

LOUISIANA CRISIS RESPONSE SYSTEM

MOBILE CRISIS RESPONSE (MCR)

- A mobile service available as an initial intervention for individuals in a self-identified crisis
- Teams go to the individual where they are located in the community



BEHAVIORAL HEALTH CRISIS CARE (BHCC)

- Facility based services that operate as a walk-in center with a home-like environment
- Provides short-term crisis intervention for up to twenty-three (23) hours

COMMUNITY BRIEF CRISIS SUPPORT (CBCS)

- A face-to-face ongoing crisis intervention response
- Designed to provide stabilization and support in the community after the initial intervention by Mobile Crisis Response or Behavioral Health Crisis Care



FOR INDIVIDUALS ENROLLED WITH AETNA BETTER HEALTH WHO ARE:

1. 21 years of age and older, AND
 2. Experiencing emotional distress and would benefit from crisis response from trained practitioners to get the supports needed to resolve the crisis and stay in the community, AND
 3. Not already on a legal commitment; not authorized for and receiving crisis care through Community Psychiatric Support and Treatment (CPST), Psychosocial Rehabilitation (PSR), or Assertive Community Treatment (ACT) services; and able to voluntarily participate in services
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ACCESSING SERVICES

Contact **Aetna Better Health's** 24-hour behavioral health crisis line: **1-833-491-1094**

CURRENT SERVICES IN NORTHWEST LOUISIANA (REGION 7)

- (Bienville, Bossier, Caddo, Claiborne, DeSoto, Natchitoches, Red River, Sabine, and Webster parishes)
- **Provided by Merakey Louisiana**
 - **Mobile Crisis Response:** 12 p.m.-8 p.m. Monday-Friday
 - **Community Brief Crisis Support:** Available as needed after Mobile Crisis Response or Behavioral Health Crisis Care
 - **Behavioral Health Crisis Care:** 8 a.m.-4:30 p.m. Monday-Friday; call Merakey Louisiana at 318-219-4167 or 337-277-8615