

What happens next?

Once you are connected to a service provider, they are your “first responder” and will give you contact information so you can reach them at any time in case of a crisis.

Your provider works with you to develop a crisis plan that is unique to you. The plan outlines what you, your family and your friends are to do if a behavioral health crisis occurs in the future.



Want to learn more?

To learn more about behavioral health services in your community, call Partners at **1-888-235-HOPE (4673)** or visit our website at www.PartnersBHM.org.

Partners is a Local Management Entity/Managed Care Organization (LME/MCO) responsible for ensuring access to care for people who need services for mental health, intellectual/developmental disabilities and substance use disorders (MH/IDD/SUD) in central and western North Carolina. Partners manages all Medicaid, state and local funding for MH/IDD/SUD services in our covered areas.

Access to Care: 1-888-235-HOPE (4673)

Administrative Offices: 1-877-864-1454

Website: www.PartnersBHM.org

Email: memberquestions@partnersbhm.org

Corporate Office:

901 S New Hope Rd., Gastonia, NC 28054

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Partners Behavioral Health Management



Where do you turn when a behavioral health crisis occurs?



PARTNERS
Improving Lives.
Strengthening Communities.

What is a behavioral health crisis?

A behavioral health crisis happens when you are unable to cope with a range of emotions, impulses and behaviors. Below are examples of a behavioral health crisis:

- ▶ Feelings of panic or anxiety that cause you to avoid people and decisions.
- ▶ Believing people are out to get you or want to hurt you.
- ▶ Withdrawal from alcohol or drugs.
- ▶ Major changes in alcohol or drug use.
- ▶ Seeing or hearing things other people do not see or hear.
- ▶ Intense feelings of hopelessness, helplessness or sadness.
- ▶ Thinking or talking about hurting yourself or others.

Need help now?

Call **1-888-235-HOPE (4673)** anytime day or night. Partners' Access to Care Call Center staff will connect you to services by

- ▶ Scheduling an appointment.
- ▶ Directing you to a nearby clinic.
- ▶ Sending a crisis professional out to meet you.

Pregnant women using drugs and people injecting drugs receive priority scheduling. If this applies to you, you will receive the first open appointment.

Types of Services

Many services are available to help you in a crisis. Some are for specific disabilities or conditions. Others are for certain age groups. Our goal is to offer treatment in the least restrictive setting possible, **instead** of the hospital or emergency room. Partners works to have the right services available nearby, so you can have the support of family and friends while you work on healing and feeling better.

Local Walk-in Clinics

(available for all ages)

A local walk-in clinic is a place where you may meet with a behavioral health professional. You do not need an appointment. You should bring a list of all current medications and any proof of insurance. An assessment, which checks to see if you have a problem and what type of treatment will help, is available to anyone in a crisis, regardless of your ability to pay.

The employees of the clinic will make every effort to connect you to the most affordable care for you and your situation. If Medicaid does not cover your health care, a co-pay or a sliding fee scale may apply to other services.

Call **1-888-235-HOPE (4673)** to connect to a local walk-in clinic.

For a listing of walk-in centers by county, visit us on the web —

www.partnersbhm.org/find-help-walk-in/

Mobile Crisis Team

(available 24/7/365 for all ages)

The Mobile Crisis Team comes to you to help during a crisis. Mobile Crisis is available 24 hours a day, seven days a week. The team will come to a safe meeting location, either where you are, or as close as possible, to your chosen location. Law enforcement may come with the team for everyone's safety. The Mobile Crisis Team should respond within two hours of your request.

Once the team arrives, they will

- ▶ Evaluate the situation.
- ▶ Provide immediate services for you or your family.
- ▶ Develop a crisis plan.
- ▶ Arrange for ongoing services.

Facility Based Crisis Center

(for adults)

A Facility Based Crisis location is also known as a Crisis Recovery Center. It is not a hospital but a safe place for treatment. Adults stay while working through a crisis or to safely detoxify from alcohol or addictive drugs. The average stay is three to 10 days.

During this time, you may

- ▶ Attend group, individual and sometimes family therapy to help work through the crisis.
- ▶ Possibly start medications that can help reduce symptoms.
- ▶ Be linked to a provider for services after discharge.

Rapid Response Beds

(for children and teens in crisis)

Rapid Response Beds are short-term, out-of-home placements for children and teens in a crisis. Providers operate the beds in both therapeutic, family-based settings and in small group homes. Children and teens live in a structured, caring environment.

If the child or teen is currently receiving behavioral health services, they will continue services while in Rapid Response placement. If the child or teen is not receiving services at the time of admission, they will be linked to services as soon as possible.

A Child and Family Team Meeting will occur before the child leaves Rapid Response placement, so the child and family find the services that meet their needs.



Additional Crisis Services

(for persons with Intellectual/Developmental Disabilities)

Innovations Waiver – If you receive services through the Innovations Waiver, please contact your Care Manager or call **1-888-235-HOPE (4673)** to learn more.

START (Systemic, Therapeutic Assessment, Respite and Treatment) – This is a community crisis intervention and prevention program. It is for adults with Intellectual/Developmental Disabilities (I/DD) who experience a crisis due to mental health or complex behavioral issues.

TRACK (Therapeutic Respite Addressing Crisis for Kids) – TRACK serves children ages 5-17 with an I/DD diagnosis who are in behavioral crisis. The service is available to help avoid psychiatric hospital stays or emergency department visits. Stays in respite care range between three to 45 days. Please call **1-888-235-HOPE (4673)** and ask to speak to the Olmstead Coordinator for referral to this service.