

Behavioral Health (BH) frequently asked questions (FAQs)

Q: What is the BH Program?

A: The BH Program is comprised of Behavioral Health Providers, Behavioral Health Officers, Psychological Health Coordinators, Licensed Clinical Social Workers, and Case Managers who serve to support Soldiers by conducting BH evaluations and assessments, providing crisis intervention, and assisting in connecting to resources.

Q: Who do I contact to schedule a BH evaluation or if I have questions?

A: The Behavioral Health Office- Primary Point of Contact for scheduling is Ms. Wende Cook at 678-569-5304 or Wende.a.cook.civ@mail.mil. Alternate Point of Contact is: Ms. Liliana Marcillo at 678-569-7244 or Liliana.marcillo.civ@mail.mil.

Q: Who can refer a Soldier for a BH Evaluation?

A: A Soldier can be referred for an evaluation by his Command with a Command Directed Referral Form. If a Soldier wishes to self-refer for a BH Evaluation, the unit can submit a referral form to the Behavioral Health Office.

Q: What if the Soldier already has a Provider for behavioral health?

A: If the Soldier is receiving treatment from an outside provider, the Soldier must complete and sign a DD Form 2870 and request a copy of the behavioral health records from that facility. The Soldier is required to provide documentation to the Georgia Army National Guard during or prior to their scheduled appointment.

Q: What are the requirements for the behavioral health documentation?

A: The behavioral health documentation should be current (within 90 days), contain all prescribed medication, psychotherapy notes, and a treatment plan.

Q: How do I submit the behavioral health documentation (if required) for the BH appointment?

A: Submit the documentation through scan, e-mail to Ms. Wende Cook, or faxed to (678-569-5349 Attn: BH Dept.)

Q: Is a Soldier required to attend their Behavioral Health Evaluation?

A: Soldiers are required to attend any command or medical provider directed appointments related to their physical or psychological health. Soldiers who do not comply with the provider recommendation(s), requests for medical documentation, or follow-up evaluations, will be considered Non-Compliant.

Q: How do I find out if an appointment has been scheduled with the Soldier?

A: The unit/MSD medical team will be notified via email once the Behavioral Health Administrator has established a date and time for the appointment with the Soldier and the Provider.

Q: What if the Soldier needs to have a follow-up appointment?

A: If the Soldier needs to come in for a follow-up, they must provide updated behavioral health progress notes in order to be scheduled with the Behavioral Health Administrator.

Q: When will the unit/ Soldier be informed of the Evaluation outcome?

A: The Behavioral Health Administrator will inform the Medical Readiness Team, via email, of the appointment outcomes within 7 business days following the evaluation.

Q: What if the Soldier needs a behavioral health and medical evaluation?

A: For an M-Day Soldier the unit must submit a combined packet, and the Commander's Memo must list all the presenting issues. The packet will be submitted through the distro as usual.

Q: What if a Soldier needs a BH LOD but does not need a behavioral health evaluation?

A: If the Soldier does NOT need a behavioral health evaluation, he/she must submit behavioral health documentation from their civilian provider. The DA form 3822 will be completed by an LCSW based off the documentation submitted. The DA form 3822 will then be uploaded into HRR and the unit administrator can use this form to complete the LOD packet.

Q: What if a Soldier needs a BH LOD from the SARC office?

A: If the Soldier needs a behavioral health evaluation, the Soldier will be evaluated by the BHO who will complete a DA form 3822. The DA form 3822 will then be submitted to the SARC office in order to be included in the LOD packet. If the Soldier does NOT need a behavioral health evaluation, he/she must submit behavioral health documentation from their civilian provider. The DA form 3822 will be completed by an LCSW based off the documentation submitted. The DA form 3822 will then be emailed to the SARC office in order to be included in the LOD packet.

Q: What if a Soldier is suicidal, homicidal or is experiencing thoughts of suicide?

A: The Unit or POC for that Soldier must call the Psychological Health Coordinator (PHC) 24/7 crisis line 678-569-5315, the Chaplain 678-569-3650, or Georgia Crisis & Access Line (GCAL) 800-715-4225. (Process steps and phone numbers are located on the desktop of GAARNG Government computers, under **The GAARNG 'Soldier-in-crisis'** icon.)