



Arizona Crisis Services and 988 Integration

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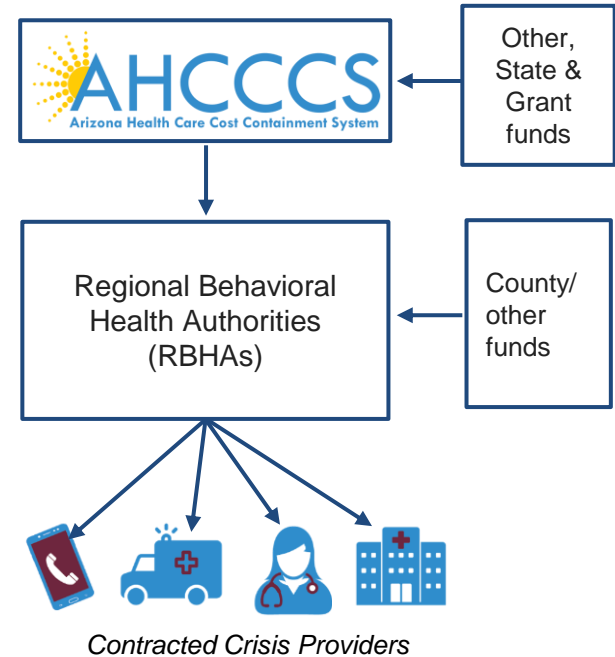
Arizona Health Care Cost Containments System (AHCCCS)



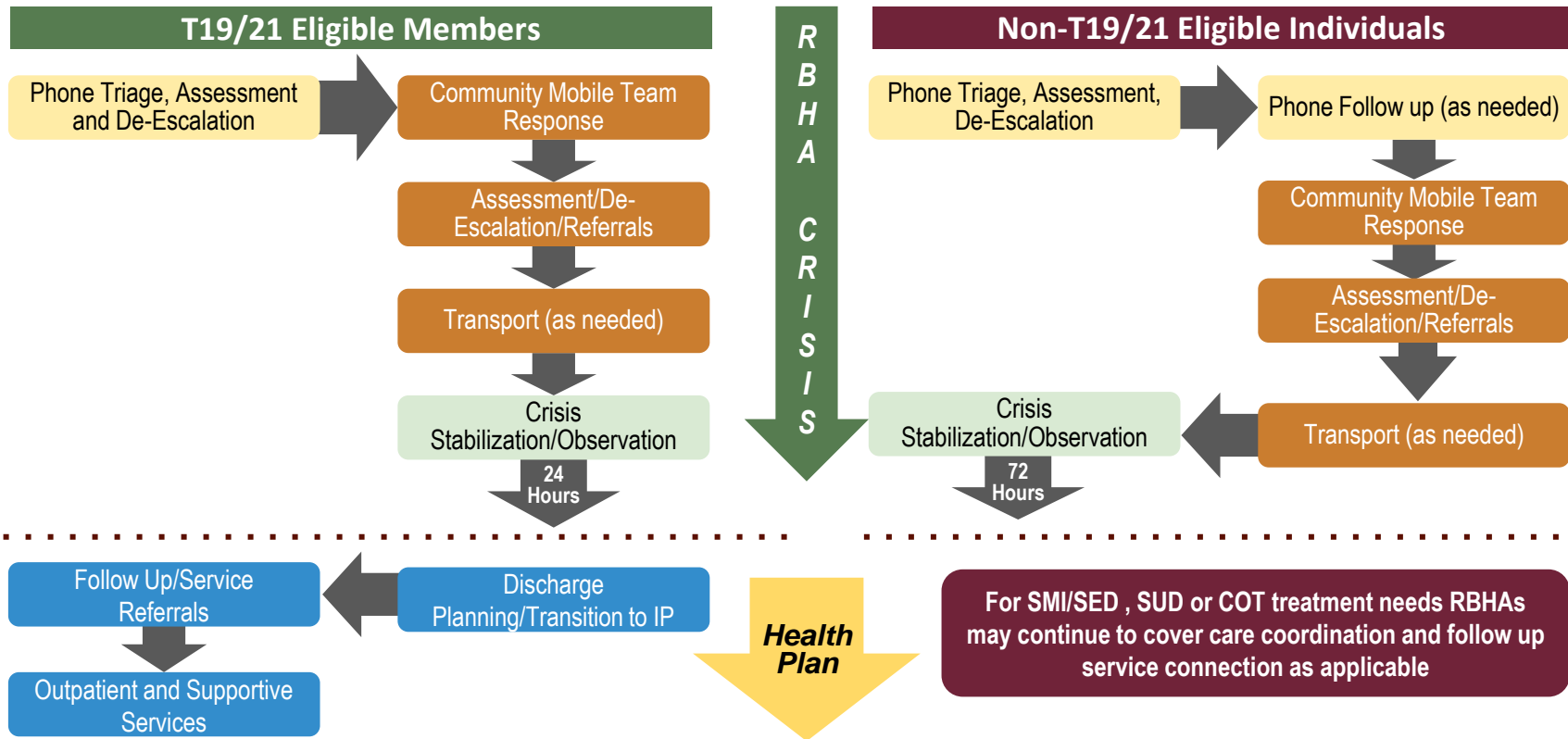
AHCCCS Crisis System Responsibility

Regional Behavioral Health Authorities (RBHAs):

- **North** (Care1st)
- **Central** (Mercy Care)
- **South** (Arizona Complete Health)



AZ RBHA Crisis Coverage vs. Health Plan of Enrollment



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**

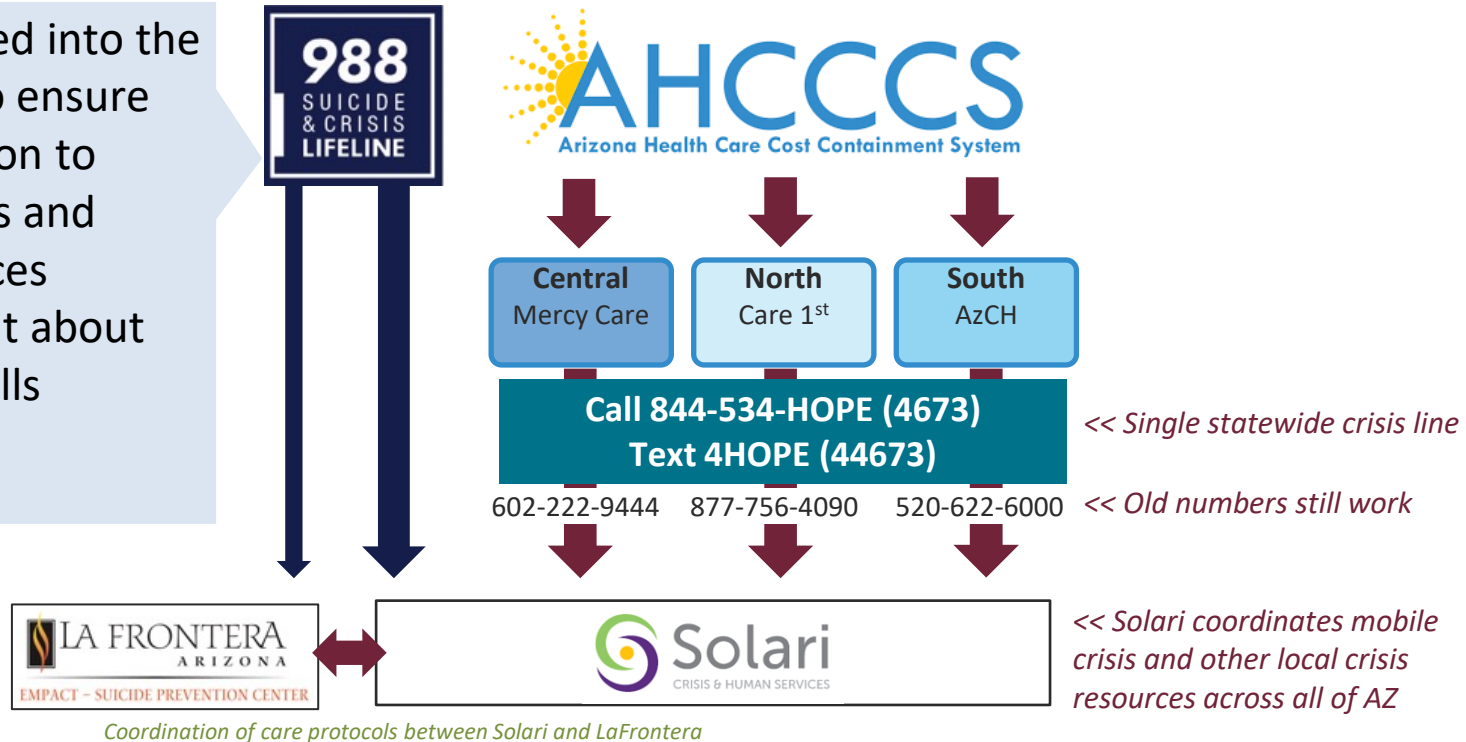
Especially for Teens

Teen Lifeline phone or text: **602-248-TEEN (8336)**

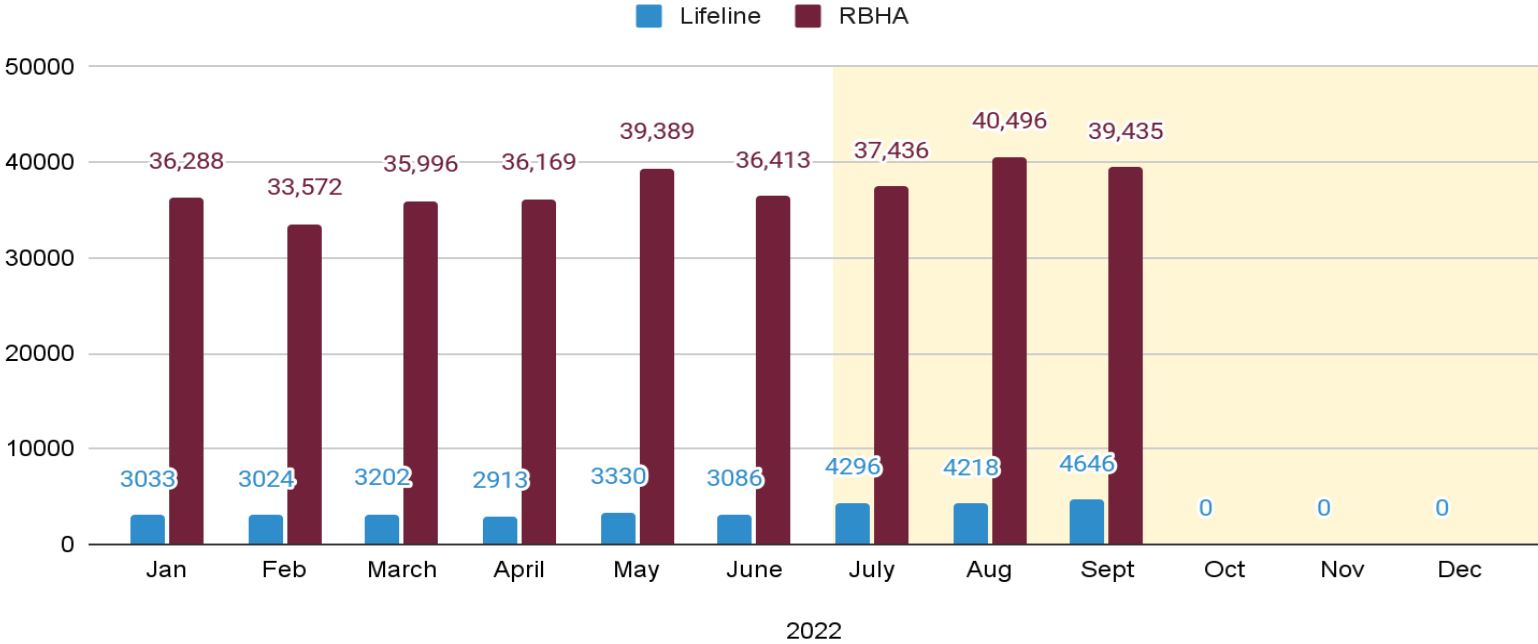


How 988 flows into the Arizona Crisis System of Care

- 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



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

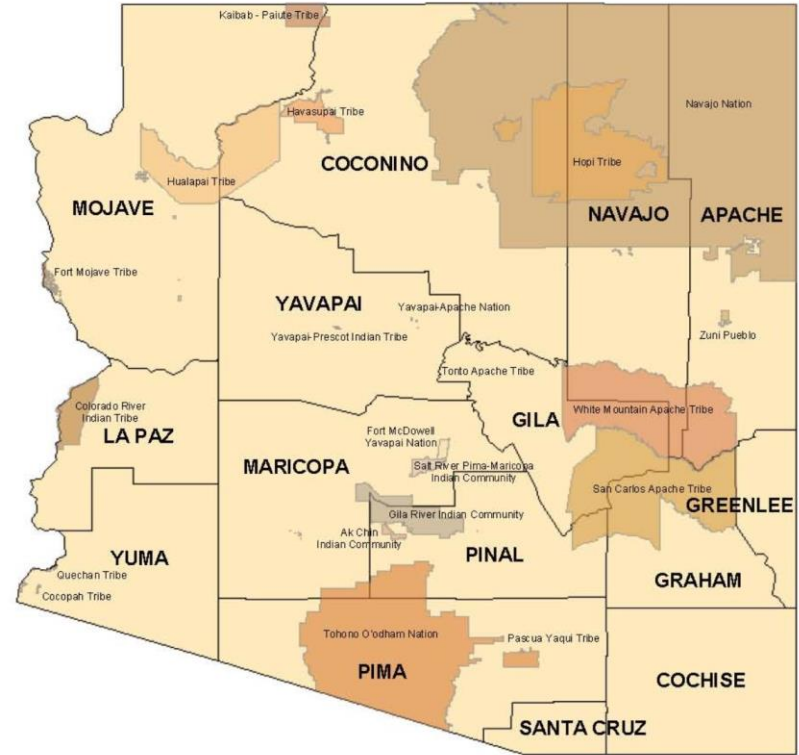
Lines: **428,214**

Total Arizona Residents Served By Crisis

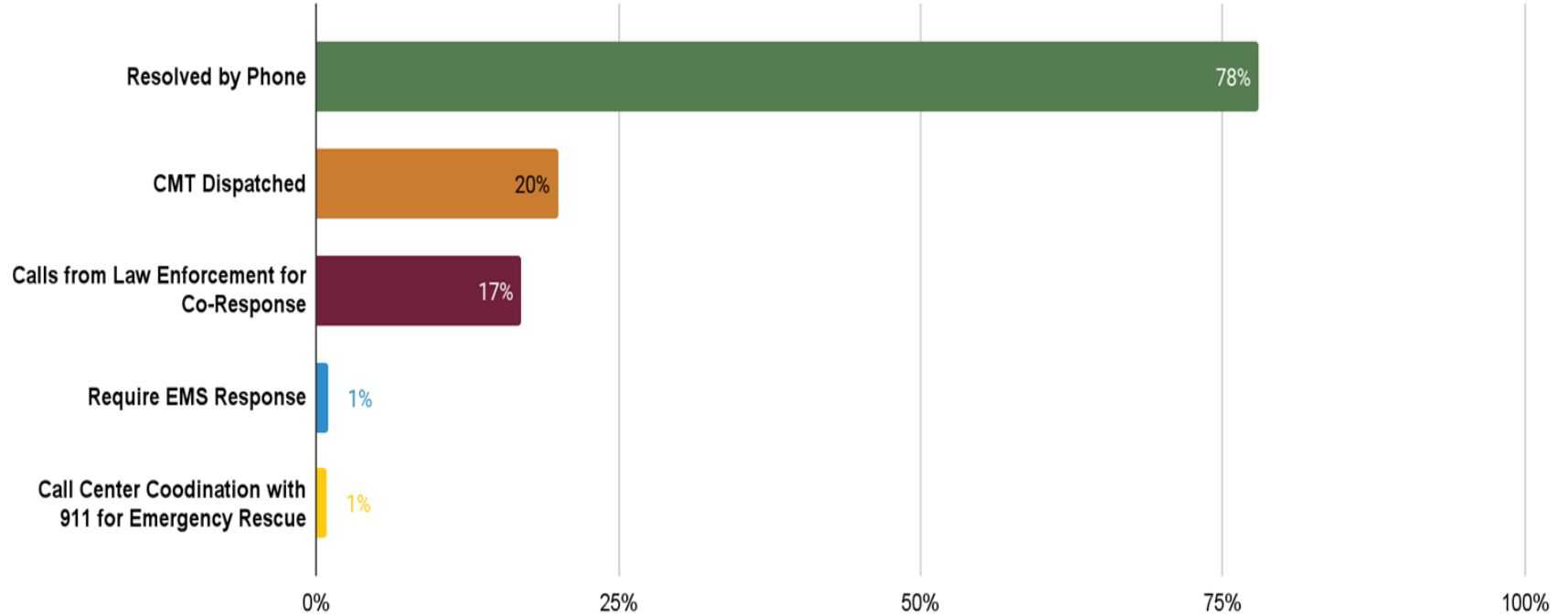
Mobile Teams: **46,746**

Total Arizona Residents Served by Crisis

Stabilization Facilities: **53,219**



AZ 2021 Crisis Call Disposition Percentages



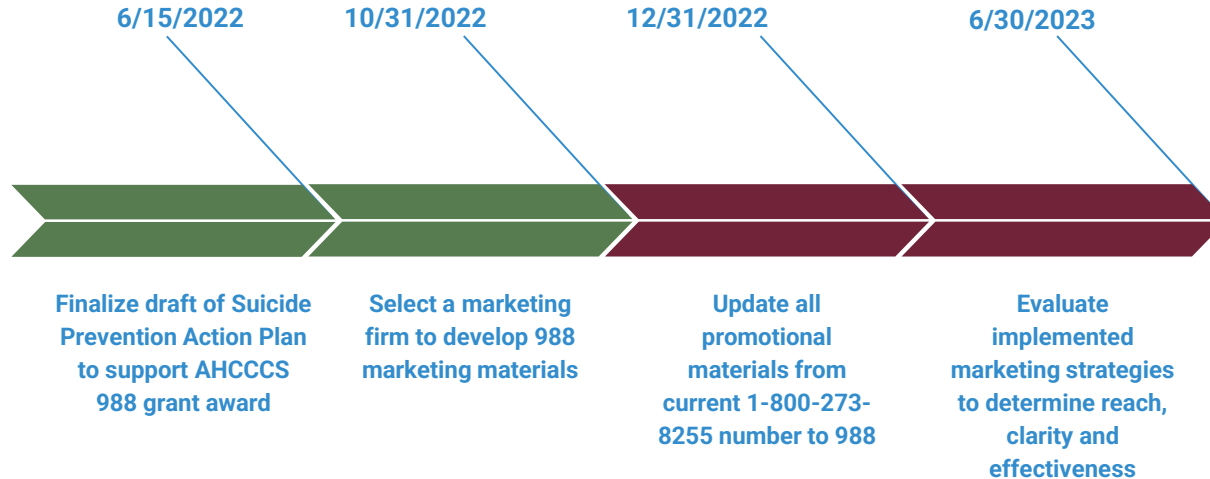
Arizona 988 Marketing ADHS/AHCCCS

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



Resources

- AHCCCS Crisis Services Website:
azahcccs.gov/BehavioralHealth/crisis.html
- AHCCCS Crisis Services FAQs:
<https://www.azahcccs.gov/BehavioralHealth/CrisisFAQ.html>
- 988 Fact Sheet: <https://www.fcc.gov/sites/default/files/988-fact-sheet.pdf>
- Arizona Suicide Prevention website: azhealth.gov/suicide
- Arizona Department Of Administration 911 Program:
<https://az911.gov/about/current-training-opportunities/9-8-8>