



Access to Services

When faced with life challenges, help is just a phone call away!

SAME DAY ACCESS

Access to Adult Services

If you are a resident of James City County, City of Poquoson, City of Williamsburg, or York County you may be eligible to enroll in mental health services with Colonial Behavioral Health. We are available for walk-in assessments for adults **Monday through Friday from 8:30 am to 2 pm at our Williamsburg Office (1651 Merrimac Trail - Building 1) or Tuesday through Friday from 8:30 am to 12 pm at our York-Poquoson Office (3804 George Washington Memorial Hwy).**

It is first-come, first-served, and when you arrive you will meet with the first available clinician. Our ability to meet with you and complete the assessment on the same day is dependent on your arrival time and our availability. If, after the assessment is complete, you are eligible for services that include outpatient therapy, case management, or psychiatry, you will be scheduled for a follow-up appointment with that program.

We currently prioritize supporting individuals who have been recently discharged from a facility where they received mental health treatment, are pregnant and requesting substance use disorder treatment, are using IV drugs, have been referred by the court system for mandated outpatient treatment, have a serious mental illness and are requesting case management services only, are un-insured, are homeless, or are a service member that lives more than 50 miles from a military treatment facility or veteran that lives more than 40 miles from a VA medical facility.

Please bring the following documents with you when you come in for an assessment:

- Photo ID
- Proof of residency
- Insurance cards and co-payments, if applicable
- Guardianship, hospital discharge, or probation paperwork, if applicable
- Picture of pill bottle label for any prescribed medication

CENTRAL ACCESS

To speak with someone in the Central Access Department before visiting, please call the appropriate Central Access office based on the locality in which you live:

Williamsburg Office

757-220-3200

Adults ages 18 and older
residing in James City
County, City of Williamsburg
or Upper York County

York-Poquoson Office

757-898-7926

Adults ages 18 and
older residing in the City
of Poquoson or Lower
York County

Capitol Landing Office

757-253-4047

Youth ages six (6)
to 18 years

ACCESS TO DD/ID SERVICES

For all DD/ID service needs please
call **757-220-3200**.

You will be contacted in writing by our DD
Case Management Coordinator regarding DD
services and required eligibility documentation,
so please be prepared to provide contact
information when you call.



FEES FOR SERVICES

Determining Eligibility for Reduced Fees



The fee for an assessment is \$150 without insurance. If you have insurance coverage, you may be responsible for a copayment, depending on your plan. If you do not have insurance and are seeking reduced fees for services, please bring the following documents to your assessment:

- Proof of residency (ex. utility bill, driver's license, or photo ID with address, etc.)
- One month's paystubs or the previous year's W-2

For assistance with Medicaid eligibility and to apply for coverage, visit [commonhelp.virginia.gov](https://www.commonhelp.virginia.gov).