



Alliance

BEHAVIORAL HEALTHCARE

Accessing the Services of
the Alliance Health Plan

Accessing Services

- Call the 24 hour toll-free Alliance Access and Information Line at (800) 510-9132
- Relay Calls: 711 or (800) 735-2962
- Walk into or contact an Alliance Crisis and Assessment Center
- If covered by Medicaid, option to seek an independent practitioner, typically a licensed therapist, to initiate care

Access and Information Center

- Call the 24 hour toll-free Alliance Access and Information Line at (800) 510-9132 for:
 - Telephone assessments
 - Information on community resources
 - Crisis intervention
- Access Specialists to help with routine referrals
- Access Clinicians trained to work with callers with urgent and emergency needs

Expectations of an LME/MCO

- 24/7 telephone contact
- Emergency referrals 24/7 within one hour
- Emergency care within two hours
- Urgent care within 48 hours (usually an assessment)
- Routine care within 10 working days

Expectations of an LME/MCO

- State-funded benefit plan or array of services
- Qualified staff to evaluate service requested by providers
- Qualified provider network with the member given a choice between at least two providers
- Written material explaining the benefit plan, member rights, and how to access services within 14 days of receipt of the first service

Expectations of an LME/MCO

- Better communication with access to local decision makers
- Adjust existing services to meet changing needs
- Consumer and family feedback through an annual Consumer Satisfaction Survey

Eligibility for Services

- U.S. citizen or able to provide proof of eligible immigration status
- Resident of North Carolina
- Have a Social Security number or have applied for one
- Approved for Medicaid at your local Department of Social Services (DSS) office
- Part of a qualifying Medicaid aid category

Basic Benefits

- Brief interventions for acute (immediate but short-term) needs
- Available through a simple referral from a provider in the Alliance Network or through the Access and Information Center
- May not require prior authorization
- Includes ongoing evaluation and medication management

Basic Benefits

- Not typically assigned to an Alliance Care Manager/Care Coordinator

Enhanced Benefits

- Accessed through the member's person-centered planning process
- Range of services and supports
 - Appropriate for members seeking to recover from severe mental illness and substance use/addiction
 - Address the needs of members with intellectual/developmental disabilities
- Highly coordinated to ensure proper but unduplicated services

Residential

- Provided to individuals who require treatment outside their homes
- Accessed through the person-centered planning process
- Provided in the least restrictive community setting
- Highly coordinated
- May be time limited or longer term

Working with Providers

- What to take to your appointment:
 - List of your current medications (prescribed and over-the-counter)
 - List of programs you have attended prior to your appointment , including dates
 - List of your hospitalizations, including dates
 - Your Medicaid ID card and other insurance card, if applicable

Working with Providers

- Most services available within 30 miles or 30-45 minutes from your home
- You have the right to change providers if you are not satisfied

In Case of Emergency

- If you are experiencing a medical emergency, call 911 and/or go to an emergency room
- Mental health emergencies can be serious but do not always require an ER visit
- Call your provider
- Call the Alliance 24 hour toll-free Access and Information Center at (800) 510-9132
- Come to a Crisis and Assessment Center

Crisis and Assessment Centers

- You should go to a Crisis and Assessment Center if you:
 - Want to hurt others or yourself
 - Are hearing voices or talking to yourself
 - Are intoxicated but have someone to safely bring you to a Center
 - Are depressed or too sad to take care of yourself/others

Crisis and Assessment Centers

- 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

Crisis and Assessment Centers

- Community Mental Health Center at Cape Fear Valley
 - 1724 Roxie Avenue, Fayetteville
 - 7 days a week, 8:00am-10:00pm
- Johnston County Health Department Mental Health Division
 - 521 North Brightleaf Boulevard, Smithfield
 - Monday-Friday, 8:00am-5:00pm

Mobile Crisis

- 24/7 assessment and triage service
- Helping professionals go into the community, conduct assessments, triage for service need and provide some crisis stabilization services
- Accessed by calling the 24 hour toll-free Alliance Access and Information Line at (800) 510-9132

Summary

- Access and Information Line: (800) 510-9132
- Benefits based on level of need
- Help your provider help you – appointments
- Medical emergencies – call 911 and/or go to an emergency department
- Mental Health emergencies – call the Access and Information Line or your provider and/or go to a Crisis and Assessment Center