedule new client appointments within two to three weeks of the completion of the intake packet.

4. What insurances do you accept?

Pathways accepts:

- traditional Medicaid;
- Superior Star Health, Star, Star Kids, and CHIP;
- Wellpoint (formerly known as Amerigroup) Star, Star Kids, and CHIP; and
- Community First Star and CHIP.

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5. Where are you located? Do I need to come into the office?

Pathways has offices in San Antonio, Dallas, Austin, Houston, and Abilene. Our child and adolescent psychiatrists provide all services virtually and can see clients across Texas. Our other behavioral health providers see clients both in-person and virtually for therapy and skills training.

6. Do you see clients over the age of 18?

While Pathways' psychiatrists are specialized in meeting the needs of children and adolescents, we also accept young adults who are in extended foster care. Clients in extended foster care may also be seen by our therapists and skills trainers.

If you have any additional questions, please reach out to us at 1-800-427-6144.