



# Accessing Services of the Alliance Health Plan

# Accessing Services

- Call the 24 hour toll-free Alliance Access and Information Line at (800) 510-9132
- Relay Calls: 711 or (800) 735-2962
- Walk into or contact an Alliance Crisis and Assessment Center
- If covered by Medicaid, option to seek an independent practitioner, typically a licensed therapist, to initiate care

# Access and Information Center

- Call the 24 hour toll-free Alliance Access and Information Line at (800) 510-9132 for:
  - Telephone assessments
  - Information on community resources
  - Crisis intervention
- Access Specialists to help with routine referrals
- Access Clinicians trained to work with callers with urgent and emergency needs

# Expectations of an LME/MCO

- 24/7 telephone contact
- Emergency referrals 24/7 within one hour
- Emergency care within two hours
- Urgent care within 48 hours (usually an assessment)
- Routine care within 10 working days

# Expectations of an LME/MCO

- State-funded benefit plan or array of services
- Qualified staff to evaluate service requested by providers
- Qualified provider network with the member given a choice between at least two providers
- Written material provided within 14 days of receipt of first service explaining the benefit plan, member rights, and how to access services

# Expectations of an LME/MCO

- Better communication with access to local decision makers
- Adjust existing services to meet changing needs
- Consumer and family feedback solicited through an annual consumer satisfaction survey

# Eligibility for Services

- U.S. citizen or able to provide proof of eligible immigration status
- Resident of North Carolina
- Have a Social Security number or have applied for one
- Approved for Medicaid at your local Department of Social Services (DSS) office
- Part of a qualifying Medicaid aid category

# Basic Benefits

- Brief interventions for acute (immediate, short-term) needs
- Available through a simple referral from a provider in the Alliance network or at (800) 510-9132
- May not require prior authorization
- Includes ongoing evaluation and medication management
- Not typically assigned to Alliance Care Coordination



# Enhanced Benefits

- Accessed through the member's person-centered planning process
- Range of services and supports
  - Appropriate for members seeking to recover from severe mental illness and substance use/addiction
  - Address the needs of members with intellectual/developmental disabilities
- Highly coordinated to ensure appropriate but unduplicated services

# Working with Providers

- What to take to your appointment:
  - List of your current medications (prescribed and over-the-counter)
  - List of programs you have attended prior to your appointment, including dates
  - List of your hospitalizations, including dates
  - Your Medicaid ID card and other insurance card, if applicable

# In Case of Emergency

- If you are experiencing a medical emergency, call 911 and/or go to an emergency room
- Mental health emergencies can be serious but often do not require an ER visit
- Call your provider
- Call the Alliance 24 hour toll-free Access and Information Center at (800) 510-9132
- Come to a Crisis and Assessment Center

# Crisis and Assessment Centers

- You should go to a Crisis and Assessment Center if you:
  - Want to hurt others or yourself
  - Are hearing voices or talking to yourself
  - Are intoxicated but have someone to safely bring you to a Center
  - Are depressed or too sad to take care of yourself/others

# Crisis and Assessment Centers

- Durham Recovery Response Center  
309 Crutchfield Street, Durham (24 hours a day)
- UNC Health Care at WakeBrook  
107 Sunnybrook Road, Raleigh (24 hours a day)
- Community Mental Health Center  
1724 Roxie Avenue, Fayetteville (7 days/week, 8:00am-10:00pm)
- Johnston Co. Health Department Mental Health Division  
521 N. Brightleaf Boulevard, Smithfield (Mon-Fri, 8:00am-5:00pm)

# Mobile Crisis

- 24/7 assessment and triage service
- Helping professionals go into the community, conduct assessments, triage for service need, and provide some crisis stabilization services
- Accessed by calling the 24 hour toll-free Alliance Access and Information Line at (800) 510-9132

# Summary

- Access and Information Line – (800) 510-9132
- Benefits based on level of need
- Help your provider help you
- Medical emergencies – call 911 and/or go to an ED
- Behavioral health emergencies – call the Access and Information Line or your provider and/or go to a Crisis and Assessment Center