

# Adult Behavioral Health Case Management

Age Requirements

18 and over

Available 24/7

No

Documents Required

Picture ID

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Income verification

Other Eligibility Criteria

Serves adults diagnosed with serious behavioral health issues.

Family

No

Intake Contact

Client Services

Intake Process

Call the Client Services Department to request an intake appointment or come in person to the main office on Monday, Tuesday or Thursday from 8:00 AM to 3:00 PM and request an appointment. An intake appointment will be scheduled the same day or at your earliest convenience. Some children's services may be scheduled over the phone. Bring your identification, insurance or financial information. A videophone is available by calling (540) 416-0115.

Intake Contact Telephone

(540) 887-3200

Provider Refer

Yes

Qualifications

Qualification Type

Licensure

Qualification Entity

Virginia Department of Behavioral Health and Developmental Services (DBHDS)

Qualification Number

105

Report Problems

Call the Agency

## Residency Requirements

Serves residents of the Counties of Augusta and Highland and the Cities of Staunton and Waynesboro.

Self Refer

Yes

Valley Community Services Board

<https://www.MyValleyCSB.org>

<http://www.myvalleycsb.org/mental-health>

<https://www.facebook.com/Valley-Community-Services-Board-139158496132439/>

Main

(540) 887-3200

Toll-Free

(866) 274-7475

Phone Emergency

(540) 885-0866

85 Sangers Lane

24401 VA

United States

Monday: 8:00 am-7:30 pm

Tuesday: 8:00 am-7:30 pm

Wednesday: 8:00 am-5:00 pm

Thursday: 8:00 am-7:30 pm

Friday: 8:00 am-5:00 pm

Saturday: Closed

Sunday: Closed

Additional Availability Comments

Crisis emergency services are available 24 hours per day, every day by calling (540) 885-0866, (540) 943-1590 or (866) 274-7475. The Walk-In Clinic hours are Monday, Tuesday and Thursday from 8:15 AM until 10:00 AM and Wednesday and Friday from 1:45 PM until 3:30 PM.

Fee Structure

Sliding Scale Fee

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Call for Information

Payment Method(s)

Private Pay

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Private Insurance

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Medicaid

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Community Living Waiver

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Medicare

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Tricare

Languages Spoken

English

A program of Valley Community Services Board, Case Management provides support and therapeutic intervention for individuals with significant behavioral health issues. Case managers provide services including:

- Coordinating testing and assessment,
- Assisting individuals to find necessary resources and supports,
- Planning for services and supports,
- Coordinating services for the Individual Service Plan (ISP),
- Enhancing community integration,
- Connecting with contacts to help meet ISP goals,
- Serving as the primary behavioral health contact,
- Facilitating timely service delivery.

Service Area(s)

Augusta County

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Highland County

,

Staunton City

,

Waynesboro City