



# Alliance

BEHAVIORAL HEALTHCARE

## Access to Care

Access and Information Line  
(800) 510-9132

# Intake and Assessment

- For State or Medicaid members
- No wrong door
  - Access and Information Center
  - Provider
  - Website
  - School-based teams
  - ED liaisons
  - Jail liaisons

# Access and Information Center

- Offers 24/7/365 telephonic crisis and access to care to residents of Wake, Durham, Johnston and Cumberland counties
- Provides immediate live answer by behavioral health qualified professionals and clinicians who screen, provide crisis intervention, information and referral for services
- One way to access State or Medicaid-funded MH, SA and I/DD services

# Access and Information Center

- Answers calls live within 7 seconds all day, every day
- Receives between 5,000-6,000 calls per month
- Staffed with behavioral health professionals, including qualified professionals and licensed clinicians across multiple disciplines
- Consumer education regarding available crisis services in their county

# Caller Experience

- Clinical screening to determine severity of need (emergent, urgent, or routine) and how quickly the caller needs to be seen
- Crisis intervention provided when needed
  - 911/CIT, Referral to ED or Crisis Center, dispatch Mobile Crisis Team, or connect to their First Responder

# Caller Experience

- Medicaid recipients and uninsured members can be scheduled for an initial appointment for a full clinical assessment by a network provider of choice
  - Within 2 hours if emergent
  - Within 2 days if urgent
  - Within 2 weeks if routine

# Post-Crisis Planning

- Discharge appointments from State and local hospitals within 7 days

# Appointment Follow-Up

- Appointment outcome tracking for all referrals
- Connect with members who missed appointments to re-connect back to provider for reschedule
- Follow up letters mailed including information about crisis resources and importance of ongoing care
- Problem solve barriers to treatment and identify natural supports



# Enhanced Services

Examples of Enhanced Services include:

- Intensive In-Home
- Multi-systemic therapy
- Community Support Team
- Substance abuse intensive outpatient
- Residential treatment

# Enhanced Services

- For State or Medicaid members, if callers have a current provider, provider will ensure a smooth transition and continuity of care by making the transfer
- Access Center can help provide names of enhanced service providers and help guide the process if necessary

# Enhanced Services

- If caller with private insurance reports an enhanced service has been recommended but is not covered, Access and Information can assist in identifying providers for referral
- Current service provider completes the transfer to ensure continuity of care for member
  - Access can help guide the process

# Enhanced Services

- State funds require financial eligibility, determination of medical necessity, and availability of funds
  - Enhanced service providers must assess member's eligibility

# Initiatives to Increase Access

- Open Access model
- Collaborate with CCNC on integrated healthcare teams
- Co-location projects in each county with Alliance providers and primary care physicians
- Public awareness efforts
  - Re-think campaign
  - Kids in Crisis campaign
  - Brand awareness initiative