

MultiCare Behavioral Health Access Center

How to Reach Us

From older adult care to therapies for young children, one call to our Access Center is all it takes to receive services at MultiCare Behavioral Health. We also offer a walk-in assessment clinic for patients who receive Medicaid benefits.

Our crisis line is available around the clock and offers immediate support to people in crisis.

MultiCare Behavioral Health Access Center

Our Access Center quickly connects clients with much-needed mental health services.

You can reach the Access Center by calling 888-445-8120, Monday through Friday between 8am and 4:30pm .

Walk-In Assessment Clinic

We are the only provider in the area that offers a walk-in assessment clinic for adults and children receiving Medicaid benefits. The specialists at the walk-in clinic offer in-person mental health assessments on a first-come, first-served basis.

The walk-in assessment clinic is open Monday, Wednesday and Friday, 9am to 4:30pm at:

MultiCare Behavioral Health

325 East Pioneer Avenue

Puyallup, WA 98372

What to Expect

When you call our Access Center, or visit the walk-in assessment clinic, be sure to have the following information available:

Insurance card

List of medications

Information about the family members you live with

Contact information

Brief explanation of the symptoms or feelings you are experiencing

Brief description of any mental health issues you or your family members have experienced in the past

Guardianship papers if you are calling on behalf of a foster child

During an assessment, either in person or over the phone, we ask basic questions and use this information to determine which services you may need:

We may be able to make your first appointment with a state-certified mental health specialist during your initial assessment.

If not, you can expect to receive a follow-up call to schedule an appointment within 48 hours.

If you are in need of services not available at MultiCare, we will give you a referral to another provider.

Crisis Services

The crisis line is available around the clock and offers immediate support to people in crisis.

A mental health crisis happens when a person experiences a serious emotional disturbance. Even though this is non-life threatening, people in crisis need immediate help to prevent their situation from getting worse or becoming an emergency.

People experiencing a mental health crisis may:

Appear disoriented and out of touch with reality

Have difficulty performing normal functions, such as speaking or sitting still

Feel agitated or deeply upset and unable to be calmed

Talk about hurting themselves or others

Display highly unusual behavior

This is a free service. If you or someone you know is in mental health crisis, please call:

The Pierce County Crisis Line at 800-576-7764 (TTY 886-353-7180) if you live in Pierce County
The King County Crisis Line at 866-427-4747 (TTY 206-461-3219) if you live in King County
Crisis Line

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Contact Us

Our services are available in convenient locations throughout Pierce and South King counties.

Outpatient and Specialty Services

Call 888-445-8120 to make an appointment

Adolescent Inpatient Behavioral Health

Call the referral intake number at 253-403-0556

Adult Inpatient Psychiatric Care

Monday-Friday, 8am to 6pm
253-545-2336

After hours and weekends
253-545-2050

Geriatric Psychiatric Care

Monday-Friday, 8am to 4:30pm
253-545-2336

After hours and weekends
253-545-2813

Navos Services

Monday-Friday, 9am to 5pm
206-248-8226

Navos 24-hours crisis line
866-427-4747

HealthPoint

You can see the doctor, visit the dentist, get an acupuncture treatment, talk with a counselor, and even pick up a prescription – all in one stop.

<ul style="list-style-type: none"> • <u>HealthPoint Auburn</u> Medical (253) 735-0166 Dental (253) 804-8713 Pharmacy (877) 233-0246 	<ul style="list-style-type: none"> • <u>HealthPoint Auburn North</u> Medical (253) 351-3900 Pharmacy (877) 233-0246
<ul style="list-style-type: none"> • <u>HealthPoint Bothell</u> Medical (425) 486-0658 Dental (425) 424-6350 Pharmacy (877) 233-0246 	<ul style="list-style-type: none"> • <u>HealthPoint Federal Way</u> Medical (253) 874-7634 Dental (253) 874-7646 Pharmacy (877) 233-0246
<ul style="list-style-type: none"> • <u>HealthPoint Kent</u> Medical (253) 852-2866 Dental (253) 796-4071 Pharmacy (877) 233-0246 	<ul style="list-style-type: none"> • <u>HealthPoint Midway</u> Medical (206) 870-3590 Dental (206) 870-3600 Pharmacy (877) 233-0246
<ul style="list-style-type: none"> • <u>HealthPoint Redmond</u> Medical (425) 882-1697 Dental (425) 883-8000 Pharmacy (877) 233-0246 	<ul style="list-style-type: none"> • <u>HealthPoint Renton</u> Medical (425) 226-5536
<ul style="list-style-type: none"> • <u>HealthPoint SeaTac</u> Medical (206) 277-7200 Pharmacy (877) 233-0246 	<ul style="list-style-type: none"> • <u>HealthPoint Tukwila</u> Medical (206) 439-3289 Dental (206) 839-3600 Pharmacy (877) 233-0246
<ul style="list-style-type: none"> • <u>HealthPoint Evergreen Campus</u> Medical (206) 835-2615 	<ul style="list-style-type: none"> • <u>HealthPoint Tyee Campus</u> Medical (206) 277-7210

Valley Cities

CONNECT TO CARE 24/7 CALL (253) 833-7444

<i>Auburn</i>
Comprehensive Services 2704 'I' Street NE Auburn, WA 98002 Office Hours: Monday-Thursday 8:30am-6:15pm Friday 8:30am-5pm Bus routes: MT 910, MT 180
<i>Enumclaw</i>
Comprehensive Services 1335 Cole Street Enumclaw, WA 98022 Hours: Monday-Friday 8:30am-5pm Bus Routes: MT 186
<i>Federal Way</i>
Comprehensive Services 1336 S 336th Street Federal Way, WA 98003 Office Hours: Monday-Thursday 8:30am-6:15pm Friday 8:30am-5pm Bus routes: MT 903
<i>Kent</i>
Comprehensive Services & Administration Offices 325 West Gowe Street Kent, WA 98032 Office Hours: Monday-Thursday 8:30am-6:15pm Friday 8:30am-5pm Bus routes: MT910, MT 180
<i>Des Moines</i>
Comprehensive Services 26401 Pacific Hwy S. Des Moines, WA 98198 206.212.4256 Hours: Monday-Wednesday, 8am-6pm Thursday-Friday, 8am-5pm Bus Routes: Rapidride A
<i>Renton</i>
Comprehensive Services 221 Wells Ave. South Renton, WA 98057 Hours: Monday-Thursday 8:30am – 6pm Friday 8:30am – 5pm Bus routes: MT 280, MT 105, MT MT 110, MT 143, MT 167, MT 169, MT 240, MT 342, MT 907, MT 908, MT 909

Sound Mental Health

Sound Admissions staff are available **8 a.m. to 5 p.m.** Monday through Friday (excluding major holidays) to answer questions and assist in completing your phone registration for:

[Mental Health Counseling and Case Management](#) and/or
[Addiction Assessments & Treatment](#)

Sound Walk-In Hours and Locations

Sound offers Walk-In enrollment hours for adults with King County Medicaid. For questions about eligibility, please call Sound Admissions at [\(206\) 302-2300](tel:2063022300).

SOUND'S WALK-IN MENTAL HEALTH ENROLLMENT HOURS FOR ADULTS WITH MEDICAID

Site	Monday	Tuesday	Wednesday	Thursday	Friday
Auburn 4240 Auburn Way N	8:30-noon	8:30-noon	8:30-noon	8:30-noon	8:30-noon
Bellevue/Rainbow Creek 14270 NE 21st St	8:30-noon	8:30-noon	8:30-noon		
Seattle/Capitol Hill 1600 E Olive St	8:30-noon	8:30-noon	8:30-noon	8:30-noon	8:30-noon
Tukwila 6100 Southcenter Blvd 2nd Floor	8:30-noon	8:30-noon	8:30-noon	8:30-noon	

SOUND'S WALK-IN ADDICTION ASSESSMENT FOR ADULTS WITH MEDICAID

Site	Monday	Tuesday	Wednesday	Thursday	Friday
Auburn 4240 Auburn Way N	8:30-noon	8:30-noon	8:30-noon	8:30-noon	
Bellevue/Rainbow Creek 14270 NE 21st St	8:30-noon	8:30-noon	8:30-noon	8:30-noon	
Seattle/Capitol Hill 1600 E Olive St	8:30-noon	8:30-noon	8:30-noon	8:30-noon	8:30-noon
Tukwila 6100 Southcenter Blvd 2nd Floor	8:30-noon	8:30-noon	8:30-noon	8:30-noon	

For more information about starting services, please call **Sound Admissions** [\(206\) 302-2300](tel:2063022300).

Sound is an approved provider for Medicaid/Apple Health, Medicare, and many commercial health plans. It is helpful to have your **Provider One Client ID** and insurance plan information available when you call so that Admissions staff may assist in determining your eligibility for services.

Phone: [\(206\) 302-2300](tel:(206)302-2300)

Fax: (206) 302-2310

Toll Free: [\(800\) 828-1449](tel:(800)828-1449)

TTY Video Phone (Deaf Services): [\(206\) 455-7929](tel:(206)455-7929)

Email: admissions@sound.health

Important Information:

- [Notice of Health Information Practices at Sound](#)
- Sound serves people of all ages.
- Professional staff in our Access Center will assist with insurance, benefits and eligibility.
- Clients have access to a pharmacy at [Genoa, a QoL Healthcare Company](#) at some of our locations.