

## How Do I Find Out if I'm Eligible for AMHD Services?

### General Eligibility Information

The Adult Mental Health Division (AMHD) serves, as the state mental health authority, adults needing mental health services. Individuals who receive services from the AMHD are generally:

- Individuals who are at least 18 years old;  
If not, you may be referred to the Child and Adolescent Mental Health Division  
<https://health.hawaii.gov/camhd/>
- Residents of the State of Hawaii;
- Diagnosed with a serious mental illness (SMI);
- Court ordered to treatment under Conditional Release, Release on Conditions, Mental Health Court, or Jail Diversion;
- Uninsured or underinsured;
- Victims of natural disasters and terrorism; and/or
- In a state of crisis and need help for a short time.

### Verification of Eligibility

For questions about eligibility for AMHD services, please contact the AMHD Utilization Management Assessments unit for assistance. Staff are available Monday through Friday by calling the statewide Assessments unit main phone at 643-AMHD (2643).

If you call and you reach the Assessment unit's voicemail, please leave a message with your name and telephone number. You will receive a call back within one to two business days. Calls are usually screened then routed to an Assessment Specialist who will speak to you and/or your authorized representative.

### Walk-In Appointments

You may also go to the nearest Community Mental Health Center or mental health clinic during clinic hours to request a walk-in eligibility appointment.

### Need Immediate Help Now?

If you are experiencing an emergency or believe you are a danger to yourself and/or others, please call 911 or go to the nearest emergency room for immediate assistance.

If you are experiencing a crisis and would like to speak to a live local representative, please call the 24-hour Crisis Line of Hawaii at 832-3100 on Oahu or toll-free at 1-800-753-6879. The Crisis Line of Hawaii is open 24 hours a day, seven days a week.