

If you or your loved one is facing a behavioral health crisis, call one of the national or local crisis lines listed in this document and on the AHCCCS Crisis web page. Trained behavioral health experts are available 24 hours a day, 7 days a week to provide crisis intervention, support, and referrals. Always call 911 in the case of a life threatening crisis.

Arizona's crisis services include, but are not limited to:

- 24/7 crisis phone lines,
- Crisis mobile teams in all counties, and
- Psychiatric urgent care, observation and stabilization, inpatient facilities, and other facility-based stabilization services.

A crisis situation is different for each person, and the response is individualized to meet the needs of each person. Crisis services are intended to stabilize an individual or prevent a sudden, unanticipated, or potentially dangerous behavioral health condition, episode, or behavior. Services are available to anyone in Arizona regardless of insurance coverage.

24/7 Crisis Hotlines:

Crisis lines are answered 24 hours a day, seven days a week within a maximum of 18 seconds (or 3 rings). You can call the single, statewide crisis line (1-844-534-4673), text the crisis text line at 4HOPE or chat with a crisis specialist. The goal of these trained crisis specialists is to help the caller determine the most appropriate services. They can connect individuals directly with other agencies, including Peer-Run warmlines, mobile crisis teams, police, or fire departments, depending on the nature of the call.

Crisis Mobile Teams:

Crisis line experts will determine whether to send a mobile crisis team. These teams can provide support when an individual is in a non-life threatening behavioral health crisis. They will assess the situation and



help you find a solution to the immediate concern. They are available 24 hours a day, seven days a week and are required to respond on site within an average of 60 minutes of receipt of a call in urban areas and within an average of 90 minutes of receipt of a call in rural areas. If necessary and appropriate, they can arrange transportation to a facility for further care.

Facility-based Stabilization Services:

Crisis services are designed to prevent or lessen symptoms associated with a behavioral health crisis. These locations adhere to a "no wrong door" approach and include psychiatric urgent care centers, 23-hour observation and stabilization, inpatient facilities, crisis respite, time-limited residential services, detox services, and access to Medication Assisted Treatment. These programs provide an alternative to long-term hospital stays and often allow individuals to remain in their community. Crisis stabilization services are available to everyone in Arizona. You can find Crisis Stabilization locations on the AHCCCS website.

When an AHCCCS member receives crisis services, their AHCCCS health plan is notified so they can coordinate care.

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you know of an AHCCCS member who is unable to access health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan's Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-364-4558, or 1-800-867-5308.