

# Community Behavioral Health Crisis Resources: Medicaid Options

	<b>Carolina Outreach Urgent Care</b> <i>Durham</i> 919-251-9009	<b>Daymark Mobile Crisis *</b> <i>(face to face &amp; virtual)</i> 866-275-9552	<b>Durham Recovery Response Center</b> <i>Crutchfield Road, Durham w</i> 919-560-7305	<b>Freedom House Crisis Unit</b> <i>Chapel Hill</i> 919-967-8844	<b>Holly Hill Hospital</b> <i>Raleigh</i> 919-250-7000	<b>Monarch Urgent Care</b> <i>Raleigh</i> 919-703-2845	<b>Therapeutic Alternatives Mobile Crisis **</b> <i>(face to face)</i> 877-626-1772	<b>Triangle Springs Hospital</b> <i>Raleigh</i> 919-372-4408	<b>Wakebrook UNC Crisis Assessment</b> <i>Raleigh</i> 984-974-4800
<b>Amerihealth Caritas Access Line</b> 1-833-712-2262 amerihealthcaritasnc.com	No	Orange - Yes Durham - Yes Alamance - Yes Wake - No Chatham - No	Yes	Yes	Children only (per Amerihealth)	Adults only (per Amerihealth)	Orange - No Alamance - No Durham - Yes Wake - Yes Chatham - Yes	No	Yes
<b>Carolina Complete Health Member services</b> 1-833-552-3876 Crisis line 1-855-798-7093 carolinacompletehealth.com	No	Orange - Yes Durham - Yes Alamance - Yes Wake - No Chatham - No	Yes	Yes	Yes	Yes	Orange - No Alamance - No Durham - Yes Wake - Yes Chatham - Yes	No	Yes
<b>Healthy Blue = BCBS</b> 1-844-594-5070. Crisis line 1-844-594-5076 HealthyBlueNC.com	No	Orange - Yes Durham - Yes Alamance - Yes Wake - No Chatham - No	Yes	Yes	Yes	Yes	Orange - No Alamance - No Durham - Yes Wake - Yes Chatham - Yes	Yes	Yes
<b>NC Medicaid Direct (Alliance)</b>	Yes	Orange - Yes Durham - Yes Alamance - Yes Wake - No Chatham - No	Yes	Yes	Yes	Yes	Orange - No Alamance - No Durham - Yes Wake - Yes Chatham - Yes	Yes	Yes
<b>United Health Care</b> 1-800-349-1855 Crisis line 1-877-334-1141 uhccommunityplan.com/nc	No	Orange - Yes Durham - Yes Alamance - Yes Wake - No Chatham - No	Yes	Yes	Yes	Yes	Orange - No Alamance - No Durham - Yes Wake - Yes Chatham - Yes	Yes	Yes
<b>Wellcare</b> 1-866-799-5318 Crisis line 1-833-207-4240 wellcare.com/NC	No	Orange - Yes Durham - Yes Alamance - Yes Wake - No Chatham - No	Yes	Yes	Yes	Yes	Orange - No Alamance - No Durham - Yes Wake - Yes Chatham - Yes	No	Yes

\*Can respond regardless of insurance status unless they have ACT team, Intensive In-home (Family-Centered Therapy) or Multi-Systemic Therapy. No cost for assessment regardless of insurance status (they are funded through MCO). Not providing transportation because of the pandemic, but when they were it was provided at No cost.

\*\*No charge to clients for services regardless of insurance, immigration status (there may be a charge for EMS transport if required however).

Updated 2022 01 14



[www.orangecountync.gov/Health](http://www.orangecountync.gov/Health)

# Community Behavioral Health Crisis Resources During COVID-19 Conditions



Updated 2022 01 14

Organization	Phone	Address	Hours	Information/Website
<b>Alamance County</b>	Vaya Crisis Line 800-849-6127 See also RHA, below.	N/A	N/A	Alamance County will transition to Vaya Health (800-849-6127) on January 1, 2022. <a href="http://vayahealth.com">vayahealth.com</a>
<b>Alliance Health</b>	24 hour access line (800) 510-9132	N/A	N/A	For Alliance Medicaid members only (certain Medicaid holders from Durham, Orange and Wake, particularly those who receive enhanced behavioral health services). <a href="http://alliancehealthplan.org">alliancehealthplan.org</a>
<b>Carolina Outreach Behavioral Health Urgent Care</b>	919-251-9009	2670 Durham-Chapel Hill Blvd Durham, NC 27077 Entrance at back.	8:00-7:00 M-R, 8:00-3:00 Friday, closed on weekends. Try to get there an hour before closing.	<ul style="list-style-type: none"> <li>• Safety assessments, emergency medication refills, and crisis counseling to those ages 4 and up in Orange, Durham, Wake, Cumberland, or Johnston or counties who have Alliance Medicaid. Durham County only – can bill IPRS for uninsured patients who meet certain income criteria and are not undocumented immigrants. Do not accept any of the new Medicaid plans.</li> <li>• Wait times vary for walk-in. Visits are generally 90-120 minutes.</li> <li>• Walk-in = \$440 out of pocket for other counties, even if they have private insurance.</li> <li>• Wear a mask. Clinicians are on-site but see patients via computer.</li> </ul> <a href="http://carolinaoutreachbhuc.com/contact-us">carolinaoutreachbhuc.com/contact-us</a>
<b>Chapel Hill Police Department Crisis Unit</b>	919-968-2806		8 am-11 pm	<ul style="list-style-type: none"> <li>• 24-hour co-response team that provides on site emergency response (in Chapel Hill) with officers to persons in crisis situations.</li> <li>• Welcome calls from those needing support.</li> <li>• Services can be provided by phone or in person. Staff wear masks, social distance. Connect to resources within Orange County. Other jurisdictions' law enforcement can request their help.</li> </ul>
<b>Compass Center</b>	919-929-7122		24 hour DV services	<ul style="list-style-type: none"> <li>• Offices are closed to clients. Office and hotline are being forwarded to staff cell phones. Limited onsite staff availability during work week – appointments are encouraged for onsite needs.</li> <li>• May be able to help with brief emergency hotel placement (if and only if every other shelter possibility has been exhausted)– usually contingent on client being willing to consider DV or homeless shelter option – continuously surveying shelters to see which are open.</li> <li>• Have a mental health access program for uninsured and underinsured and can help people find therapists.</li> <li>• Can usually help pay for transport to travel to extended family out of state or to shelter..</li> <li>• DVPO – Compass Center can help patients apply virtually - have clearance from clerk of court and judge – if clients need help they can meet in the office (by appointment).</li> </ul> <a href="https://compassctr.org">https://compassctr.org</a>
<b><u>Crisis Solutions</u></b>				local crisis unit contact information for all counties in NC. <a href="http://Crisissolutionsnc.org">Crisissolutionsnc.org</a>
<b>Daymark Mobile Crisis</b>	866-275-9552			Face to face on-site risk assessment. Can transport in some situations – if there's availability (if only one clinician on staff may have to call EMS or sheriff.) Orange, Durham, Alamance, NOT WAKE, NOT CHATHAM. No charge to clients for services regardless of insurance, immigration status (There may be a charge for EMS transport if required however).

## Community Behavioral Health Crisis Resources During COVID-19 Conditions, continued

Organization	Phone	Address	Hours	Information/Website
<b>Duke ER Durham</b>	(919) 684-2413	2301 Erwin Road, Durham, NC 27710	24/7	<a href="https://dukehealth.org/locations/duke-regional-hospital-emergency-room">dukehealth.org/locations/duke-regional-hospital-emergency-room</a>
<b>Duke Regional ER</b>	919-470-5345	3643 N Roxboro Street, Durham, NC 27704	24/7	All psychiatric inpatient care at Duke has been moved to Duke Regional. They have inpatient adult psychiatry beds. There are no inpatient pediatric psychiatry beds at Duke or Duke Regional, although the medical pediatric floor has psychiatric consultation services. <a href="https://dukehealth.org/locations/duke-regional-hospital-emergency-room">dukehealth.org/locations/duke-regional-hospital-emergency-room</a>
<b>Durham Recovery Response Center</b>	(919) 560-7305	309 Crutchfield St, Durham, NC 27704	24/7	<ul style="list-style-type: none"> <li>Adults only</li> <li>24/7, all individuals are triaged, clinically and medically assessed to determine their needs. Based on each guests' needs as determined by a psychiatric nurse practitioner or psychiatrist, psychiatric evaluations are conducted, medications are started or continued for mental health concerns, detoxification from opiates/benzos/alcohol or induction and continuation protocols for MAT are initiated for substance use concerns, peer support is provided, and/or basic needs are addressed. . . Facility based Crisis provides 3-5 days of mental health stabilization, non-hospital medical detoxification from opiates/benzos/alcohol, crisis stabilization, and medication assisted treatment."</li> </ul> <p><a href="https://riinternational.com/listing/recovery-response-center-durham/">https://riinternational.com/listing/recovery-response-center-durham/</a></p>
<b>El Futuro</b>	Call 919-688-7101 to schedule video assessment via zoom.		New patients can come to walk-in clinic in Durham Tuesday, Wednesday and Thursday from 9 am – 12 pm (first come, first served).	not a crisis center -- bilingual services for Latinx clients. Accepting new patients for therapy, psychiatry, substance use treatment, DWI services. Subsidized services vary per county. Some insurance accepted.
<b>Freedom House Crisis Unit</b>	919-967-8844	New Stateside Dr, CH, 27516	Best to call ahead to ask if beds are available.	<ul style="list-style-type: none"> <li>Only adults.</li> <li>Mental health and substance use (detox).</li> </ul> <p><a href="https://freedomhousercovery.org/crisis-services">https://freedomhousercovery.org/crisis-services</a></p>
<b>Holly Hill Hospital</b>	919-250-7000	201 Michael J Smith Lane, Raleigh, NC 27610  After 8 p.m. go to 3019 Falstaff Road, Raleigh, 27610	Child, M-F 8am-8pm	<ul style="list-style-type: none"> <li>Crisis stabilization hospital, children's campus and two adult buildings.</li> <li>Adult, 3019 Falstaff Road, Raleigh, 27610</li> <li>Assessment to determine if they meet inpatient criteria. If they do and there is availability they admit them. If they do but there is no space, make a safety plan and refer them to come back the next morning. For adults, they offer partial hospitalization and IOP programs if they don't meet criteria for inpatient hospitalization. Don't start medication unless they're admitted. Intake is provided by nurses and therapists.</li> </ul> <p><a href="https://hollyhillhospital.com/contact-us/">https://hollyhillhospital.com/contact-us/</a></p>
<b>HOPE4NC</b>	1-855-587-3463		24/7	for free and confidential emotional support, counseling referrals and community resources. "Hope4NC includes a Crisis Counseling Program tailored for COVID-19, which will provide immediate crisis counseling services to individuals affected by the ongoing public health crisis. A live person will always answer."
<b>Law enforcement</b>	911			
<b>Monarch Behavioral Health Wake County Behavioral Health Urgent Care</b>	(919) 703-2845	319 Chapanoke Rd., Suite 120 Raleigh, NC 27603	Monday-Thursday, 8 a.m. – 8 p.m. Friday, 8 a.m. – 3 p.m. Saturday, 8 a.m. – 1 p.m.	<ul style="list-style-type: none"> <li>Can see people who have Medicaid or have some private insurance (some BCBS, United Health – call first if insurance questions) from Orange or Alamance County, also uninsured people from Wake, Durham and Johnston.</li> <li>See last patient 2 hours before closing. "The earlier they can get there the better."</li> <li>See children 4 and up, teens and adults.</li> </ul> <p><a href="https://monarchnc.org/service-locations/wake/">https://monarchnc.org/service-locations/wake/</a></p>

## Community Behavioral Health Crisis Resources During COVID-19 Conditions, continued

Organization	Phone	Address	Hours	Information/Website
<b>NAMI National Alliance on Mental Illness Orange County</b>	919-929-7822			Volunteer organization, staffed by family members of people with mental illness. “People can call just to talk – we’re a warm line, not a crisis line.”
<b>Orange County Rape Crisis Center</b>	866-935-4783, text 919-504-5211  If you want to call the office, it’s best to call during office hours. The number is 919-968-4647 for any non-crisis calls.		24 hour helplines	<ul style="list-style-type: none"> <li>• We will maintain 24-hour crisis intervention services through our phone, text and chat Helplines.</li> <li>• Hospital accompaniment for survivors is available in person. The UNC SANE nurses can page the OCRCC but it’s helpful if we call them and let them know that we have a client who’s interested in meeting them in the ER.</li> <li>• Most client and community meetings will be conducted virtually either via phone or video chat. Secure video chat options are available for client contact. In-person meetings can be scheduled on an as-needed basis. Isolation room and tablet can be provided for persons who may have been exposed to corona virus.</li> <li>• Support groups will resume in February 2022. They haven’t yet decided if they will be in person or virtual.</li> <li>• If you want to call the office, it’s best to call during office hours.</li> </ul> <p><i>ocrcc.org</i></p>
<b>RHA Behavioral Health Services</b>	336-513-4200	2732 Anne Elizabeth Dr, Burlington NC	Sunday - Saturday 8:00 a.m. - 8:00 p.m.	specialized crisis center where you can walk in for a crisis assessment and referrals to additional services. Appointments are not needed.
<b>Suicide prevention lifeline</b>	1-800-273-TALK		24/7	
<b>Therapeutic Alternatives Mobile Crisis</b>	1-877-626-1772			Free clinical assessments, mostly face to face although occasionally may be over telephone if clinically appropriate. They do not provide transportation because of the pandemic. They try to arrange non-emergency transportation through a family member or friend or a ride service. NOT ORANGE or ALAMANCE, YES DURHAM, WAKE, CHATHAM. No fee to clients, regardless of insurance or immigration status.
<b>Triangle Springs Hospital</b>	919-372-4408	10901 World Trade Blvd. Raleigh, NC 27617		<ul style="list-style-type: none"> <li>• Walkins are accepted 24/7</li> <li>• “We provide emergency mental health services for adults ages 18+, including those who are experiencing a mental health or addiction crisis, such as risk of harm to self or others, significant emotional or behavioral changes, or impending or active withdrawal symptoms.”</li> </ul> <p><a href="https://trianglesprings.com/programs/mental-health-emergency/">https://trianglesprings.com/programs/mental-health-emergency/</a></p>
<b>UNC ER</b>	984-974-4721	101 Manning Drive, Chapel Hill, NC 27514	24/7	Were triaging outside of ER earlier in the pandemic but now triage inside. One visitor is allowed for COVID-negative patients if visitor screens negative for COVID (only one per stay, can not change visitors).
<b>Wakebrook UNC Crisis Assessment</b>	984-974-4800	107 Sunnybrook Road, Raleigh, NC 27610.		<ul style="list-style-type: none"> <li>• “The UNC Health Care at WakeBrook Crisis and Assessment Services Unit is an outpatient clinic that provides behavioral health and substance abuse walk-in services including crisis screening, assessment, intervention and stabilization. We are a safe and secure location for individuals requiring a higher level of care to stay while awaiting placement. These services are offered 24 hours, seven days a week and 365 days a year. All services are provided by professionally trained licensed medical and clinical staff.”</li> <li>• All ages, children and adults</li> <li>• “Our program is designed for anyone who is experiencing a crisis related to mental illness, developmental disability and/or substance abuse.”</li> </ul>