

Provider Guide: Behavioral Health Crisis Services

Developed by the Medicaid Administrative Simplification Workgroup



23% of all Emergency Department visits are mental health related.¹ Behavioral Health crisis services can help reduce inappropriate ED visits and are available for anyone, anywhere, and anytime.

Crisis services include:

- Crisis lines accepting all calls and dispatching support based on the assessed need of the caller
- Mobile crisis teams dispatched to wherever the need is in the community (not hospital emergency departments)
- Crisis receiving and stabilization facilities that serve everyone that comes through their doors from all referral sources.

Standard Plan Behavioral Health Crisis Lines

- AmeriHealth Caritas North Carolina: 1-833-712-2262
- Carolina Complete Health: 1-855-798-7093
- HealthyBlue: 844-594-5076
- UnitedHealthcare: 877-334-1141
- WellCare: 833-207-4240

LME-MCO Crisis Lines for Medicaid Direct Members

- Alliance: 1-877-223-4617
- Partners: 1-833-353-2093
- Trillium: 1-888-302-0738
- Vaya: 1-800-849-6127

National Suicide and Crisis Lifeline



988 has been designated as the new three-digit dialing code that will route callers to the National Suicide & Crisis Lifeline and is now active across the United States. The 988 Suicide & Crisis Lifeline is a suicide prevention network of over 200+ crisis centers that provides 24/7 service via a toll-free hotline with the number 9-8-8. It is available to anyone in suicidal crisis or emotional distress.

North Carolina Peer Warmline

The statewide Peer Warmline is a phone line staffed by Peer Support Specialists who offer non-clinical support and resources to those in crisis. Peer Support Specialists (or “peers”) are people living in recovery with mental illness and/or substance use disorder who provide support to others who can benefit from their lived experience. Their unique expertise helps reduce stigma while strengthening overall engagement in care. Like 988, North Carolina's Peer Warmline is available 24 hours a day, 7 days a week.

- Call 1-855-PEERS NC (855-733-7762) 24/7

People in need of assistance and wanting to speak with a peer can call the Peer Warmline at 1-855-PEERS NC (1-855-733-7762), and people who call 988 will have the option to connect with the Peer Warmline if they prefer to speak with a peer.

Both the NCDHHS [Peer Warmline](#) and [988](#) are available to anyone, anytime. If you or someone you know is struggling or in crisis, help is available.

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State Resources and Services Descriptions²

Mobile Crisis Management (MCM)

MCM services are available full time for crisis response and prevention, or when someone is experiencing a crisis related to mental health, substance use, traumatic brain injury, or developmental disabilities. MCM teams can meet members in a safe location, including provider's office, home, school, or workplace. MCM services are a great first step in de-escalating and triaging the appropriate level of care that is needed.

Behavioral Health Urgent Care (BHUC)

BHUC sites provide immediate care to adults, adolescents, or families in crisis. Much like the physical health urgent care facilities that are becoming common in our communities, a behavioral health urgent care center provides rapid assessment of an individual's situation, routine intervention, and referrals for follow-up services.

Facility-Based Crisis

This service provides an alternative to hospitalization for members in crisis who have a mental illness, substance abuse disorder or intellectual/developmental disability. Services are provided in a full-time residential facility. Offers short-term stabilization for an acute psychiatric episode in a secure setting. Those members using substances who are in acute crisis can be evaluated for and receive withdrawal management services.

Emergency Department

If a member is in danger or needs immediate medical attention, call 911 or use the nearest Emergency Department.

Find help for a mental health and substance use crisis [in your county](#)

Last updated 3/28/24

1. [Mental health emergency department visits: An exploration of case definitions in North Carolina](#)
2. [NC DHHS Crisis Services](#)