



December 2019

Mobile Crisis Response Providers

As a Mobile Crisis Response Provider for CountyCare Health Plan, CountyCare would like to inform you and/or your organization that the Provider Manual has recently been updated to include specific provider requirements as it pertains to Children's Mental Health Services.

The updates include information related to screening and crisis safety planning.

The current version of the CountyCare Health Plan Provider Manual is available on the CountyCare website.
<http://www.countycare.com/providers/provider-manual>.

Additionally, members who are community stabilized require access to a psychiatric resource within three days of the crisis event. CountyCare offers access to behavioral health resources which are available to you/ and your organization as you collaborate with members by contacting the Behavioral Health Access Line (BHAL) at 1.844.433.8793. The Behavioral Health Access Line offers CountyCare members an appointment to a psychiatric resource within 48 hours for urgent calls.

If you have any questions about the updates and/or specific requirements for Mobile Crisis Response Providers, please contact your provider relations representative.

You may also contact the Provider Relations Department via email at providerservices@countycare.com.