Accessing Services of the Alliance Health Plan
# Accessing Services

<table>
<thead>
<tr>
<th>(800) 510-9132</th>
<th>Access and Information Line toll-free 24/7/365 (interpretation available at no cost)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(800) 735-2962 or 711</td>
<td>Relay calls</td>
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<tr>
<td>Walk in</td>
<td>Crisis and Assessment centers behavioral health urgent care</td>
</tr>
<tr>
<td>Schedule directly</td>
<td>With a provider in our network (see our provider search tool at <a href="https://AllianceHealthPlan.org">AllianceHealthPlan.org</a>)</td>
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</tbody>
</table>
• When you call our Access and Information line:
  o All calls start with a safety screen – we have to ask!
  o Referral calls take about 15 minutes, and in most cases, you will have an appointment scheduled during the call
  o We can help you decide how quickly to be seen
  o We can get you a crisis evaluation within a few hours, if that’s what you need

• You don’t need insurance to be seen!
• We can get you scheduled for a routine appointment within two weeks, but often within a few days
• We can work with your schedule
• What to expect for your first appointment
  o You will be asked about your experiences and the clinician will work with you to decide what steps to take next
  o You may be referred to a different clinician or agency, depending on your needs
  o Bring a photo ID and your Medicaid card.
  o Bring a list of your medications and as much information as you can remember about providers and hospitals you’ve worked with
• If you have health insurance, you should call your insurance company – that way, you will be sure to find a provider they cover.
• We can help, even if you don’t have health insurance
  
  o At your first appointment, the agency will determine if you are eligible for State funds to pay for all or part of your appointment
  o You’ll know if you qualify and what you will have to pay before you have your appointment
  o Bring a photo ID, proof of income, and proof of your address if your ID isn’t up to date
  o Get more information in the member handbooks on our website
• Basic benefits from Alliance
  o Brief interventions for short-term needs
  o Don’t require a referral – you can call the provider directly
  o May not require pre-authorization
  o Includes ongoing evaluation and medication management
  o Not typically assigned to care coordination/care management
24-hour Access and Information

800-510-9132

• In case of emergency:
  o In a medical emergency, call 911 or go to your nearest ER
  o Mental health emergencies can be serious but often do not require an ER visit
  o Call your provider
  o Call the Alliance Access and Information Center at (800) 510-9132
  o Walk in to a Crisis and Assessment Center (24/7)
  o Walk in to a behavioral health urgent care (hours vary)
24-hour Access and Information

800-510-9132

• You should go to a Crisis and Assessment Center if:
  o You want to hurt yourself or someone else
  o You are hearing voices or talking to yourself
  o You are intoxicated and have someone to safely bring you to a center
  o You are depressed or too sad to take care of yourself or your family
## Crisis and Assessment Centers

<table>
<thead>
<tr>
<th>Center</th>
<th>Operating Hours</th>
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<tbody>
<tr>
<td>Durham Recovery Response Center</td>
<td>24 hours every day</td>
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<tr>
<td>309 Crutchfield Street, Durham</td>
<td></td>
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<tr>
<td>UNC Health Care at WakeBrook</td>
<td>24 hours every day</td>
</tr>
<tr>
<td>107 Sunnybrook Road, Raleigh</td>
<td></td>
</tr>
<tr>
<td>Cumberland Recovery Response Center</td>
<td>24 hours every day</td>
</tr>
<tr>
<td>1724 Roxie Avenue, Fayetteville</td>
<td></td>
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<tr>
<td>Johnston County Health Department Mental Health Division</td>
<td>Monday-Friday 8:00am-5:00pm</td>
</tr>
<tr>
<td>521 N. Brightleaf Boulevard, Smithfield</td>
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</tbody>
</table>
• You can walk-in to our Behavioral Health Urgent Cares any time they are open
  o If you can’t wait for a scheduled appointment
  o If you are out of medication and need a new prescription
  o If you have a provider but need to be seen right away
# Behavioral Health Urgent Care

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours</th>
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| Durham Behavioral Health Urgent Care  
2670 Durham Chapel Hill Blvd. Durham  
(919) 251-9009                     | Mon-Thur: 8:00am-7:00pm  
Friday: 8:00am-3:00pm  
Saturday: 9:00am-Noon  
Sunday: Closed |
| Wake Behavioral Health Urgent Care  
319 Chapanoke Road, Suite 120 Raleigh  
(919) 703-2845                     | Mon-Thur: 8:00am-7:00pm  
Friday: 8:00am-3:00pm  
Saturday: 9:00am-Noon  
Sunday: Closed |

Check [AllianceHealthPlan.org](https://AllianceHealthPlan.org) to confirm hours of operation.
24-hour Access and Information

800-510-9132

• Mobile Crisis
  o 24/7 assessment and triage service
  o Helping professionals go into the community, conduct assessments, triage for service need, and provide some crisis stabilization services
  o Accessed by calling the 24 hour toll-free Alliance Access and Information Line at (800) 510-9132
• Summary
  o Access and Information Line – (800) 510-9132
  o Benefits based on level of need
  o Help your provider help you
  o Medical emergencies – call 911 and/or go to an ED
  o Behavioral health emergencies – call the Access and Information Line or your provider and/or go to a Crisis and Assessment Center