



Alliance Health Behavioral Health Crisis Alerts

How are crisis alerts received?

Alliance operates a 24/7/365 Behavioral Health Crisis Line (BHCL) open to all Alliance members and Medicaid and NC Health Choice recipients. BHCL staff also interact with incoming calls and responses transferred from external contributors including the 24-Hour Nurse Line and the Member and Recipient Services Line.

All calls are categorized into three triage levels: routine, urgent and emergent. The BHCL response for each level is as follows.

- **Routine:** Services are arranged within 14 calendar days.
- **Urgent:** Services are arranged within 24 hours and connects members and provider via phone.
- **Emergent:** Services are arranged immediately if life-threatening and within two hours if non-life threatening.

How will Tailored Care Management providers be notified of crisis calls?

Routine and urgent calls: If the member is receiving Tailored Care Management (TCM) from a CMA/AMH+, BHCL staff will attempt to connect the provider to the call. If the provider answers, BHCL staff and the care manager will work together to coordinate the intervention for the member. If the provider does not answer, BHCL staff will coordinate the intervention. A voicemail will be left for the provider requesting that the provider follow-up with the member. BHCL staff will always send a crisis alert email to the centralized TCM email address, copying practice transformation.

Emergent Calls: BHCL will remain on the line until emergency medical services or other emergency services arrive. BHCL staff will send a crisis alert email to the centralized care management email address, copying practice transformation.

Requirements of TCM providers

- Notify Alliance Health if your agency crisis number changes.
- Consistently monitor centralized TCM email address.
- Ensure the loop is closed for any referrals made and/or interventions decided upon during the call.
- Coordinate services as appropriate for the member to include convening an emergency care team meeting if necessary.

The information presented by Alliance Health above is for informational purposes only. It is not intended for use in lieu of state guidelines or service definitions nor is it to be used to guide individualized treatment. Please refer to your Medicaid contract for additional details.