Crisis Services Breakout Session
Mercy Care Annual Provider Forum
October 5, 2022
Solari
Guest speakers

Justin Chase  
President/CEO

Andrew Erwin  
Chief Operating Officer

Marlo Rivera  
Chief of Crisis Services
Featured speakers

Christi Lundeen
Chief Innovation Officer

Shelley Curran
Director of Crisis, Cultural, Tribal, Prevention and Court Programs

Jessica Clemens
Network Administrator

Tenasha Hildebrand
Crisis and Veterans Services Administrator
Mercy Care lines of business

**ACC**
AHCCCS Complete Care
Regulator: AHCCCS

- Physical and Behavioral Care for Adults and Children
- Medicaid Members
  - Serving since 1985
- Members – 362K*

**ALTCS**
Arizona Long Term Care System
Regulator: AHCCCS

- Physical and Behavioral Care for Long Term Care Members
  - Serving since 2000
- Members - 12K*

**MCA**
Mercy Care Advantage
Regulator: CMS

- Physical and Behavioral Care for Medicare Advantage Dual Special Needs Plan
  - Serving since 2006
- Members 16K*

**DD**
Developmentally Disabled
Regulator: DDD

- Physical and Behavioral Care for Developmentally Disabled Members
  - Serving since 1991
- Members 14K*

**RBHA**
Regional Behavioral Health Authority
Regulator: AHCCCS

- Physical and Behavioral Care for Persons with Serious Mental Illness, BH for Foster Care Kids and Crisis
  - Serving since 2014
- Members 33K*

**CHP**
Comprehensive Health Program
Partner: CMDP

- Physical and Behavioral Care for Children in foster care
  - Serving since 2014
- Members – 13,500
Arizona geographic service areas

Note: Zip codes 85542, 85192, 85550 representing San Carlos Tribal area are included in the South GSA.
Mercy Care Crisis Services Continuum

- Portal to the Crisis System
- Peer Warm Line
- Connection to care and resources

- Community Stabilization
- Navigators connect to ongoing care
- Coordination of care with outpatient providers

- Voluntary services
- Involuntary process
- Coordination of care
- Connection to services
- Addressing medical needs

- Voluntary psychiatric & medical needs
- Detoxification services
Mercy Care Crisis Providers

- Solari
- Community Bridges (CBI)
- RI International
- Connections HS
- Mind 24/7
- La Frontera-EMPACT
- Terros
- Spectrum
- Horizon Health and Wellness
Crisis Mobile Teams
Operated by Terros Health, La Frontera – EMPACT, Spectrum, CBI, and HHW

• Two-person teams, dispatched through the crisis line
• Face to face behavioral health screening and assessment, triage, crisis stabilization/intervention, support, connection to resources, crisis planning, and may include follow up to ensure continued safety and wellness
• Community stabilization is the goal, but they can transport to a higher level of care if need be
• Children and adults served
• Response time is 60 mins or less to the community in Maricopa County and 90 mins or less in Pinal and Gila. First responders are prioritized.
• Law enforcement may call while enroute for a co-response
• At times, police may be called along with a mobile team due to safety concerns at the location
Crisis Facilities – Adult Voluntary

Community Bridges

• Central City Addiction Recovery Center (CCARC)  
  2770 E. Van Buren, Phoenix, AZ 85008

• East Valley Addiction Recovery Center (EVARC)  
  560 S. Bellview Rd, Mesa, AZ 85204

RI International

• Respite - 99th Ave & Peoria, Peoria
# Crisis Facilities - Adult Involuntary & Voluntary

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>Operated by</th>
<th>Address Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CBI Casa Grande</strong></td>
<td><strong>Operated by Community Bridges (CBI)</strong></td>
<td><em><em>675 E. Cottonwood Lane</em> Casa Grande, AZ 85122</em>*</td>
</tr>
<tr>
<td><strong>Community Psychiatric Emergency Center (CPEC)</strong></td>
<td><strong>Operated by Community Bridges (CBI)</strong></td>
<td><strong>358 E. Javelina Ave., Ste. 101 Mesa, AZ 85210</strong></td>
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<tr>
<td><strong>Urgent Psychiatric Center (UPC)</strong></td>
<td><strong>Operated by Connections Health Solutions</strong></td>
<td><strong>1201 S. 7th Ave., Ste. 150 Phoenix, AZ 85007</strong></td>
</tr>
<tr>
<td><strong>West Valley Access Point (WVAP)</strong></td>
<td><strong>Operated by Community Bridges (CBI)</strong></td>
<td><strong>824 N. 99th Ave Avondale, AZ 85323</strong></td>
</tr>
<tr>
<td><strong>Recovery Response Center (RRC)</strong></td>
<td><strong>Operated by RI International</strong></td>
<td><strong>11361 N. 99th Ave. Peoria, AZ 85345</strong></td>
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</tbody>
</table>
Children’s Crisis Facilities

Operated by Mind 24/7

Thomas
2728 N. 24th St
Phoenix

Metro
10046 N. Metro Parkway
Phoenix

Higley
1138 S. Higley
Mesa
Key items to remember

• Providers are encouraged to develop comprehensive at-risk crisis plans with members that can be shared with the crisis line to better help crisis providers and/or first responders who may be responding
• Crisis providers will contact on-call representatives or staff during business hours at times to coordinate care
• Crisis notifications will go out to health homes and health plans, including DDD and DCS CHP
• Crisis system is the safety net for anyone and everyone, regardless of income, insurance, or eligibility
• Familiar faces/callers of the crisis system
• Crisis versus emergent or urgent services, including a closed crisis network of providers
Questions
Upcoming Session

• Innovation Breakout Session
  • 1:00 – 2:30 p.m
Follow us
@MercyCareAZ
Thank you