



9/11 MENTAL HEALTH CARE AND SUBSTANCE ABUSE PROGRAM SUMMARY

PROGRAM GOAL

American Red Cross and The September 11th Fund are working together to meet the mental health or substance abuse needs of those directly affected by the tragedy:

- At minimal cost to the individual
- By a licensed provider
- Wherever they are in the United States

The program will:

- Be administered by The Mental Health Association of New York City
- Be the primary payment source for those who have no insurance or other resources
- Cover up to \$3,000 per covered individual, or 32 visits
- Cover related out-of-pocket expenses for those who have existing mental health insurance
- Be retroactive to September 11, 2001

HOW TO ENROLL

The Mental Health Association of New York City operates “LifeNet,” 24-hour multi-lingual hotlines that confirm eligibility and enroll applicants:

- LIFENET: 1-800-LIFENET (1-800-543-3638)
- Spanish Language LIFENET: 1-877-Ayudese (1-877-298-3373)
- Asian LIFENET: 1-877-990-8585
- TTY 1-212-982-5284

Enrollment may be initiated by an individual or family member, through Service Coordinators, Family Support Specialists, or the Red Cross Call Center (877-746-4987).

WHO IS ELIGIBLE?

- Immediate and extended family members of someone who died on September 11, 2001
- People seriously physically injured on September 11, 2001 and their family members
- People evacuated from the World Trade Center area (south of Chambers St.) and their family members¹
- People who worked at World Trade Center tower one or two but were not present at work on September 11, 2001
- People who worked at or in the vicinity of the World Trade Center who lost a job or are underemployed (earning 70% or less than their pre 9/11 salary) and their family members
- People who worked at Ronald Reagan National Airport who lost a job or are underemployed and their family members

¹ People evacuated from the Pentagon should contact Northern Virginia Family Service at 703-533-9727 for assistance.

- People who lived South of Canal Street in Manhattan on September 11, 2001 who had access to their homes disrupted
- Rescue and recovery workers officially deployed to the Ground Zero, Fresh Kills, Pentagon, and Shanksville, Pennsylvania disaster sites, and their family members
- A child and/or the family of child who attended a school south of Canal Street

WHAT TREATMENTS ARE COVERED?

- Outpatient mental health treatment, including individual, group, couples and family counseling
- Psychotropic medications
- Alcohol or substance abuse detoxification, counseling, or outpatient rehabilitation
- Inpatient hospitalization and/or substance abuse treatment (applicable to some clients)

WHO CAN PROVIDE TREATMENT?

Professionals who are licensed for independent clinical practice in the state in which he or she provides services, or employees of licensed mental health or substance abuse programs. Eligible professions include:

- Psychiatrists
- Psychologists
- Social workers
- Marriage and family counselors
- Professional counselors
- Psychiatric nurse practitioners
- Certified alcoholism and substance abuse counselors
- Board Certified Art Therapists
- Acupuncturists (for substance abuse services only)

HOW DOES IT WORK?

Once preliminary eligibility has been determined, American Red Cross or Mental Health Association staff calls the client to confirm benefits and gather necessary information to process claims. Those who are insured will follow the guidelines of their policies to select a professional, while those who are uninsured may call the LifeNet line for referrals either to licensed clinics or to qualified private practitioners. Some practitioners have agreed to bill the program directly rather than requiring payment from clients. A benefit card will be issued, and information about submitting claims for both individuals and professionals will be provided.

SUMMARY

- The American Red Cross and The September 11th Fund are sharing the costs of this program so that more people can be helped, and to avoid duplication
- Eligibility and benefits will be confirmed by the Red Cross or Mental Health Association
- Only licensed professionals may provide treatment
- Clients must use existing resources first, such as private insurance if available
- If a client is uninsured, the program will be the primary payer
- A benefit card and information will be provided to help clients and providers submit claims

Note: The terms are subject to modification as the sponsoring organizations evaluate both the success of the program and the extent of remaining resources. Although guidelines, services and eligible practitioners for the American Red Cross mental health program and The September 11th Fund program differ, the coordinated effort is outlined here as one program to simplify the process for those seeking assistance.

Check for updates at: www.september11fund.org or www.redcross.org/september11/help. 3/17/03