

## **School-Based Team, WCPSS Crisis Resource Guide**

For questions regarding NC Medicaid status, plan, or benefits:

Website: [Home | NC Medicaid Managed Care \(ncmedicaidplans.gov\)](https://www.ncmedicaidplans.gov)

Phone: **1-833-870-5500** (TTY: 711 or [RelayNC.com](https://www.relaync.com))

Hours of operation: 7 a.m. to 5 p.m., Monday through Saturday

For non-emergency questions or referrals to treatment for individuals that have Alliance Medicaid (this may be referred to as “Tailored Plan”) or are uninsured:

- Alliance Health Plan Member & Recipient Services (Mon.-Sat. 7am-6pm) # **800-510-9132**  
<https://www.alliancehealthplan.org/>

### **Wake Co. Crisis Services:**

- For a medical or life-threatening emergency, you can contact 911 and request a “CIT Officer.” These first responders have gone through Crisis Intervention Training to work with individuals with a mental health, substance use, intellectual or developmental disability.  
<https://nami-wake.org/support-and-education/education/crisis-intervention-training/>
- **Mobile Crisis Providers & Crisis Lines:**  
Available 24/7 for crisis response. A mental health professional will triage over the phone and if needed will go into the community to evaluate for safety and provide crisis stabilization services.
  - Alliance Health Behavioral Health Crisis Line # 877-223-4617
  - Therapeutic Alternatives Mobile Crisis # 1-877-626-1772  
<https://www.mytahome.com/mobile-crisis>
  - KidsPeace, Mobile Outreach Response Engagement and Stabilization (MORES)  
# (484) 215-6756, <https://www.kidspeace.org/the-hope-center/>  
Mobile Crisis support for ages 3-20. For Alliance Medicaid individuals, they can provide ongoing support for case management and referral needs up to 8 weeks.
- **NC Medicaid Behavioral Health Crisis Lines:**  
For NC Medicaid recipients, there is a behavioral health crisis line associated with each Medicaid insurance plan. All crisis lines operate 24 hrs. a day, 7 days a week
  - Alliance Health Crisis Line # 877-223-4617
  - AmeriHealth Caritas Behavioral Health Crisis Line # 1-833-712-2262
  - Carolina Complete Care Behavioral Health Crisis Line # 1-855-798-7093
  - Healthy Blue of NC Behavioral Health Crisis Line # 1-844-594-5076
  - United Health Care Behavioral Health Crisis Line 1-877-334-1141
  - WellCare of NC Behavioral Health Crisis Line 1-833-207-4240

***\*If you are in a crisis and not sure who to call, you can call Alliance Health Crisis Line at 877-223-4617 and you will be connected to the appropriate crisis support.***

- KidsPeace, Hope Center  
Behavioral Health Urgent Care (BHUC), no appointment necessary  
Facility Based Crisis (FBC), serving Alliance Medicaid members ***\*FBC anticipated opening Aug. 2024\****  
400 West Ransom Street  
Fuquay-Varina, NC  
(877) 888-7849 or (610) 799-7500  
<https://www.kidspeace.org/the-hope-center/>
- Monarch Behavioral Health Urgent Care (BHUC), no appointment necessary  
319 Chapanoke Road, Suite 120  
Raleigh, NC 27603  
(919) 703-2845  
<https://monarchnc.org/behavioral-health-urgent-care/>