



# Frequently Asked Questions

## General CPAN Information

### What is the Child Psychiatry Access Network?

CPAN, or the Child Psychiatry Access Network, is Texas pediatric clinicians' free and trusted mental health resource. CPAN offers provider-to-provider consultations related to specific patients or general questions, care coordination, and training to pediatric clinicians to assist with identifying and treating mental health issues in their young patients.

### What can I use CPAN for?

CPAN provides the following support:

- Patient care consultation from a mental health clinician within 30 minutes
- Vetted and patient-specific resources and referrals within one business day
- Free CMEs and other learning opportunities

### How much time does it take to use CPAN?

We return over 98% of our calls within 30 minutes or less. You can schedule a call back at your convenience M-F 8 a.m–5 p.m.

### Why do I need CPAN?

Today's youth are facing unprecedented mental health issues and there are not enough pediatric psychiatrists in Texas to meet this need in a timely manner. Some children wait months to be seen. More children are going to pediatric clinicians for mental health issues. CPAN is here to support you through peer-to-peer, real-time consultation so you can help your patients get the care they need within their medical home.

### How does CPAN benefit children and parents?

CPAN staff are here to provide expert consultations and resources to help you address your patients' unique behavioral health needs. No question is too small. Staff can assist you in developing a behavioral plan based on the information you provide to our behavioral specialist team members. Staff can also offer guidance when a child is already on psychotropic medications and you would like to review them, or they can answer any other behavioral health questions you have.



## Cost and Billing

### How much does CPAN cost to use?

CPAN is funded through the Texas state legislature and there is no cost to the pediatric clinician to utilize the program. There are no fees for the clinic, provider, patient, or insurance plan.

### Can I bill my time for reimbursement when I use CPAN?

Yes. Consultations with CPAN may be billable based on the time or complexity of the consultation. Just calling CPAN will upgrade your coding from the external consultation, and you can appropriately bill for your time taking care of your patients.

### Can I use CPAN to coordinate patient referrals?

Yes, if you provide us with the child's DOB, insurance, zip code and the type of mental health resources needed, we can vet local health and supportive services tailored to the child's needs. We will get back to you within one business day.

### Can I refer a child/patient to CPAN for services?

No. CPAN does not provide mental health services directly to patients. The program was developed specifically to support primary care providers.

### Who provides CPAN services?

CPAN teams work in a system of 12 hubs located in academic health-related institutions across Texas, providing regional peer-to-peer telemedicine-based consultation. Each of these hubs has dedicated mental health professional teams ready to provide peer-to-peer collaborative care. Pediatric psychiatrists, mental health clinicians, and clinical staff are here to help you with behavioral health care questions or resource referrals.

## Contacting CPAN

### How do I contact CPAN?

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Call **1-888-901-CPAN (2726)**, and follow the prompt for direct routing to your regional team for psychiatry consultation, referrals, and resources. You can also email CPAN staff at the address listed below for additional information about the program or to schedule an in-person or virtual presentation about services.

### What information do you need from me when I call?

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The reason for the call, the patient's name or initials, date of birth, race, ethnicity, insurance information (if applicable), medical/patient record number (so that CPAN staff can reference the call if you call again on the same patient), and the zip code of where the patient lives (so that staff can look for resources that are closest to the patient's home). CPAN staff will also need a good contact number and email/fax number for sending any referrals/resources you need.

### What times can I call CPAN for help?

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CPAN staff are live on the phones **Monday-Friday, 8 a.m.-5 p.m.**, except for institutional holidays (e.g., Christmas, Thanksgiving, etc.). There is also a secure voicemail system where you can always leave a message outside of these times. Our staff will return your call during regular business hours the next business day.

For more information, call **1-888-901-CPAN (2726)**  
email **[cosh@bcm.edu](mailto:cosh@bcm.edu)**, or go to **[tcmhcc.utsystem.edu/cpan](http://tcmhcc.utsystem.edu/cpan)**

