



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	ALTCS	MCA	DD	RBHA	CHP
AHCCCS Complete Care Regulator: AHCCCS  AHCCCS Arizona Health Care Cost Containment System	Arizona Long Term Care System Regulator: AHCCCS  AHCCCS Arizona Health Care Cost Containment System	Mercy Care Advantage Regulator: CMS  CMS CENTERS FOR MEDICARE & MEDICAID SERVICES	Developmentally Disabled Regulator: DDD  DEPARTMENT OF ECONOMIC SECURITY Your Partner For A Stronger Arizona	Regional Behavioral Health Authority Regulator: AHCCCS  AHCCCS Arizona Health Care Cost Containment System	Comprehensive Health Program Partner: CMDP  ARIZONA DEPARTMENT of CHILD SAFETY
Physical and Behavioral Care for Adults and Children Medicaid Members <i>Serving since 1985</i> Members – 362K*	Physical and Behavioral Care for Long Term Care Members <i>Serving since 2000</i> Members - 12K*	Physical and Behavioral Care for Medicare Advantage Dual Special Needs Plan <i>Serving since 2006</i> Members 16K*	Physical and Behavioral Care for Developmentally Disabled Members <i>Serving since 1991</i> Members 14K*	Physical and Behavioral Care for Persons with Serious Mental Illness, BH for Foster Care Kids and Crisis <i>Serving since 2014</i> Members 33K*	Physical and Behavioral Care for Children in foster care <i>Serving since 2014</i> 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

 **Crisis Phone Line**

 **Crisis Mobile Teams**

 **Involuntary Crisis Facilities**

 **Voluntary and Detox Crisis Facilities**

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

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

- Voluntary psychiatric & medical needs
- Detoxification services

Proprietary and Confidential

Mercy Care Crisis Providers

Solari

Community
Bridges (CBI)

RI International

Connections HS

Mind 24/7

La Frontera-
EMPACT

Terros

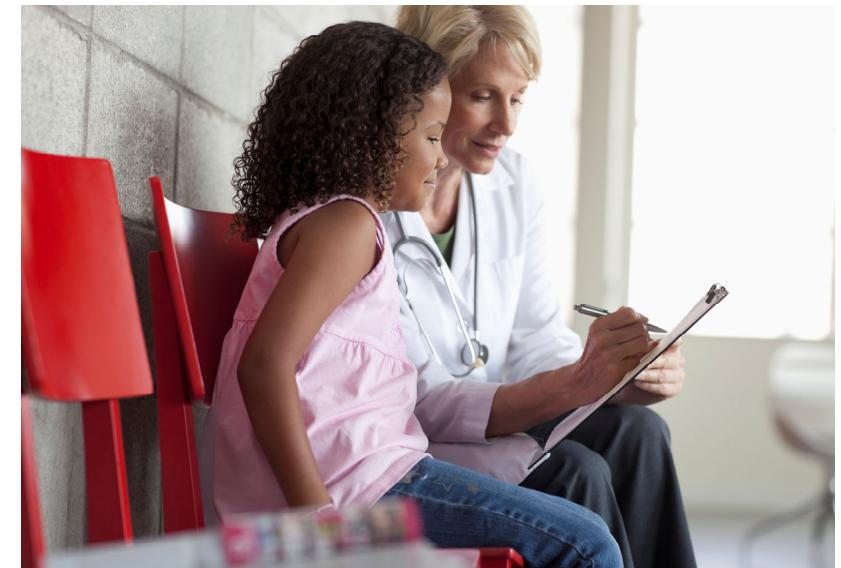
Spectrum

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

CBI Casa Grande	Community Psychiatric Emergency Center (CPEC)	Urgent Psychiatric Center (UPC)	West Valley Access Point (WVAP)	Recovery Response Center (RRC)
<ul style="list-style-type: none">• <i>Operated by Community Bridges (CBI)</i>• 675 E. Cottonwood Lane Casa Grande, AZ 85122	<ul style="list-style-type: none">• <i>Operated by Community Bridges (CBI)</i>• 358 E. Javelina Ave., Ste. 101 Mesa, AZ 85210	<ul style="list-style-type: none">• <i>Operated by Connections Health Solutions</i>• 1201 S. 7th Ave., Ste. 150 Phoenix, AZ 85007	<ul style="list-style-type: none">• <i>Operated by Community Bridges (CBI)</i>• 824 N. 99th Ave Avondale, AZ 85323	<ul style="list-style-type: none">• <i>Operated by RI International</i>• 11361 N. 99th Ave. Peoria, AZ 85345

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 – 2:30p.m

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Thank you

