



Pacific Mental Health Services

New Patient Welcome Packet

LICENSED TELEHEALTH · ALL 58 CA COUNTIES

(925) 771-0430 · WWW.PACMHS.COM

Welcome — we are glad you are here. Reaching out takes real courage. You do not need to have it all figured out; our role is to meet you where you are and help you find a path forward that fits your life. This packet walks you through everything you need before your first session.

1 · HOW TO GET STARTED

Step One — Free Consultation

Call or email to schedule your free 15-minute consultation. No pressure, no commitment, no paperwork.

Step Two — Meet Your Clinician

Get matched with the right clinician. Complete intake paperwork securely through SimplePractice before your first session.

Step Three — Begin Your Care

Start therapy from wherever you are most comfortable, anywhere in California. No waitlist — same-week availability.

2 · WHAT TO HAVE READY

- ☐ Your insurance card or plan name, if you have one. Not required to reach out.
- ☐ A general sense of what you are hoping to work on. One sentence is enough.
- ☐ Your preferred days and times. Evening and weekend availability offered.

3 · TELEHEALTH PREP CHECKLIST

- ☐ Find a private, well-lit space. A bedroom, quiet corner, or parked car works.
- ☐ Test your camera and microphone at doxy.me/precall-test.
- ☐ Use headphones if possible; close extra apps; silence notifications.
- ☐ Be physically located in California at each session (required by law).
- ☐ No internet? Phone-only sessions are fully covered — your clinician calls you.

4 · DO YOU HAVE PARTNERSHIP HEALTHPLAN?

PMHS is a contracted Partnership HealthPlan of California (PHP) provider. If your Medi-Cal is through PHP, therapy is typically covered at **no out-of-pocket cost** — no referral, no copay, no waitlist. Members under 21 may qualify for expanded coverage under EPSDT.

1 · Check your card. If it says "Partnership HealthPlan" or "PHP," you are enrolled.

2 · Call PHP. Member Services (800) 863-4155, Mon–Fri 8am–5pm.

3 · Or let us verify. We check your benefits before your first appointment at no cost.

PHP COUNTIES: HUMBOLDT · SISKIYOU · TRINITY · SHASTA · LASSEN · MODOC · MENDOCINO · LAKE · NAPA · SOLANO · YOLO · DEL NORTE · TEHAMA · GLENN

5 · YOUR FIRST SESSION

A — The first session is an intake. Your clinician asks about your history, goals, and what support looks like for you.

C — Informed consent paperwork is completed before your first session through the secure patient portal.

B — You will not be asked to commit to a treatment plan on day one. That comes later, together.

D — Questions are welcome. There is no such thing as too small or too early to ask.

Ready to take the first step?

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Or start online: www.pacmhs.com/connect



SCAN TO
GET STARTED

In crisis? PMHS is not an emergency service. Call or text 988 (Suicide & Crisis Lifeline) or call 911. Non-emergency peer support: California Warm Line (855) 427-3369.