

# How to Get Students & Families Started with Cartwheel



## Virtual mental health care with no waitlists

Cartwheel helps students access virtual mental health care, therapy, and/or medication evaluation with no waitlists. Our care team of therapists and child psychiatrists has decades of experience serving students and works exclusively with schools.



### Treatment designed for students who struggle with:

- Anxiety
- Stress
- Depression
- Loss and grief
- Identity
- Self-esteem
- Self-harm
- Anger
- Sadness
- Coping
- School avoidance
- Motivation
- Executive functioning
- Social difficulties
- Relationships
- Family issues
- Trauma
- Sleep issues
- Technology use
- And more...

## To refer:

1

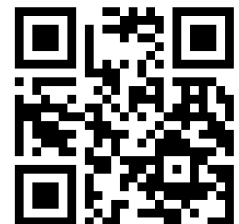
### Connect with the student & family

to get parent/guardian permission to refer or ask them to fill out an interest form at [www.cartwheel.org/families](http://www.cartwheel.org/families)

2

### Refer students through the Cartwheel portal

Visit [app.cartwheel.org](http://app.cartwheel.org) to fill out a 5-minute form check on an interest form.



Scan to refer or have them visit [www.cartwheel.org/families](http://www.cartwheel.org/families)

School Leadership will approve the referral or contact you for more info.

Once a referral is approved, Cartwheel will contact the parent/guardian within 2 business days.

## Questions?

For consultation on a specific student or family, reach out to your Program Manager. For questions on a referral, family outreach, or care journey status, log in to the Cartwheel Portal, email [office@cartwheelcare.org](mailto:office@cartwheelcare.org), or call/text (617) 272-7439.



Log In:

[app.cartwheel.org](http://app.cartwheel.org)

## Cartwheel's services:

All of our services are virtual and are offered both in-home and in-school:

### Direct referrals to:

- 1-1 evidence-based therapy (3-12)
- 1-1 parent guidance (PreK-12)

### Internal referrals to:

- Psych consultations & medication management
- Family therapy
- IOP and PHP partners

### Support services:

- Care coordination
- Webinars
- External referrals
- Clinical & MTSS consultation

### Cartwheel does not provide treatment for:

- Urgent or emergency care
- Severe developmental/intellectual disabilities
- Primary eating disorders or substance use disorders



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[www.cartwheel.org/families](http://www.cartwheel.org/families)

## What to convey to families:

1

### What is Cartwheel?

- **100% telehealth** over HIPAA compliant Zoom
- **Flexible appointment times** year-round: M-F 8am-8pm, Saturdays 8am-5pm
- **Multiple languages**
- **No waitlist**

2

### Insurance Coverage / Cost to Family

- **Covered by most insurance plans** and great out-of-plan option
- Standard co-pays & deductibles apply
- Families with **Medicaid or no insurance have \$0 out-of-pocket costs**

3

### What to expect next:

- **Text/Call from Cartwheel** unblock (617) 272-7439
- **Insurance card ready** (Cartwheel will ask for your insurance information)
- **Release of Information** to allow Cartwheel and the school team to collaborate
- **Complete paperwork and attend the first session.** Note: both student and parent/guardian must attend first session virtually.

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