

Alliance Health



Mental Health Recovery
Services and Supports

Who Can Get Help?

Alliance Health manages public funds for services for both children and adults, which are provided by a large network of private providers in an office setting or in your home or community. You may be eligible for mental health services if you have Medicaid from Durham, Wake, Cumberland, or Johnston counties, or live in one of these counties and are uninsured. Alliance has limited state funds available for those without Medicaid so entry requirements and benefit maximums may be different than the Medicaid requirements for the same service. Most requests for these services require a review to make sure they are the most appropriate service for you.

How Can I Get Help?

You can call the Alliance Health Access and Information Center 24 hours a day, 7 days a week at (800) 510-9132 to find out how to obtain services and support for mental health and substance use disorders, and intellectual/developmental disabilities. If needed, the Access and Information Center may direct you to a crisis center, a behavioral health urgent care center in your community, or connect you with mobile crisis services.

If you are insured by Medicaid from Wake, Durham, Cumberland or Johnston County or are uninsured and live in Wake, Durham, Cumberland, or Johnston County, you can find a service provider by accessing our Provider Search tool on our website at www.alliancehealthplan.org.

What Kinds of Help Are Available?

Mental health disorders are quite common and affect nearly 1 in 5 adults in the United States. These health disorders involve changes in emotion, thinking or behavior (or a combination of these). Mental health disorders can cause problems in functioning in social, work, or family activities. The good news is these disorders are treatable and you can recover to improve your health and wellness, live a self-directed life, and reach your full potential. Here are some services and supports that may be available to individuals experiencing mental health challenges such as depression, anxiety, mood disorders, attention-deficit/ hyperactivity disorder, and/or schizophrenia:

Mental Health Services for Adults

Assertive Community Treatment (ACT): A program for adults with severe mental illness who work with a team of professionals to achieve their goals, addressing their needs related to therapy, health, housing, substance use, medication support, and employment.

Community Support Team (CST): A program providing a team approach for adults with mental illness and/or a substance use disorder, who have complex needs, designed to assist them in meeting their recovery goals.

Peer Support: Service for adults that promotes recovery, use of natural supports, coping skills, and the development of independent living skills to improve housing, employment and community involvement. The service is provided by trained peers, who are people that have been in similar situations in their past.

Psychosocial Rehabilitation (PSR): A day program for adults with mental illness to receive support and to enhance skills for independent living.

Mental Health Services for Children and Adolescents Day Treatment: A service for children and adolescents and their families focused on providing support and structure in a therapeutic setting to support the child/adolescent's integration into the school setting.

Intensive In Home Services (IIH), Family Centered Treatment (FCT), Intercept Services: A team and family approach that provides intensive services for children/adolescents who have serious emotional disturbances, complex family challenges or serious behavioral problems that could result in out-of-home placement if not treated.

Multisystemic Therapy (MST): A team and family-based intervention designed to enhance the skills of youth and their families who have aggressive behaviors or delinquency issues, including involvement with the juvenile justice system.

Rapid Response Homes: A safe and therapeutic short-term residential option for children dealing with serious behavioral or emotional disturbances or family crises.

Respite: An in-home service that provides temporary support and relief for the family or loved ones caring for a child/adolescent with a mental health diagnosis.

Mental Health Services for both Adults and Children/Adolescents

Evaluation and Testing: Collecting of information about an individual's history, strengths, needs and abilities in order to better develop a plan of services and supports. This can include evaluation by a therapist, psychologist or psychiatrist

Housing Assistance: Once an individual is receiving services, their provider can help them decide which residential supports they will need to achieve their goals. This can include various kinds of assistance, like rent subsidies and help with start-up expenses, to help ensure safe, stable housing.

Medication Management: Evaluation of medication options by an approved provider to help determine which medicine might be best for you, how it should be taken and whether it is working.

Outpatient Therapy (OPT): Professionals teach new skills or ways to cope with problems in individual, family or group settings. Our providers offer many different evidenced-based practices within outpatient therapy, such as Cognitive Behavioral Therapy (CBT), Dialectical Behavior Therapy (DBT), and Trauma Focused Cognitive Behavioral Therapy (TFCBT) to name a few.

Partial Hospitalization Program: This is a short-term service for individuals with mental health disorders designed to prevent hospitalization (for mental health reasons) or to continue to stabilize after being hospitalized.

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Residential Services: A short-term therapeutic setting for individuals with family engagement that provides structure and supervision to improve functioning with the goal of independent living or reunification with family.

Supported Employment: Helps people with disabilities obtain jobs that pay at least minimum wage and that are not set aside for people with disabilities, while providing the level of professional help the individual needs to obtain and maintain the job.



How Do I Get Started?

Call the Alliance Health Access and Information Center

(800) 510-9132



SCAN with
Smartphone to go to
AllianceHealthPlan.org