Crisis and Assessment Centers

If you feel that you are in a mental health or substance use crisis, you can come directly to a Crisis and Assessment Center. Or, you can call Alliance Health at (800) 510-9132 and we can help you figure out what to do next.

If you need help right away, we will work with you to find the right option for you. All of the Crisis and Assessment Centers can provide help in getting you past your crisis. Durham, Wake and Cumberland counties also provide a different option than being admitted to a hospital.

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 at Cape Fear Valley
1724 Roxie Avenue, Fayetteville
8:00am-10:00pm 7 days a week

Mental Health Division, Johnston County Health Department
521 N. Brightleaf Boulevard, Smithfield
8:00am-5:00pm Monday-Friday

Your Right to Express Dissatisfaction

A grievance is an expression of dissatisfaction about anything except decisions about requests for Medicaid services.

You may file a grievance with Alliance either by calling the Access and Information Center or by writing us. You don’t have to tell us your name if you don’t want to. If you would like to talk about your concern before filing an official grievance, contact the Alliance Member Engagement Team by calling (800) 510-9132.

Learn more about the appeals process for Medicaid decisions at AllianceHealthPlan.org

Home Office
5200 W. Paramount Parkway, Suite 200
Morrisville, NC 27560

Community Offices
711 Executive Place, Fayetteville, NC 28305
521 N. Brightleaf Boulevard, Smithfield, NC 27577

All Offices
(919) 651-8401

24 Hour Toll-Free Access and Information
(800) 510-9132

Reaching Out and Connecting to Care
At Alliance Health we know that people can and do recover from mental health and substance use disorders. Recovery is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.

The principle of self-determination for people with intellectual/developmental disabilities is based on the freedom of individuals and their families to have a supported life in the communities of their choice.

Alliance offers live support by qualified professionals 24 hours a day, 365 days a year at (800) 510-9132.

- Brief telephone screening to determine if services are needed
- Crisis help by telephone or to arrange for an emergency face-to-face meeting with a professional
- Information on community resources and supports
- Referral to Alliance’s local network of providers

How to Access Services

Accessing the Provider Network and Preparing for Your First Appointment

Alliance Health works with a network of providers in our communities to ensure that the right kinds of high-quality services are available for the citizens of Durham, Wake, Cumberland and Johnston counties. Our network includes independent providers, provider agencies, and hospitals and other facilities.

Preparing for Your First Appointment

- List of current prescription and over-the-counter medications
- List of programs you’ve attended, including dates
- List of hospitalizations, including dates
- Your Medicaid ID card and other insurance card, if applicable

What to Ask

- What is my most important medical concern?
- What do I need to do first?
- How will this help improve my health?
- When should I follow up with your office?