Arizona Crisis Services and 988 Integration

CJ Loiselle, Deputy Assistant Director, Division of Grants Administration

Arizona Health Care Cost Containments System (AHCCCS)
AHCCCS Crisis System Responsibility

Regional Behavioral Health Authorities (RBHAs):
- **North** (Care1st)
- **Central** (Mercy Care)
- **South** (Arizona Complete Health)
AZ RBHA Crisis Coverage vs. Health Plan of Enrollment

T19/21 Eligible Members:
- Phone Triage, Assessment and De-Escalation
- Community Mobile Team Response
  - Assessment/De-Escalation/Referrals
  - Transport (as needed)
  - Crisis Stabilization/Observation
    - 24 Hours
- Follow Up/Service Referrals
  - Outpatient and Supportive Services

Non-T19/21 Eligible Individuals:
- Phone Triage, Assessment, De-Escalation
- Community Mobile Team Response
  - Assessment/De-Escalation/Referrals
  - Transport (as needed)
  - Crisis Stabilization/Observation
    - 72 Hours
- Phone Follow up (as needed)

Health Plan:
- For SMI/SED, SUD or COT treatment needs RBHAs may continue to cover care coordination and follow up service connection as applicable

Discharge Planning/Transition to IP
Arizona Crisis Hotlines

STATEWIDE: Call 1-844-534-HOPE (4673), or Text 4HOPE (44673)

Maricopa, Pinal, Gila Counties
Mercy Care: 1-800-631-1314 or 602-222-9444

Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz and Yuma Counties
Arizona Complete Health: 1-866-495-6735

Apache, Coconino, Mohave, Navajo and Yavapai Counties
Care1st: 1-877-756-4090

Gila River and Ak-Chin Indian Communities: 1-800-259-3449

Especially for Teens
Teen Lifeline phone or text: 602-248-TEEN (8336)
How 988 flows into the Arizona Crisis System of Care

• 988 calls are routed into the AZ Crisis System to ensure seamless connection to crisis mobile teams and other local resources
• 988 calls represent about 10% of AZ Crisis calls
2022 Lifeline (988) vs. AZ Local Crisis lines

2022


Lifeline  RBHA

36,288  33,572  35,996  36,169  39,389  36,413  37,436  40,496  39,435
Arizona Counties, Tribes and Population

15 Counties
22 Tribal Nations
Population: 7.2 million (*AHCCCS enrolled 2.4m*)

**Contract year 2021:**
Total Calls Received Through AHCCCS/RBHA Lines: **428,214**
Total Arizona Residents Served By Crisis Mobile Teams: **46,746**
Total Arizona Residents Served by Crisis Stabilization Facilities: **53,219**
AZ 2021 Crisis Call Disposition Percentages

- Resolved by Phone: 78%
- CMT Dispatched: 20%
- Calls from Law Enforcement for Co-Response: 17%
- Require EMS Response: 1%
- Call Center Coordination with 911 for Emergency Rescue: 1%
Arizona 988 Marketing ADHS/AHCCCS

The Federal Government is not providing states with funding to advertise the new 988 number. ADHS will seek to fill this gap by using existing suicide prevention funding to mount a statewide, multi-modal advertising campaign. The 988 national crisis line rollout will be the most significant initiative for the ADHS 2022-2023 Arizona Suicide Prevention Action Plan.

Planning priorities:

• Increasing awareness of the new, dial-anywhere number will allow an Arizonan in crisis to connect to help no matter where they are.

• Creating messaging and coordinating for an exhaustive awareness campaign.
988 ADHS Advertising Timeline

- **6/15/2022**: Finalize draft of Suicide Prevention Action Plan to support AHCCCS 988 grant award
- **10/31/2022**: Select a marketing firm to develop 988 marketing materials
- **12/31/2022**: Update all promotional materials from current 1-800-273-8255 number to 988
- **6/30/2023**: Evaluate implemented marketing strategies to determine reach, clarity and effectiveness
Resources

- AHCCCS Crisis Services Website: azahcccs.gov/BehavioralHealth/crisis.html
- AHCCCS Crisis Services FAQs: https://www.azahcccs.gov/BehavioralHealth/CrisisFAQ.html
- Arizona Suicide Prevention website: azhealth.gov/suicide
- Arizona Department Of Administration 911 Program: https://az911.gov/about/current-training-opportunities/9-8-8