

Alliance Health



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/development disabilities is based on the freedom of individuals and their families to have a supported life in the communities of their choice.



Alliance

Recovery University

Your gateway to register for all Alliance Health
online and in-person trainings

AllianceHealthPlan.org





How to Access Services

- + Call our 24 hour toll-free Alliance Health Access and Information Line at **(800) 510-9132**
- + Walk into one of our Crisis and Assessment Centers
- + If you have Medicaid, visit AllianceHealthPlan.org and click “Find a Provider”

Our Access and Information Line

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

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?**

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

Cumberland Recovery Response Center

1724 Roxie Avenue, Fayetteville

24 hours a day

Mental Health Division, Johnston County Health Department

521 N. Brightleaf Boulevard, Smithfield

8:00am-5:00pm Monday-Friday

**24 Hour Toll-Free
Access and Information**

(800) 510-9132



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