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

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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.

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<tr>
<th>HealthPoint Auburn</th>
<th>HealthPoint Auburn North</th>
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<tbody>
<tr>
<td>Medical (253) 735-0166</td>
<td>Medical (253) 351-3900</td>
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<tr>
<td>Dental (253) 804-8713</td>
<td>Pharmacy (877) 233-0246</td>
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<td>Medical (253) 874-7634</td>
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<td>Dental (425) 424-6350</td>
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<th>HealthPoint Midway</th>
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<td>Medical (253) 852-2866</td>
<td>Medical (206) 870-3590</td>
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<td>Dental (253) 796-4071</td>
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<td>Medical (425) 882-1697</td>
<td>Medical (425) 226-5536</td>
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<td>Dental (425) 883-8000</td>
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<th>HealthPoint Evergreen Campus</th>
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<td>Medical (206) 835-2615</td>
<td>Medical (206) 277-7210</td>
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## Valley Cities

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

### Auburn

**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

### Enumclaw

**Comprehensive Services**  
1335 Cole Street  
Enumclaw, WA 98022  
Hours: Monday-Friday 8:30am-5pm  
Bus Routes: MT 186

### Federal Way

**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

### Kent

**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

### Des Moines

**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

### Renton

**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
- 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**.

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

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### SOUND’S WALK-IN ADDICTION ASSESSMENT FOR ADULTS WITH MEDICAID

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For more information about starting services, please call **Sound Admissions (206) 302-2300**.
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
Fax: (206) 302-2310
Toll Free: (800) 828-1449
TTY Video Phone (Deaf Services): (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.