



FAQs

How can I explain Care Solace to a student, family or staff member?

Our district students, staff and their families can use Care Solace to quickly connect to verified resources in our community.

- You will be assigned a Care Concierge to support you through finding mental health care.
- The Care Concierge team is available 24/7 and can support your preferred language.
- Your Care Concierge will make phone calls for you to quickly find a verified provider matched to your needs who is accepting new clients.
- They have thousands of verified resources that will accept your insurance, private or Medi-Cal or sliding scale options.
- Your Care Concierge will personally assist you with booking an appointment and will check in to be sure you are happy with the matched provider.

How can I explain how to access Care Solace?

There are several ways to use the Care Solace service:

- Call 888-515-0595 any time 7 days a week to speak with someone from your Care Concierge team.
- Visit our district's Care Solace website and use the anonymous search and matching tool, or click "Book Appointment" for assistance by video chat.
- Email weserve@caresolace.org with the following information:
 - Your name and cell phone number
 - Your preferred language
 - A good time for your Care Concierge to contact you

How can I explain a Care Solace Warm Hand-off to a family?

"Our district has recently partnered with Care Solace. They have 24/7 support in place with their Care Concierge team, and with your permission I can share your basic contact information with them so they can help you find a provider who fits your needs and accepts your insurance."

- Helpful to note a preferred time for our team to call them. The Care Concierge team is available 24 hours a day 7 days a week. They will typically contact the family within twenty minutes of a Warm Hand-off unless another time is specified.
- Important to tell them to expect a call from 888-515-0595, so they do not ignore the call

What if the matched therapist is not a good fit?

If the provider is not a good fit for the family for any reason:

- In the Care Loop Dashboard, the referring staff member can click "Email Me" next to the Care Concierge's name to let them know.
- The family can also contact us directly by calling 888-515-0595 or sending a text to their Care Concierge.

The Care Concierge will then find new possible matches for the family.

Contact us 24/7

888-515-0595

weserve@caresolace.org

www.caresolace.org