



# Frequently Asked Questions

## General PeriPAN Information

### What is the Perinatal Psychiatry Access Network?

PeriPAN is a trusted state-funded program for clinicians who treat pregnant and postpartum mothers with mental health concerns. PeriPAN offers clinician-to-clinician consultations related to specific patients or general questions, care coordination, and training to build your capacity and assist with identifying and treating mental health issues in your perinatal patients.

### Why do I need PeriPAN?

Maternal mental health conditions affect 1 in 5 perinatal women and are the leading underlying cause of pregnancy-related death in the United States. Women who get treatment can and do recover. PeriPAN is here to offer support, education, and rapid peer consultation to help you expand your capacity and provide the standard of care your perinatal patients need.

### How can I enroll in PeriPAN?

Clinicians or clinic administrators can call **888-901-2726** and enroll within 5 minutes. Clinic administrators can enroll multiple clinicians.

### Who should call PeriPAN?

PeriPAN is available to clinicians who screen or provide care to women in the prenatal, perinatal, birthing, and postpartum period, such as:

- » OB/GYNs
- » Pediatricians
- » Family Practice Clinicians
- » Psychiatrists
- » Psychologists
- » Midwives
- » Other Primary Care Physicians
- » Nurses and Other Clinicians

### What can I use PeriPAN for?

PeriPAN provides the following support:

- » Real-time patient care consultation from a reproductive mental health clinician.
- » Vetted and patient-specific resources and referrals within one business day.
- » Free CMEs and other learning opportunities.



## How does PeriPAN work?

- » Call PeriPAN at **888-901-2726** when you have a mental health question about a patient. You can also text us using the unique texting number for your PeriPAN team.
- » You will speak directly with a mental health clinician to assess and address your query, or we will call you back within 5 minutes.
- » If you have a screening, diagnostic, or medication question, a reproductive psychiatrist will return your call within 30 minutes—or you can schedule a call back at a time you prefer. Our psychiatrists can provide one-time direct patient consults when needed at no cost to you or the patient/family.
- » If you have a referral or resource question, a mental health specialist can assist you and provide you with a vetted list within one business day.
- » If you want to learn more about treating mental health among perinatal patients, you can participate in one of our frequent and free CMEs.

## How can I keep up with current PeriPAN program offerings, resources, CMEs, and mental health news?

PeriPAN regularly offers free CMEs, Project ECHO collaborative learning opportunities, and mental and behavioral health news and resources for clinicians. This includes free 0.5-hour or 1-hour ethics CMEs for your team. Visit [TXPeriPAN.org](https://TXPeriPAN.org) to learn more.

You can also follow CPAN/PeriPAN on [Facebook](#) and [LinkedIn](#).

## Who provides PeriPAN services?

PeriPAN is a team of 12 academic health-related institutions across Texas working together to provide peer-to-peer telehealth consultations to clinicians. Dedicated reproductive mental health professionals are ready to support you, so you can better support the mental health needs of your patients.

# Cost and Billing

## How much does PeriPAN cost to use?

PeriPAN services are at no cost. This is a clinician-to-clinician service and does not require patient insurance or a fee. The PeriPAN team may inquire about patient insurance to better align referrals with your patient's needs.

## Can I bill my time for reimbursement when I use PeriPAN?

Calling PeriPAN may be billable. Calling PeriPAN can be justification to document increased time or complexity-based coding if outside the global billing window.

## Can I refer my patient to PeriPAN for direct mental health services?

During a clinician-to-clinician consultation, you and the reproductive psychiatrist may decide that a one-time direct assessment of the patient will assist in diagnostic clarification and/or treatment planning. PeriPAN will provide this one-time assessment, and you will remain the ongoing health care clinician for the patient. PeriPAN is a clinician-to-clinician consultation service and does not offer ongoing direct mental health care to patients.



## Contacting PeriPAN

### How do I contact PeriPAN?

Call **888-901-2726** and follow the prompt for direct routing to your regional team for psychiatry consultation, referrals, and resources—or text your HRI team to begin a request. You can also use the contact form on our website to reach the Texas PeriPAN team: [TXPeriPAN.org](https://TXPeriPAN.org)

### What times can I call or text PeriPAN for help?

PeriPAN staff are available on the phones **Monday-Friday, 8 a.m.-5 p.m.**, except for institutional holidays (e.g., New Year's Day, Thanksgiving, etc.). There is also a secure voicemail system where you can always leave a message outside of these times and receive a call back during regular business hours the next business day. You can text your regional PeriPAN team anytime.

***Note that PeriPAN is not a crisis line. If your patient is in crisis, call 988 instead.***

### What information do you need from me when I call?

PeriPAN will need the reason for the call, the patient's name or initials, date of birth, race, ethnicity, insurance information (if applicable), medical/patient record number (so that PeriPAN staff can reference the call if you call again about the same patient), and the zip code of where the patient lives (so that staff can look for referrals closest to the patient's home). PeriPAN staff will also need a good contact number and email/fax number for sending any referrals/resources you need.

For more information, call **888-901-2726 dial 1, then 3**,  
email [PeriPANinfo@uttyler.edu](mailto:PeriPANinfo@uttyler.edu), or go to [TXPeriPAN.org](https://TXPeriPAN.org)